

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

Ombudsman Resolution Report Fiscal Year 2017



Prepared By

**Texas Department of Criminal Justice
ARRM Division**

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
84th LEGISLATURE
House Bill 1
General Appropriations Act
Article V, Rider 51

ANNUAL OMBUDSMAN REPORT

The Texas Department of Criminal Justice (TDCJ) Ombudsman Program facilitates public access to agency staff through coordination with divisional offices. Public knowledge of the program and its procedures are available through the TDCJ website. Informational posters, both in English and Spanish, have been placed on TDCJ correctional facilities, secure parole facilities, and district parole offices. The posters outline how the ombudsman can be contacted. The TDCJ website provides contact information for each ombudsman section. A TDCJ Ombudsman Program brochure has been produced in English and Spanish versions, which is also distributed for informational purposes.

The program is in compliance with Texas Government Code §493.016; the Governor’s Compact with Texans; and TDCJ Executive Directive (ED) 02.03, “TDCJ Ombudsman Program.”

In accordance with Section 493.016 of the Texas Government Code, the TDCJ Ombudsman Program provides a single point of contact for elected officials and members of the general public who have inquiries regarding the agency, offenders or staff. When necessary, investigations shall be coordinated through appropriate TDCJ officials. The TDCJ Ombudsman Offices strive to provide timely responses to the public.

In accordance with the 84th Legislature, House Bill 1 of the General Appropriations Act, Article V, Rider 51, the TDCJ will provide annual reports on the number and types of inquiries made, the resolution of each inquiry, and how each inquiry was resolved.

Notable developments during FY 2017 included the new visitation hotline and the landfall of Hurricane Harvey. The visitation hotline, which was available to the public from 8 a.m. – 5 p.m. on Saturday and Sunday, received 3,209 inquiries. Hurricane Harvey struck the Texas coast on August 25, 2017, and 2,263 hurricane-related inquiries were received through August 31, 2017.

This report contains information regarding inquiries closed from September 1, 2016 through August 31, 2017 (FY 2017). During FY 2017, resolutions were provided for 35,374 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS	INQUIRY CATEGORIES	TOTALS
EMERGENCY /SPECIALTY	1,913	GRIEVANCE PROGRAM	80
RELIGION	42	DNA	0
CLASSIFICATION	2,970	RESEARCH	27
COMMUNICATION	7,497	PAROLE	8,868
DISCIPLINARY	910	CRIMINAL HISTORY	47
FACILITY OPERATIONS	1,551	VICTIM ISSUES	79
MEDICAL/HEALTH SERVICES	685	GEN. INFO. QUESTIONS/MISC. ISSUES	2,965
LEGAL	195	FYI/DUPLICATES/SATISFIED/NOT SATISFIED	3,771
STAFF COMPLAINTS	1,509	HURRICANE HARVEY	2,263
TRANSPORTATION	2		

OMBUDSMAN CATEGORIES TOTAL 35,374

ISSUE CODE TOTALS BY RESOLUTION OUTCOME RESULTS

ISSUE	TOTAL
EMERGENCY ISSUES	
Allegations/Threats and/or Physical harm from another Offender	955
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Request to disregard	2
Other action taken	59
Offender information provided/Information provided to victim	39
General info provided/Policy or process explained	113
Offender reassigned unit/housing/job/class/program	140
Investigated - No corrective action necessary	596
Requested action approved/taken	1
No contact information for requestor	4
Request for Protection	84
<i>Resolutions/Outcomes</i>	
Other action taken	7
General info provided/Policy or process explained	22
Referred to PREA*	1
Offender reassigned unit/housing/job/class/program	9
Investigated - No corrective action necessary	44
No contact information for requestor	1
Physical Harm or Threats of Physical Harm from Staff	720
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Grievance filed and pending outcome	46
Other action taken	3
General information provided/Policy or process explained	140
Requested additional information from requestor	2
Referred to OIG**	26
Referred to PREA*	1
Offender reassigned unit/housing/job/class/program	5
Investigated - No corrective action necessary	491
Request action approved/taken	1
Some requested action taken/Some unable to provide outcome requested	1
No contact information for requestor	1
Medical Emergencies (to include threats of suicide or hunger strikes)	39
<i>Resolutions/Outcomes</i>	
Other action taken	3
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	15
Investigated - No corrective action necessary	11
Seen by medical/Medication provided/Co-pay issues addressed	7
No contact information for requestor	1

*Where "Referred to PREA: is noted, this indicates the resolution code used to close out the inquiry however, all sexual assault/abuse allegations are referred to PREA and OIG.

