

Office of the Independent Ombudsman



Ombudsman Resolution FY 2021 Report

December 1, 2021

Texas Board of Criminal Justice

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Overview

As required by the 87th Texas Legislature General Appropriations Act (GAA) for the 2022-2023 biennium by Article V, Texas Department of Criminal Justice (TDCJ) Rider 46, TDCJ is required to provide an annual public report on the activities of the Ombudsman. Additionally, Rider 30 requires the Ombudsman to respond to all agency and legislatively referred complaints in a timely manner and to develop performance measures, trend analysis, and a method of resolution for issues presented.

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

The 2021 GAA, Article V, Rider 46 requires a report be provided by December 1, 2021, to the Governor, Lieutenant Governor, Speaker of the House, and the legislative committees tasked with criminal justice and appropriations.

Office of the Independent Ombudsman

In accordance with Section 493.016 of the Texas Government Code, the Texas Board of Criminal Justice (TBCJ) 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 Office of the Independent Ombudsman Offices strive to provide timely responses to the public.

The TBCJ 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.

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

In FY 2021, the Ombudsman Office hosted one Public Awareness Corrections Today (PACT) conference and attended 12 COVID-19 Family Group conference calls.

Executive Summary

This report contains information regarding inquiries closed from September 1, 2020; through August 31, 2021 (FY 2021). During FY 2021, resolutions were provided for 34,756 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS
Emergency /Specialty	1,968
Religion	58
Classification	2,052
Communication	2,497
Disciplinary	2,090
Facility Operations	2,735
Medical/Health Services	1,276
Legal	132
Staff Complaints	1,888
Transportation	1
Grievance Program	201
Research	5
Parole	6,875
Criminal History	2
Victim Issues	35
Gen. Info. Questions/Misc. Issues	9,677
FYI/Duplicates/Satisfied/Not Satisfied	3,256
Winter Storm	8

OMBUDSMAN CATEGORIES TOTAL 34,756

Ombudsman Reporting & Resolution

Emergency Issues

Allegations/Threats and/or Physical harm from another Inmate **958**

Resolutions/Outcomes

Duplicate request from same requestor	1
Request to disregard	3
Other action taken	51
General information provided/Policy or process explained	206
Referred to OIG**	8
Inmate reassigned unit/housing/job/class/program	286
Investigated - No corrective action necessary	393
Request approved/Corrective action taken	1
Some corrective action/Some unable to provide outcome requested	2
Pending Litigation/Provided general information	1
Referred to PREA*	4
No contact information for requestor	2

Request for Protection **73**

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	7
Inmate reassigned unit/housing/job/class/program	15
Investigated - No corrective action necessary	50

**"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.*

Physical Harm or Threats of Physical Harm from Staff	696
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Resolutions/Outcomes

Duplicate request from same requestor	1
Other action taken	2
General information provided/Policy or process explained	188
Request to disregard	2
Referred to OIG**	102
Inmate reassigned unit/housing/job/class/program	15
No contact information for requestor	2
Investigated - No corrective action necessary	382
Requested action approved/taken	1
Some corrective action/Unable to provide some action requested	1

Medical Emergencies	104
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Resolutions/Outcomes

Other Action Taken	1
General information provided/Policy or process explained	45
Inmate reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	35
Seen by medical/Medication provided/Co-pay issues addressed	17

ADA Issues	1
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Resolutions/Outcomes

General information provided/Policy or process explained	1
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Discrimination Based on Gender and/or Nationality	2
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Resolutions/Outcomes

General information provided/Policy or process explained	2
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Extortion to include obtaining currency, property, or demanding the performance of an action by coercion, deception, or violence	48
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Resolutions/Outcomes

Referred to OIG**	14
General information provided/Policy or process explained	11
Inmate reassigned unit/housing/job/class/program	8
Investigated – No corrective action necessary	15

*** "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 Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person's consent) * **4**

Resolutions/Outcomes

General information provided/Policy or process explained	3
Referred to PREA*	1

Allegations of Sexual Abuse (sexual contact between the genitals of one person and the genitals, mouth, anus, or hands of another person, to include sexual fondling, without that person's consent) **76**

