

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

**83rd Legislature
Senate Bill 1
General Appropriations Act
Article V, Rider 58
Annual Ombudsman Report**



Prepared By

**Texas Department of Criminal Justice
Office of the Ombudsman**

December 1, 2014

| ISSUE | TOTAL |
|--|-----------|
| Allegations of Retaliation/Harassment for use of Grievance Procedure | 28 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| Grievance filed and pending outcome of grievance | 7 |
| Other action taken | 1 |
| Investigated - No corrective action necessary | 18 |
| Some corrective action/Some unable to provide outcome requested | 1 |
| Allegations of Retaliation/Harassment for efforts to exercise Access to Courts rights | 4 |
| <i>Resolutions/Outcomes</i> | |
| Investigated - No corrective action necessary | 2 |
| Pending Litigation/Provided general information | 2 |
| Allegations of Harassment for contributing to or cooperating with an Official Investigation | 3 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 3 |
| Unprofessional Staff Appearance | 1 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 1 |
| Threats from Staff | 21 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 7 |
| Investigated - No corrective action necessary | 14 |
| Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation | 50 |
| <i>Resolutions/Outcomes</i> | |
| Grievance filed and pending outcome of grievance | 8 |
| Other action taken | 2 |
| General info provided/Policy or process explained | 7 |
| Offender reassigned unit/housing/job/class/program | 1 |
| Investigated - No corrective action necessary | 32 |
| Allegations of Denial/Interference with Activity | 55 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 2 |
| Grievance filed and pending outcome of grievance | 7 |
| Other action taken | 3 |
| Records corrected | 1 |
| General info provided/Policy or process explained | 10 |
| Requested additional information from requestor | 1 |
| Investigated - No corrective action necessary | 30 |
| Some corrective action/Some unable to provide outcome requested | 1 |

| ISSUE | TOTAL |
|--|-------------|
| Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category) | 1101 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate Entry | 1 |
| Duplicate request from the same requestor | 4 |
| Request to disregard | 4 |
| Not satisfied with response | 1 |
| Unable to provide outcome or information requested | 19 |
| Grievance filed and pending outcome of grievance | 117 |
| Other action taken | 27 |
| Records corrected | 1 |
| General info provided/Policy or process explained | 207 |
| Requested additional information from requestor | 8 |
| Referred to OIG | 1 |
| Referred to PREA | 12 |
| Offender reassigned unit/housing/job/class/program | 1 |
| Investigated - No corrective action necessary | 683 |
| Request approved/Corrective action taken | 4 |
| Contact information provided | 1 |
| Some corrective action/Some unable to provide outcome requested | 10 |
| Staff Issues Not Otherwise Specified | 28 |
| <i>Resolutions/Outcomes</i> | |
| Additional information received from requestor | 1 |
| Request to disregard | 1 |
| Grievance filed and pending outcome of grievance | 1 |
| Other action taken | 1 |
| General info provided/Policy or process explained | 7 |
| Requested additional information from requestor | 2 |
| Referred to OIG | 2 |
| Investigated - No corrective action necessary | 13 |
| Transportation (any issue regarding offender movement via bus, van, etc.) | 4 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 3 |
| Request approved/Corrective action taken | 1 |

| ISSUE | TOTAL |
|---|-----------|
| Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges) | 29 |
| <i>Resolutions/Outcomes</i> | |
| Grievance filed and pending outcome of grievance | 2 |
| Other action taken | 2 |
| General info provided/Policy or process explained | 10 |
| Requested additional information from requestor | 1 |
| Offender reassigned unit/housing/job/class/program | 4 |
| Investigated - No corrective action necessary | 8 |
| Some corrective action/Some unable to provide outcome requested | 1 |
| Not TDCJ jurisdiction | 1 |
| Allegations against Grievance staff | 15 |
| <i>Resolutions/Outcomes</i> | |
| Grievance filed and pending outcome of grievance | 1 |
| Other action taken | 1 |
| General info provided/Policy or process explained | 4 |
| Investigated - No corrective action necessary | 8 |
| Some corrective action/Some unable to provide outcome requested | 1 |
| Grievance Procedure/Processing/Response Time | 61 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 2 |
| Grievance filed and pending outcome of grievance | 6 |
| Other action taken | 3 |
| Records corrected | 2 |
| General info provided/Policy or process explained | 30 |
| Requested additional information from requestor | 1 |
| Investigated - No corrective action necessary | 14 |
| Grievance overturned | 1 |
| Disciplinary overturned | 1 |
| Some corrective action/Some unable to provide outcome requested | 1 |
| Access to Grievance Forms | 1 |
| <i>Resolutions/Outcomes</i> | |
| Investigated - No corrective action necessary | 1 |
| DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.) | 7 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 7 |