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

ISSUE	TOTAL
ADA Issues (denial of access to a program, service or activity based on a disability)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Discrimination Based on Gender and/or Nationality	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	2
Investigated – No corrective action necessary	6
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)	17
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	2
Offender reassigned unit/housing/job/class/program	2
Investigated – No corrective action necessary	11
Allegations of Sexual Assault (penetration of the anus, sexual organ, or mouth of another person by any means, without that person’s consent)*	34
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	6
Referred to PREA*	12
Offender reassigned unit/housing/job/class/program	1
Investigated – No corrective action necessary	14
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)	29
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	2
Referred to PREA*	16
Investigated - No corrective action necessary	10
Specialty Issues not otherwise specified	24
<i>Resolutions/Outcomes</i>	
Other action taken	2
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	4
Referred to OIG**	1
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	13

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ISSUE	TOTAL
RELIGION ISSUES	
Religious Service/Membership	10
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	6
Investigated - No corrective action necessary	3
Religious Paraphernalia	3
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	1
Property replaced/returned/settlement	1
Religious Grooming	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	6
Discrimination based on Religion	9
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	6
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	12
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	4
CLASSIFICATION ISSUES	
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	1,464
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Additional information received from requestor	1
Request to disregard	2
Grievance filed and pending outcome	7
Other action taken	5
Offender information provided/Information provided to victim	164
General information provided/Policy or process explained	970
Requested additional information from requestor	150
Offender reassigned unit/housing/job/class/program	48
Investigated - No corrective action necessary	106
Seen by medical/Medication provided/Co-pay issues addressed	3
Contact information provided	4
Pending Litigation/Provided general information	1
Some requested action taken/Some unable to provide outcome requested	1
No contact information for requestor	1

ISSUE	TOTAL
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	155
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Grievance filed and pending outcome	7
Offender information provided/Information provided to victim	14
General information provided/Policy or process explained	43
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	30
Investigated - No corrective action necessary	53
Some requested action taken/Some unable to provide outcome requested	2
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	72
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	15
General information provided/Policy or process explained	25
Requested additional information from requestor	2
Offender reassigned unit/housing/job/class/program	5
Investigated - No corrective action necessary	24
Some requested action taken/Some unable to provide outcome requested	1
Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.)	103
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	2
Offender information provided/Information provided to victim	8
General information provided/Policy or process explained	82
Requested additional information from requestor	1
Investigated - No corrective action necessary	6
Requested action approved/taken	2
No contact information for requestor	1
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	234
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Other action taken	4
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	212
Requested additional information from requestor	3
Investigated - No corrective action necessary	3

ISSUE	TOTAL
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	127
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
Other action taken	1
Records corrected	1
Offender information provided/Information provided to victim	16
General information provided/Policy or process explained	78
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	24
Some requested action taken/Some unable to provide outcome requested	1
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	39
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	34
Investigated - No corrective action necessary	3
Security Threat Group (confirmation, GRAD Program, "ex"-gang investigations initiated, etc.)	27
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	12
Investigated - No corrective action necessary	10
Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	235
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
Records corrected	1
Offender information provided/Information provided to victim	21
General information provided/Policy or process explained	188
Requested additional information from requestor	14
Investigated - No corrective action necessary	9
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	166
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Request to disregard	1
Other action taken	3
Records corrected	2
Offender information provided/Information provided to victim	15
General information provided/Policy or process explained	135
Requested additional information from requestor	8
No contact information for requestor	1

ISSUE	TOTAL
Transfers within State (facility transfer requests)	334
<i>Resolutions/Outcomes</i>	
Inquiry status	1
Other action taken	3
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	257
Requested additional information from requestor	6
Offender reassigned unit/housing/job/class/program	13
Investigated - No corrective action necessary	39
Requested action approved/taken	10
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	1
State Jail/SAFPF Release Inquiry	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
COMMUNICATION ISSUES	
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	6,389
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	4
Inquiry status	1
Request to disregard	3
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	3
Other action taken	26
Records corrected	4
Offender information provided/information provided to victim	381
General information provided/Policy or process explained	5,783
Requested additional information from requestor	88
Reinstated/visitor list approved	3
Investigated - No corrective action necessary	78
Requested action approved/taken	8
Some requested action taken/Some unable to provide outcome requested	4
No contact information for requestor	2