Resolutions/Outcomes

General information provided/Policy or process explained	21
Request to disregard	1
No contact information for requestor	1
Referred to OIG**	4
Referred to PREA*	17
Inmate reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	28

Specialty Issues not otherwise specified **6**

Resolutions/Outcomes

General information provided/Policy or process explained	6
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Religion Issues

Religious Service/Membership **28**

Resolutions/Outcomes

General information provided/Policy or process explained	12
Request to disregard	1
Investigated - No corrective action necessary	15

Religious Paraphernalia **2**

Resolutions/Outcomes

General information provided/Policy or process explained	2
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"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 Grooming	3
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Resolutions/Outcomes

General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1

Discrimination based on Religion	7
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Resolutions/Outcomes

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

Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	18
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Resolutions/Outcomes

General information provided/Policy or process explained	10
Investigated - No corrective action necessary	8

Classification Issues

Housing/Unit Assignment	922
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Resolutions/Outcomes

Duplicate request from same requestor	1
Request to disregard	5
Grievance filed and pending outcome	2
Other action taken	4
Inmate information provided/Information provided to victim	2
General information provided/Policy or process explained	536
Requested additional information from requestor	7
Inmate reassigned unit/housing/job/class/program	66
Investigated - No corrective action necessary	288
Additional information received from requester	3
Maintenance work order submitted and/or completed	3
Seen by medical/Medication provided/Co-pay issues addressed	1
Contact information provided	1
No contact information for requestor	3

Job Assignment	213
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Resolutions/Outcomes

Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	3
Other action taken	1
Request approved/Corrective action taken	1
General information provided/Policy or process explained	92
Inmate reassigned unit/housing/job/class/program	30
Investigated - No corrective action necessary	84

Restrictive Housing	30
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Resolutions/Outcomes

Additional information received from requestor	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	13
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	14

Educational/Vocational Training	49
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Resolutions/Outcomes

General information provided/Policy or process explained	41
Investigated - No corrective action necessary	8

Rehabilitation Programs	132
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Resolutions/Outcomes

General information provided/Policy or process explained	126
Investigated - No corrective action necessary	6

Classification Status and/or Custody Level for Inmates not in Restrictive Housing	174
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Resolutions/Outcomes

Duplicate request from the same requestor	1
Request to disregard	1
Grievance filed and pending outcome	1
Other action taken	2
Records corrected	4
Contact information provided	1
No contact information for requester	1
General information provided/Policy or process explained	96
Inmate reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	65

Furlough/Work Release/ Emergency Absences	30
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Resolutions/Outcomes

General information provided/Policy or process explained	30
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Security Threat Group	31
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Resolutions/Outcomes

General information provided/Policy or process explained	16
Other action taken	2
Investigated - No corrective action necessary	13

Time Calculations	45
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Resolutions/Outcomes

Records corrected	1
General information provided/Policy or process explained	44

Classification Issues Not Otherwise Specified	108
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Resolutions/Outcomes

General information provided/Policy or process explained	106
Requested additional information from requestor	1
Investigated - No corrective action necessary	1

Transfers within State (facility transfer requests)	307
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Resolutions/Outcomes

Duplicate request from the same requestor	1
Grievance filed and pending outcome	1
Not TDCJ jurisdiction	1
General information provided/Policy or process explained	243
Requested additional information from requestor	1
Inmate reassigned unit/housing/job/class/program	18
Investigated - No corrective action necessary	41
No contact information for requestor	1

Transfers out of State (transfers to out of state prisons Corrections Compact)	Interstate	8
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Resolutions/Outcomes

Investigated - No corrective action necessary	1
General information provided/Policy or process explained	7

State Jail/SAPFP Release Inquiry	3
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Resolutions/Outcomes

General information provided/Policy or process explained	3
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Communication Issues

Visitation	779
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Resolutions/Outcomes