| ISSUE | TOTAL |
|---|------------|
| FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only. | 558 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate request from the same requestor | 5 |
| Additional information received from requestor | 383 |
| Request to disregard | 135 |
| Not satisfied with response | 32 |
| Not TDCJ jurisdiction | 2 |
| No contact information for requestor | 1 |
| Telephone/Internet/Mail Contacts | 813 |
| Used when Ombudsman office receives numerous letters – same subject, same requestor. | |
| <i>Resolutions/Outcomes</i> | |
| Duplicate Entry | 59 |
| Duplicate request from the same requestor | 754 |
| Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.) | 25 |
| <i>Resolutions/Outcomes</i> | |
| Request to disregard | 1 |
| Unable to provide outcome or information requested | 1 |
| Other action taken | 1 |
| General info provided/Policy or process explained | 21 |
| Requested additional information from requestor | 1 |
| Allegations of Violations of Parole Conditions or Criminal Activity by Parolee | 145 |
| <i>Resolutions/Outcomes</i> | |
| Request to disregard | 2 |
| Unable to provide outcome or information requested | 10 |
| Offender information provided/Information provided to victim | 46 |
| General info provided/Policy or process explained | 51 |
| Requested additional information from requestor | 23 |
| Investigated - No corrective action necessary | 1 |
| Contact information provided | 12 |
| Policies/Procedures/Requirements/Supervision Systems | 559 |
| <i>Resolutions/Outcomes</i> | |
| Request to disregard | 1 |
| Not satisfied with response | 1 |
| Unable to provide outcome or information requested | 25 |
| Offender information provided/Information provided to victim | 71 |
| General info provided/Policy or process explained | 371 |
| Requested additional information from requestor | 12 |
| Parole support or protest letter received | 1 |
| Contact information provided | 77 |

| ISSUE | TOTAL |
|--|--------------|
| Community Supervision Programs | 11 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| Offender information provided/Information provided to victim | 2 |
| General info provided/Policy or process explained | 8 |
| SAFPF Process (screening, judicial process) | 3 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| General info provided/Policy or process explained | 2 |
| Offender's Community Supervision Status | 2 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 2 |
| Transfers within State (facility transfer requests) | 271 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate request from the same requestor | 1 |
| Compliment/Thank you | 1 |
| Unable to provide outcome or information requested | 24 |
| Other action taken | 12 |
| General info provided/Policy or process explained | 203 |
| Requested additional information from requestor | 7 |
| Offender reassigned unit/housing/job/class/program | 2 |
| Investigated - No corrective action necessary | 17 |
| Request approved/Corrective action taken | 3 |
| Some corrective action/Some unable to provide outcome requested | 1 |
| Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact) | 4 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 3 |
| Investigated - No corrective action necessary | 1 |
| Victim Issues | 65 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 3 |
| Offender information provided/Information provided to victim | 40 |
| General info provided/Policy or process explained | 12 |
| Requested additional information from requestor | 6 |
| Parole support or protest letter received | 4 |