ISSUE	TOTAL
Telephone Access (any issue concerning offender telephone calls)	336
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	2
Other action taken	3
Offender information provided/information provided to victim	15
General information provided/Policy or process explained	259
Requested additional information from requestor	22
Telephone access/information provided	24
Investigated - No corrective action necessary	9
No contact information for requestor	1
Interview Requests (I-60 not answered, administration will not interview, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Access to Forms (I-60, sick call, non-grievance forms)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	420
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	1
Grievance filed and pending outcome	2
Other action taken	11
Offender information provided/Information provided to victim	15
General information provided/Policy or process explained	323
Requested additional information from requestor	29
Investigated - No corrective action necessary	33
Requested action approved/taken	3
Some requested action taken/Some unable to provide outcome requested	1
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Requested additional information from requestor	1
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	62
<i>Resolutions/Outcomes</i>	
Other action taken	2
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	52
Requested additional information from requestor	1
Investigated - No corrective action necessary	5

ISSUE	TOTAL
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	7
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	6
Mail not being delivered in accordance with Correspondence Rules Time Limits	44
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	2
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	14
Investigated - No corrective action necessary	25
Offender Well Being (have not heard from, non-specified general concerns)	222
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	3
Offender information provided/Information provided to victim	40
General information provided/Policy or process explained	132
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	6
Investigated - No corrective action necessary	36
Communication Issues not otherwise specified	8
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	6
Requested additional information from requestor	1
DISCIPLINARY ISSUES	
Improperly Charged (inconsistent with the offense or false)	738
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	167
Other action taken	8
Offender information provided/Information provided to victim	27
General information provided/Policy or process explained	177
Requested additional information from requestor	17
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	321
Disciplinary overturned	15
Some requested action taken/Some unable to provide outcome requested	2
No contact information for requestor	1
Investigation Deficiency (preliminary investigation not conducted or not conducted properly)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Failure to allow, call, or interview witnesses and/or cross examination (requested witnesses were improperly excluded or cross-examination of the witness was denied)	4
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	2
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt)	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	4
Disciplinary overturned	1
Improper Punishment (punishment was too severe or outside of established guidelines)	24
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
Other action taken	2
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	13
Disciplinary overturned	1
Accused Excluded from Hearing (offender excluded from the hearing without sufficient justification or was not called to the hearing)	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Investigated - No corrective action necessary	1
Mitigating Factors for Offense (offender admits committing offense but provides reasons for his behavior)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Disciplinary overturned	1
Some requested action taken/Some unable to provide outcome requested	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	8
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	5

ISSUE	TOTAL
Disciplinary Overturn Request (no specific reason stated or due process error claimed)	39
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	11
Requested additional information from requestor	3
Investigated - No corrective action necessary	18
Disciplinary overturned	2
Disciplinary Issues not otherwise specified	79
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	9
Offender information provided/Information provided to victim	8
General information provided/Policy or process explained	31
Requested additional information from requestor	1
Investigated - No corrective action necessary	27
Property replaced/returned/settlement	1
Disciplinary overturned	1
No contact information for requestor	1
<i>FACILITY OPERATIONS ISSUES</i>	
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	125
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Additional information received from requestor	1
Grievance filed and pending outcome	6
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	36
Requested additional information from requestor	3
Investigated - No corrective action necessary	49
Property replaced/returned/settlement	2
Maintenance work order submitted and/or completed	1
Food service issue addressed	22
Some requested action taken/Some unable to provide outcome requested	1
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	161
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Additional information received from requestor	1
Grievance filed and pending outcome	2
Other action taken	5
Offender information provided/Information provided to victim	10
General information provided/Policy or process explained	94
Requested additional information from requestor	9
Investigated - No corrective action necessary	37
Requested action approved/taken	1
No contact information for requestor	1