Grievance filed and pending outcome	2
Other action taken	4
Request to disregard	2
Records corrected	2
General information provided/Policy or process explained	694
Requested additional information from requestor	2
Investigated - No corrective action necessary	71
Maintenance work order submitted and/or completed	1
No contact information for requestor	1

Telephone Access (any issue concerning inmate telephone calls)	485
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Resolutions/Outcomes

Duplicate request from the same requestor	2
Additional information received from requestor	3
Request to disregard	1
Incorrectly entered	1
Grievance filed and pending outcome	1
Other action taken	9
General information provided/Policy or process explained	300
Requested additional information from requestor	3
Telephone access/information provided	28
Investigated - No corrective action necessary	136
Maintenance work order submitted and/or completed	1

Access to Forms	9
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Resolutions/Outcomes

General information provided/Policy or process explained	3
Investigated - No corrective action necessary	6

General Mail	370
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Resolutions/Outcomes

Duplicate request from same requestor	1
Incorrectly entered	1
Request to disregard	1
Grievance filed and pending outcome	5
Other action taken	5
General information provided/Policy or process explained	210
Requested additional information from requestor	1
Investigated - No corrective action necessary	142
Property replaced/returned/settlement	1
Some requested action taken/Some unable to provide outcome	1
No contact information from requestor	2

Packages	18
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Resolutions/Outcomes

General information provided/Policy or process explained	12
Investigated - No corrective action necessary	6

Publications	63
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	37
Investigated - No corrective action necessary	24
Property replaced/returned/settlement	1
Special/Legal/Media Mail	28
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	17
Investigated - No corrective action necessary	10
Mail not being delivered in accordance with Correspondence Rules Time Limits	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	8
Visitation Hotline (weekend calls regarding unit visitation)	383
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	383
Inmate Well Being	334
<i>Resolutions/Outcomes</i>	
Request to disregard	2
Other action taken	3
General information provided/Policy or process explained	274
Inmate reassigned unit/housing/job/class/program	5
Investigated - No corrective action necessary	49
No contact information for requestor	1
Communication Issues not otherwise specified	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Investigated - No corrective action necessary	1

Disciplinary Issues

Improper Charged	1,856
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	9
Additional information received from same requestor	6
Request to disregard	2
Grievance filed and pending outcome	78
Other action taken	3
Records Corrected	1
Inmate information provided/Information provided to victim	1
General information provided/Policy or process explained	537
Requested additional information from requestor	4
Referred to PREA*	2
Inmate reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	1,177
Grievance Overturned	3
Disciplinary overturned	26
No contact information for requestor	1
Notice/Service Deficiency	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Investigation Deficiency	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	3
Disciplinary overturned	2
Failure to allow, call, or interview witnesses and/or cross examination	3
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	3
Denied Presentation of Documentary and/or Other Evidence	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Grievance filed and pending outcome	1
Investigated - No corrective action necessary	1

Hearing/Investigation was not impartial	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Counsel Substitute Deficiency	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	3
Insufficient/Improper Evidence to Support Findings	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	3
Improper Punishment	14
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	7
Accused Excluded from Hearing	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	4
Conspiracy/Retaliation	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Frivolous Issue (reason or excuse which does not refute the charge)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Disciplinary Overturn Request	14
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	10
Grievance filed and pending outcome	1

Disciplinary Issues not otherwise specified	165
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Resolutions/Outcomes

Grievance filed and pending outcome	2
General information provided/Policy or process explained	156
Investigated - No corrective action necessary	7

Facility Operations Issues

Food	396
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Resolutions/Outcomes

Incorrectly entered	1
Maintenance work order submitted and/or completed	7
Request to disregard	1
Property replaced/returned/settlement	1
Grievance filed and pending outcome	4
Other action taken	3
General information provided/Policy or process explained	186
Investigated - No corrective action necessary	161
Request action approved/taken	3
Food service issue addressed	25
Some request action taken/Some unable to provide outcome	3
No contact name for requestor	1

Commissary	377
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Resolutions/Outcomes