| ISSUE | TOTAL |
|---|--------------|
| Parole Status or Parole Review Process Inquiry | 3268 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate Entry | 2 |
| Request to disregard | 1 |
| Not satisfied with response | 3 |
| Offender information provided/Information provided to victim | 761 |
| General info provided/Policy or process explained | 2184 |
| Requested additional information from requestor | 274 |
| Parole support or protest letter received | 10 |
| Referred to BPP | 8 |
| Contact information provided | 16 |
| Some corrective action/Some unable to provide outcome requested | 9 |
| BPP Parole Decision Inquiry | 2 |
| <i>Resolutions/Outcomes</i> | |
| General info provided/Policy or process explained | 1 |
| Referred to BPP | 1 |
| Parole Division Policy/Procedure Inquiry/ISF Release Inquiry | 237 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 38 |
| Offender information provided/Information provided to victim | 32 |
| General info provided/Policy or process explained | 156 |
| Requested additional information from requestor | 5 |
| Offender reassigned unit/housing/job/class/program | 1 |
| Parole support or protest letter received | 1 |
| Referred to BPP | 1 |
| Contact information provided | 3 |
| BPP Policy/Procedure Inquiry | 62 |
| <i>Resolutions/Outcomes</i> | |
| Requested additional information from requestor | 2 |
| Referred to BPP | 60 |
| Parole Revocation Process/Concern | 144 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 12 |
| Offender information provided/Information provided to victim | 15 |
| General info provided/Policy or process explained | 96 |
| Requested additional information from requestor | 6 |
| Request approved/Corrective action taken | 1 |
| Contact information provided | 13 |
| Not TDCJ jurisdiction | 1 |
| BPP Parole Revocation Decision Inquiry | 2 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| Requested additional information from requestor | 1 |

| ISSUE | TOTAL |
|---|------------|
| Parole Officer/Office Inquiry | 624 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate entry | 1 |
| Duplicate request from the same requestor | 1 |
| Unable to provide outcome or information requested | 24 |
| Offender information provided/Information provided to victim | 27 |
| General info provided/Policy or process explained | 255 |
| Requested additional information from requestor | 10 |
| Parole support or protest letter received | 1 |
| Contact information provided | 303 |
| Some corrective action/Some unable to provide outcome requested | 2 |
| Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry | 2 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| Other action taken | 1 |
| Interstate Compact Inquiry (for parole or community supervision) | 26 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 1 |
| Offender information provided/Information provided to victim | 3 |
| General info provided/Policy or process explained | 19 |
| Requested additional information from requestor | 2 |
| Contact information provided | 1 |
| Conviction Information | 85 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 12 |
| Records corrected | 1 |
| Offender information provided/Information provided to victim | 18 |
| General info provided/Policy or process explained | 44 |
| Requested additional information from requestor | 8 |
| Not TDCJ jurisdiction | 2 |
| State Jail/SAFPF Release Inquiry | 33 |
| <i>Resolutions/Outcomes</i> | |
| Unable to provide outcome or information requested | 8 |
| Other action taken | 2 |
| Offender information provided/Information provided to victim | 5 |
| General info provided/Policy or process explained | 15 |
| Requested additional information from requestor | 1 |
| Not TDCJ jurisdiction | 2 |

| ISSUE | TOTAL |
|--|---------------|
| Compliment/Thank you | 1103 |
| <i>Resolutions/Outcomes</i> | |
| Compliment/Thank you | 965 |
| Not satisfied with response | 138 |
| Support/Non-Support Letters for Parole Release | 1233 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate entry | 1 |
| Unable to provide outcome or information requested | 13 |
| Offender information provided/Information provided to victim | 27 |
| General info provided/Policy or process explained | 20 |
| Requested additional information from requestor | 77 |
| Parole support or protest letter received | 1093 |
| Contact information provided | 2 |
| Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc) | 2068 |
| <i>Resolutions/Outcomes</i> | |
| Duplicate Entry | 2 |
| Duplicate request from the same requestor | 1 |
| Inquiry status | 170 |
| Additional information received from requestor | 10 |
| Request to disregard | 6 |
| Not satisfied with response | 53 |
| Unable to provide outcome or information requested | 154 |
| Grievance filed and pending outcome of grievance | 1 |
| Other action taken | 1 |
| Records corrected | 2 |
| Offender information provided/Information provided to victim | 118 |
| General info provided/Policy or process explained | 1317 |
| Requested additional information from requestor | 207 |
| Investigated - No corrective action necessary | 9 |
| Contact information provided | 14 |
| Not TDCJ jurisdiction | 3 |
| Improper – TDCJ does not have the authority to address the issue(s). (County jails, federal facilities, arrests/trials/confinement, innocence/guilt, offender wages, child support, etc.) | 118 |
| <i>Resolutions/Outcomes</i> | |
| Request to disregard | 1 |
| Unable to provide outcome or information requested | 24 |
| Offender information provided/Information provided to victim | 1 |
| General info provided/Policy or process explained | 13 |
| Requested additional information from requestor | 1 |
| Not TDCJ jurisdiction | 78 |
| TOTAL | 19,569 |