ISSUE	TOTAL
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	122
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	109
Requested additional information from requestor	2
Investigated - No corrective action necessary	5
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	33
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	13
Investigated - No corrective action necessary	15
Maintenance work order submitted and/or completed	3
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	72
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Other action taken	3
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	18
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	28
Necessities provided	12
Some requested action taken/Some unable to provide outcome requested	1
Activity Rotation (building schedules, count time procedures)	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	3
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	293
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Additional information received from requestor	1
Request to disregard	2
Not satisfied with response/Rebuttal	1
Other action taken	12
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	110
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	101
Maintenance work order submitted and/or completed	55
Some requested action taken/Some unable to provide outcome requested	1

ISSUE	TOTAL
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Grooming (shaving, haircuts, braiding, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	1
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	30
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	16
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	10
Maintenance work order submitted and/or completed	1
Showers (denials, schedules)	19
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	8
Requested additional information from requestor	1
Investigated - No corrective action necessary	8
Some requested action taken/Some unable to provide outcome requested	1
Confiscated/Contraband Property	69
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	9
Other action taken	1
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	18
Offender information provided/Information provided to victim	1
Investigated - No corrective action necessary	21
Property replaced/returned/settlement	17
Property Policy Questions/Complaints (regulations of offender personal property)	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1

ISSUE	TOTAL
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	439
<i>Resolutions/Outcomes</i>	
Request to disregard	3
Grievance filed and pending outcome	57
Other action taken	10
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	108
Requested additional information from requestor	18
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	146
Property replaced/returned/settlement	79
Necessities provided	1
Some requested action taken/Some unable to provide outcome requested	1
Pending Litigation/Provided general information	2
Not TDCJ jurisdiction	1
No contact information for requestor	1
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	33
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	6
Requested additional information from requestor	3
Referred to PREA*	9
Investigated - No corrective action necessary	10
Some requested action taken/Some unable to provide outcome requested	3
Maintenance (all unit/facility areas)	47
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Requested additional information from requestor	2
Investigated - No corrective action necessary	12
Maintenance work order submitted and/or completed	24
Facility Lockdown	62
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General information provided/Policy or process explained	41
Requested additional information from requestor	3
Investigated - No corrective action necessary	14
Food service issue addressed	1
Necessities provided	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	3
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	1

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ISSUE	TOTAL
Facility Issues not otherwise specified	23
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	13
Requested additional information from requestor	1
Investigated - No corrective action necessary	7
Maintenance work order submitted and/or completed	1
HEALTH SERVICES ISSUES	
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	8
Medical Personnel	57
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	2
General information provided/Policy or process explained	5
Seen by medical/Medication provided/Co-pay issues addressed	45
No contact information for requestor	4
Confidentiality/Privacy of Medical Information (release of information forms)	2
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	2
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	6
Access/Denial to Medical Care and Services	113
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	12
Requested additional information from requestor	2
Seen by medical/Medication provided/Co-pay issues addressed	92
No contact information for requestor	5
Dental	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	8
No contact information for requestor	1

ISSUE	TOTAL
Health Records (review/copy issues, discrepancies, external health records issues)	19
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	6
Seen by medical/Medication provided/Co-pay issues addressed	11
No contact information for requestor	1
Infectious Diseases (any communicable disease)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Medical Pass Issues	5
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	4
Medication Issues	103
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	9
Seen by medical/Medication provided/Co-pay issues addressed	84
Parole support or protest letter received	2
No contact information for requestor	7
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	17
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	1
No contact information for requestor	16
Not Satisfied with Treatment	184
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	14
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	154
No contact information for requestor	12
Assistive Disability Services – ADS	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Some requested action taken/Some unable to provide outcome requested	1
Podiatry (medically prescribed footwear/appliances)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	3
Special Medical Diets	1
<i>Resolutions/Outcomes</i>	
Seen by medical/Medication provided/Co-pay issues addressed	1

ISSUE	TOTAL
Ophthalmology/Optometry/Glasses	15
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	10
No contact information for requestor	2
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	8
Medical Copayment	41
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	8
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	30
No contact information for requestor	2
Ancillary Medical Services	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	4
No contact information for requestor	1
Medical Issues not otherwise specified	78
<i>Resolutions/Outcomes</i>	
Other action taken	4
General information provided/Policy or process explained	21
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	46
No contact information for requestor	5
LEGAL ISSUES	
Access to Courts	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	2
Access to Courts issue resolved	1
Indigent Supplies	2
<i>Resolutions/Outcomes</i>	
Access to Courts issue resolved	2
Telephone Access to Attorneys	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2