Request to disregard	2
Other action taken	8
Grievance filed and pending outcome	2
General information provided/Policy or process explained	239
No contact name for requestor	1
Investigated - No corrective action necessary	118
Property replaced/returned/settlement	7

Trust Fund	328
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Resolutions/Outcomes

Request to disregard	1
General information provided/Policy or process explained	303
Investigated - No corrective action necessary	24

Sanitation	28
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Resolutions/Outcomes

General information provided/Policy or process explained	16
Inmate reassigned unit/housing/job/class/program	1
Duplicate request from requestor	1
Investigated - No corrective action necessary	9
Maintenance work order submitted and/or completed	1

Necessities	87
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Resolutions/Outcomes

Other action taken	2
General information provided/Policy or process explained	38
Investigated - No corrective action necessary	43
Necessities provided	3
Request action approved/taken	1

Activity Rotation	15
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Resolutions/Outcomes

General information provided/Policy or process explained	9
Investigated - No corrective action necessary	6

Living Conditions	288
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Resolutions/Outcomes

Additional information received from requestor	1
Request to disregard	2
General information provided/Policy or process explained	168
Requested additional information from requestor	1
Inmate reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	98
Maintenance work order submitted and/or completed	15

Working Conditions	5
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Resolutions/Outcomes

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

Grooming	2
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Resolutions/Outcomes

General information provided/Policy or process explained	2
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Recreation	48
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	24
Investigated - No corrective action necessary	23
Showers	43
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	16
Grievance filed and pending outcome	1
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	24
Maintenance work order submitted and/or completed	1
Confiscated/Contraband Property	39
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	21
Investigated - No corrective action necessary	12
Property replaced/returned/settlement	5
Property Policy Questions/Complaints	56
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	41
Investigated - No corrective action necessary	10
Property replaced/returned/settlement	3

Property Lost/Damaged/Stolen	611
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Resolutions/Outcomes

Duplicate request from the same requestor	2
Request to disregard	2
Grievance filed and pending outcome	22
Other action taken	2
Additional information received from requestor	1
Maintenance work order submitted and/or completed	1
General information provided/Policy or process explained	288
Requested additional information from requestor	1
Investigated - No corrective action necessary	196
Property replaced/returned/settlement	93
Request approved/Corrective action taken	1
Pending Litigation/Provided general information	1
Some corrective action/Some unable to provide outcome requested	1

Searches	62
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Resolutions/Outcomes

Grievance filed and pending outcome	3
General information provided/Policy or process explained	20
Investigated - No corrective action necessary	39

Maintenance (all unit/facility areas)	65
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Resolutions/Outcomes

Inmate reassigned unit/housing/job/class/program	2
General information provided/Policy or process explained	25
Investigated - No corrective action necessary	27
Maintenance work order submitted and/or completed	11

Facility Lockdown	16
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Resolutions/Outcomes

General information provided/Policy or process explained	12
Investigated - No corrective action necessary	4

Inmate Drug Testing Procedures	2
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Resolutions/Outcomes

Investigated - No corrective action necessary	2
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Craft Shop	1
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Resolutions/Outcomes

General information provided/Policy or process explained	1
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Facility Issues not otherwise specified**266*****Resolutions/Outcomes***

Duplicate from requestor	2
Incorrectly entered	1
Request to disregard	1
Grievance filed and pending outcome	4
Other action taken	6
General information provided/Policy or process explained	137
Request approved/Corrective action taken	1
Inmate reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	109
Maintenance work order submitted and/or completed	2
No contact information for requestor	2

Health Services Issues**Housing Based on Medical Restrictions****336*****Resolutions/Outcomes***

Request approved/Corrective action taken	1
Other action taken	1
General information provided/Policy or process explained	313
Seen by medical/Medication provided/Co-pay issues addressed	9
Investigated - No corrective action necessary	12

Medical Personnel**31*****Resolutions/Outcomes***

General information provided/Policy or process explained	24
Investigated - No corrective action necessary	2
Seen by medical/Medication provided/Co-pay issues addressed	5

