

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE**

**83<sup>rd</sup> 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**

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ISSUE	TOTAL
<b>Allegations of Retaliation/Harassment for use of Grievance Procedure</b>	<b>28</b>
<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
<b>Allegations of Retaliation/Harassment for efforts to exercise Access to Courts rights</b>	<b>4</b>
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Pending Litigation/Provided general information	2
<b>Allegations of Harassment for contributing to or cooperating with an Official Investigation</b>	<b>3</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
<b>Unprofessional Staff Appearance</b>	<b>1</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
<b>Threats from Staff</b>	<b>21</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	7
Investigated - No corrective action necessary	14
<b>Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation</b>	<b>50</b>
<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
<b>Allegations of Denial/Interference with Activity</b>	<b>55</b>
<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
<b>Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)</b>	<b>1101</b>
<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
<b>Staff Issues Not Otherwise Specified</b>	<b>28</b>
<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
<b>Transportation (any issue regarding offender movement via bus, van, etc.)</b>	<b>4</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Request approved/Corrective action taken	1

ISSUE	TOTAL
<b>Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)</b>	<b>29</b>
<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
<b>Allegations against Grievance staff</b>	<b>15</b>
<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
<b>Grievance Procedure/Processing/Response Time</b>	<b>61</b>
<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
<b>Access to Grievance Forms</b>	<b>1</b>
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
<b>DNA Issues (not to be used for requests in custody/parent issues, guilt or innocence of conviction, etc.)</b>	<b>7</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	7



ISSUE	TOTAL
<b>FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only.</b>	<b>558</b>
<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
<b>Telephone/Internet/Mail Contacts</b>	<b>813</b>
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
<b>Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.)</b>	<b>25</b>
<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
<b>Allegations of Violations of Parole Conditions or Criminal Activity by Parolee</b>	<b>145</b>
<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
<b>Policies/Procedures/Requirements/Supervision Systems</b>	<b>559</b>
<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

<b>ISSUE</b>	<b>TOTAL</b>
<b>Community Supervision Programs</b>	<b>11</b>
<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
<b>SAFPF Process (screening, judicial process)</b>	<b>3</b>
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
General info provided/Policy or process explained	2
<b>Offender's Community Supervision Status</b>	<b>2</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	2
<b>Transfers within State (facility transfer requests)</b>	<b>271</b>
<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
<b>Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)</b>	<b>4</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	3
Investigated - No corrective action necessary	1
<b>Victim Issues</b>	<b>65</b>
<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
<b>Parole Status or Parole Review Process Inquiry</b>	<b>3268</b>
<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
<b>BPP Parole Decision Inquiry</b>	<b>2</b>
<i>Resolutions/Outcomes</i>	
General info provided/Policy or process explained	1
Referred to BPP	1
<b>Parole Division Policy/Procedure Inquiry/ISF Release Inquiry</b>	<b>237</b>
<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
<b>BPP Policy/Procedure Inquiry</b>	<b>62</b>
<i>Resolutions/Outcomes</i>	
Requested additional information from requestor	2
Referred to BPP	60
<b>Parole Revocation Process/Concern</b>	<b>144</b>
<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
<b>BPP Parole Revocation Decision Inquiry</b>	<b>2</b>
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Requested additional information from requestor	1

ISSUE	TOTAL
<b>Parole Officer/Office Inquiry</b>	<b>624</b>
<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
<b>Pardons/Commutations/Special Parole Reviews/Special Medical Needs Parole Inquiry</b>	<b>2</b>
<i>Resolutions/Outcomes</i>	
Unable to provide outcome or information requested	1
Other action taken	1
<b>Interstate Compact Inquiry (for parole or community supervision)</b>	<b>26</b>
<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
<b>Conviction Information</b>	<b>85</b>
<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
<b>State Jail/SAFPF Release Inquiry</b>	<b>33</b>
<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
<b>Compliment/Thank you</b>	<b>1103</b>
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	965
Not satisfied with response	138
<b>Support/Non-Support Letters for Parole Release</b>	<b>1233</b>
<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
<b>Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc)</b>	<b>2068</b>
<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
<b>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.)</b>	<b>118</b>
<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
<b>TOTAL</b>	<b>19,569</b>