Confidentiality/Privacy of Medical Information (release of information forms)**15*****Resolutions/Outcomes***

General information provided/Policy or process explained	15
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Work Assignment Based on Medical Restrictions	13
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Seen by medical/Medication provided/Co-pay issues addressed	1
Inmate reassigned unit/housing/job/class/program	1
Access/Denial to Medical Care and Services	414
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	2
General information provided/Policy or process explained	366
Incorrectly entered	1
Investigated - No corrective action necessary	9
Seen by medical/Medication provided/Co-pay issues addressed	35
No contact information for requestor	1
Dental	20
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	19
Seen by medical/Medication provided/Co-pay issues addressed	1
Health Records	28
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	25
Seen by medical/Medication provided/Co-pay issues addressed	3
Infectious Diseases (any communicable disease)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Medical Classification/Health Summary [HSM 18]	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	2
Medical Pass Issues	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4

Medication Issues	110
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	94
Investigated- No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	13
Additional information received from requestor	1
Psychiatric/Psychological Programs	12
<i>Resolutions/Outcomes</i>	
Inmate reassigned unit/housing/job/class/program	1
General information provided/Policy or process explained	10
Seen by medical/Medication provided/Co-pay issues addressed	1
Not Satisfied with Treatment	39
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	31
Seen by medical/Medication provided/Co-pay issues addressed	2
Investigated- No corrective action necessary	6
Assistive Disability Services ADS	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Podiatry	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Ophthalmology/Optometry/Glasses	22
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	22
Medical Transfers	28
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	23
Seen by medical/Medication provided/Co-pay issues addressed	5

Medical Copayment	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Ancillary Medical Services	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Medical Issues not otherwise specified	192
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	187
Seen by medical/Medication provided/Co-pay issues addressed	5
Legal Issues	
Access to Courts	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Other action taken	1
Access to Courts issue resolved	2
Indigent Supplies	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	1
Telephone Access to Attorneys	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Access to Courts issue resolved	2
Law Library	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	3
Access to Courts issue resolved	2

Attorney Visits	3
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
General information provided/Policy or process explained	1
Access to Courts issue resolved	1
Notary Work	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	3
Access to Courts issue resolved	1
Open Records Requests	69
<i>Resolutions/Outcomes</i>	
Inmate information provided/Information provided to victim	4
General information provided/Policy or process explained	62
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
Legal Issues not otherwise specified	24
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	18
Investigated - No corrective action necessary	2
Access to Courts issue resolved	4

Staff Complaint Issues

Use of Force		368
Resolutions/Outcomes		
General information provided/Policy or process explained		144
Duplicate request from the same requestor		1
Other action taken		6
Request approved/Corrective action taken		2
Records corrected		1
Referred to OIG**		4
Inmate reassigned unit/housing/job/class/program		4
Referred to PREA*		2
Investigated - No corrective action necessary		197
Some requested action taken/Some unable to provide outcome		1
Grievance filed and pending outcome		6
Use of Chemical Agents		19
Resolutions/Outcomes		
General information provided/Policy or process explained		9
Referred to OIG**		2
Investigated - No corrective action necessary		8
Allegations of Criminal Activity by Staff (violations of state/federal law)		7
Resolutions/Outcomes		
General information provided/Policy or process explained		2
Referred to OIG**		1
Investigated - No corrective action necessary		4
Allegations of Retaliation/Harassment for Use of Grievance Procedure		45
Resolutions/Outcomes		
Grievance filed and pending outcome		2
General information provided/Policy or process explained		15
Other action taken		1
Investigated - No corrective action necessary		27
<i>"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.</i>		
<i>** "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.</i>		

Allegations of Harassment for Contributing to or Cooperating with an Official Investigation 3

Resolutions/Outcomes

General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1

Threats from Staff 84

Resolutions/Outcomes

Request to disregard	1
Grievance filed and pending outcome	2
General information provided/Policy or process explained	27
Inmate reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	52

Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation 86

Resolutions/Outcomes

Grievance filed and pending outcome	3
Inmate reassigned unit/housing/job/class/program	2
General information provided/Policy or process explained	42
Requested additional information from requestor	1
Investigated - No corrective action necessary	36
Request action approved/taken	2

Allegations of Denial/Interference with Activity 33

Resolutions/Outcomes

Request to disregard	1
Other action taken	1
Grievance filed and pending outcome	2
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	19

Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,185
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Resolutions/Outcomes

Duplicate request from the same requestor	4
Additional information received from requestor	3
Request to disregard	3
Grievance filed and pending outcome	13
Other action taken	5
General information provided/Policy or process explained	535
Records corrected	1
Requested additional information from requestor	3
Referred to OIG**	1
Duplicate entry	1
Inmate reassigned unit/housing/job/class/program	9
Investigated - No corrective action necessary	598
Requested action approved/taken	2
Some requested action taken/unable to provide outcome requested	1
Pending litigation/Provide general information	1
No contact information for requestor	5

Staff Issues Not Otherwise Specified	58
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Resolutions/Outcomes

General information provided/Policy or process explained	53
Investigated - No corrective action necessary	5

Transportation Issues

Transportation (any issue regarding inmate movement via bus, van, etc.)	1
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Resolutions/Outcomes

General information provided/Policy or process explained	1
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Grievance Program Issues

Allegations against Grievance staff	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	3
Grievance Procedure/Processing/Response Time	178
<i>Resolutions/Outcomes</i>	
Request approved/Corrective action taken	1
Grievance filed and pending outcome	8
Other action taken	1
General information provided/Policy or process explained	104
Investigated - No corrective action necessary	64
Access to Grievance Forms	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	8
Request to disregard	1
Grievance filed and pending outcome	1
Disciplinary Overturned	1
Investigated - No corrective action necessary	7

Research Issues

Requests for Research	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5

Parole Issues

Allegations of Violations of Parole Conditions or Criminal Activity by Parolee		187
<i>Resolutions/Outcomes</i>		
General information provided/Policy or process explained	153	
Requested additional information from requestor	27	
Contact information provided	6	
No contact information for requestor	1	
Policies/Procedures/Requirements/Supervision Systems		829
<i>Resolutions/Outcomes</i>		
Investigated-No corrective action necessary	2	
Inmate information provided/Information provided to victim	6	
General information provided/Policy or process explained	802	
Requested additional information from requestor	17	
Contact information provided	1	
No contact information for requestor	1	
Community Supervision Programs		31
<i>Resolutions/Outcomes</i>		
General information provided/Policy or process explained	29	
Requested additional information from requestor	2	
Parole Status and/or Parole Review Process Inquiry		2,554
<i>Resolutions/Outcomes</i>		
Duplicate request from the same requestor	1	
Request to disregard	1	
Inmate information provided/Information provided to victim	499	
General information provided/Policy or process explained	1,969	
Requested additional information from requestor	72	
Investigated-No corrective action necessary	8	
Referred to BPP	4	
BPP Parole Decision Inquiry		6
<i>Resolutions/Outcomes</i>		
Referred to BPP	1	
General information provided/Policy or process explained	5	

Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	507
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Resolutions/Outcomes

Request to disregard	1
Inmate information provided/Information provided to victim	1
General information provided/Policy or process explained	497
Requested additional information from requestor	6
Contact information provided	1
Investigated-No corrective action necessary	1

BPP Policy/Procedure Inquiry	21
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Resolutions/Outcomes

General information provided/Policy or process explained	3
Referred to BPP	18

Parole Revocation Process/Concern	437
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Resolutions/Outcomes

Inmate information provided/Information provided to victim	3
General information provided/Policy or process explained	419
Requested additional information from requestor	13
Contact information provided	2

Parole Officer/Office Inquiry	1,903
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Resolutions/Outcomes

Request approved/Corrective action taken	1
Inmate information provided/Information provided to victim	1
General information provided/Policy or process explained	299
Requested additional information from requestor	28
Parole support or protest letter received	2
Contact information provided	1,572

Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry	3
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Resolutions/Outcomes

Investigated- No corrective action necessary	1
Referred to BPP	1
General information provided/Policy or process explained	1

Interstate Compact Inquiry (for parole or community supervision)	20
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Resolutions/Outcomes

Requested additional information from requestor	1
General information provided/Policy or process explained	19

Support/Non Support Letters for Parole Release	377
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Resolutions/Outcomes

No contact information for requester	1
Inmate information provided/Information provided to victim	3
General information provided/Policy or process explained	3
Requested additional information from requestor	26
Parole support or protest letter received	344

Criminal History Issues

Conviction Information	2
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Resolutions/Outcomes

General information provided/Policy or process explained	2
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Victim Issues

Victim Issues	35
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Resolutions/Outcomes

Inmate information provided/Information provided to victim	21
General information provided/Policy or process explained	9
No contact information for requestor	2
Requested additional information from requestor	3

Other/Miscellaneous Issues

Allegations against Inmates

83

Resolutions/Outcomes

Other action taken	1
General information provided/Policy or process explained	42
Referred to OIG**	1
Inmate reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	32
Request approved/Corrective action taken	1

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

9,429

Resolutions/Outcomes

Duplicate request from same requestor	5
Inquiry status	21
Additional information received from requestor	3
Incorrectly entered	2
Request to disregard	9
Grievance filed and pending outcome	6
Not satisfied with response/Rebuttal	1
Records Corrected	3
Other action taken	19
Inmate information provided/Information provided to victim	9
General information provided/Policy or process explained	8,785
Requested additional information from requestor	199
Referred to OIG**	4
Referred to PREA*	2
Telephone access/information provided	3
Investigated - No corrective action necessary	304
Parole Support or protest letter received	1
Referred to BPP	9
Request action approved/taken	2
Contact information provided	14
Pending Litigation/Provide general information	2
Not TDCJ jurisdiction	6
No contact information for requestor	20

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Improper TDCJ does not have the authority to address the issue(s). 165

Resolutions/Outcomes

Duplicate request from same requestor	2
General information provided/Policy or process explained	81
Requested additional information from requestor	2
Investigated - No corrective action necessary	5
Not TDCJ jurisdiction	74
No contact information for requestor	1

FYI/ Referrals / Thank You

FYI Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only. 679

Resolutions/Outcomes

Duplicate request from same requestor	4
Additional information received from requestor	665
Request to disregard	7
Not satisfied with response/Rebuttal	1
General info provided/Policy or process explained	2

Telephone/Internet/Mail Contacts Used when Ombudsman office receives numerous letters same subject, same requestor. 1,254

Resolutions/Outcomes

Duplicate request from same requestor	1,217
Inquiry status	2
Additional information received from requestor	7
Compliment/Thank you	6
Not satisfied with response/Rebuttal	4
General info provided/Policy or process explained	17
Investigated-No corrective action necessary	1

Compliment/Thank you/Rebuttal 1,323

Resolutions/Outcomes

Duplicate request from same requestor	6
Additional information received from requestor	3
Compliment/Thank you	677
Not satisfied with response/Rebuttal	626
General info provided/Policy or process explained	11

Winter Storm

Winter Storm*

8

Resolutions/Outcomes

General info provided/Policy or process explained 6

Investigated-No corrective action necessary 2

+ This code was created for Winter Storm to track inquiries specifically connected to the storm.

TOTAL 34,756

Performance Measures

Previously, the Texas Board of Criminal Justice Office of the Independent Ombudsman would strive to answer all Legislative, Agency and General Correspondence within 10 calendar days. However, in instances when this was not feasible, extensions may be requested so that a thorough and accurate investigation and report can be completed. Since the Independent Ombudsman is a new office, performance measures are being developed so that reasonable timeframes can be created for each of the various types of inquiries handled by this office.

Trend Analysis

Since the Texas Board of Criminal Justice Office of the Independent Ombudsman is a newly created office, gathering of information to provide the statistical analysis of trends has begun with Fiscal Year 2021.

Acknowledgements

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