ISSUE	TOTAL
Law Library	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Access to Courts issue resolved	5
Attorney Visits	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Notary Work	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Access to Courts issue resolved	1
Storage of Legal Material	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	2
Open Records Requests	121
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	4
Offender information provided/Information provided to victim	15
General information provided/Policy or process explained	85
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Access to Courts issue resolved	14
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	46
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	28
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
Access to Courts issue resolved	13
STAFF COMPLAINT ISSUES	
Use of Force	29
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	9
Requested additional information from requestor	1
Investigated - No corrective action necessary	13
Use of Chemical Agents	22
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	7
Requested additional information from requestor	1
Investigated - No corrective action necessary	10

ISSUE	TOTAL
Allegations of Criminal Activity by Staff (violations of state of federal law)	16
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	6
Requested additional information from requestor	2
Investigated - No corrective action necessary	5
Contact information provided	1
Allegations of Retaliation/Harassment for Use of Grievance Procedure	27
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
General information provided/Policy or process explained	13
Investigated - No corrective action necessary	9
Allegations of Harassment for Contributing to or Cooperating with an Official Investigation	2
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Investigated - No corrective action necessary	1
Unprofessional Staff Appearance	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Threats from Staff	121
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	9
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	15
Requested additional information from requestor	1
Investigated - No corrective action necessary	92
Some requested action taken/Some unable to provide outcome requested	2
No contact information for requestor	1
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	78
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	8
Requested additional information from requestor	2
Investigated - No corrective action necessary	63
No contact information for requestor	1

ISSUE	TOTAL
Allegations of Denial/Interference with Activity	50
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	4
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	8
Requested additional information from requestor	2
Investigated - No corrective action necessary	31
Seen by medical/Medication provided/Co-pay issues addresses	1
No contact information for requestor	1
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,156
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	68
Other action taken	12
Records corrected	2
Offender information provided/Information provided to victim	17
General information provided/Policy or process explained	176
Requested additional information from requestor	43
Offender reassigned unit/housing/job/class/program	4
Investigated - No corrective action necessary	798
Requested action approved/taken	1
Some requested action taken/Some unable to provide outcome requested	28
Pending Litigation/Provided general information	1
No contact information for requestor	5
Staff Issues Not Otherwise Specified	6
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	3
Investigated - No corrective action necessary	2
TRANSPORTATION ISSUES	
Transportation (any issue regarding offender movement via bus, van, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
GRIEVANCE PROGRAM ISSUES	
Allegations against Grievance staff	3
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	2

ISSUE	TOTAL
Grievance Procedure/Processing/Response Time	75
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Grievance filed and pending outcome	9
Other action taken	3
General information provided/Policy or process explained	37
Requested additional information from requestor	1
Investigated - No corrective action necessary	23
Requested action approved/taken	1
Access to Grievance Forms	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
RESEARCH ISSUES	
Requests for Research (any non-media requests to conduct research or conduct interviews of research in order to write a paper, book, etc.)	27
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	22
General information provided/Policy or process explained	3
Not TDCJ jurisdiction	1
PAROLE ISSUES	
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	282
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	7
General information provided/Policy or process explained	209
Requested additional information from requestor	57
Contact information provided	7
No contact information for requestor	2
Policies/Procedures/Requirements/Supervision Systems	1,290
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	16
General information provided/Policy or process explained	1,221
Requested additional information from requestor	33
Contact information provided	18
No contact information for requestor	1
Community Supervision Programs	23
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	17
Requested additional information from requestor	6

ISSUE	TOTAL
Parole Status and/or Parole Review Process Inquiry	3,294
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	611
General information provided/Policy or process explained	2,358
Requested additional information from requestor	321
No contact information for requestor	3
BPP Parole Decision Inquiry	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	621
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	593
Requested additional information from requestor	21
Parole support or protest letter received	1
BPP Policy/Procedure Inquiry	23
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	9
Referred to BPP	14
Parole Revocation Process/Concern	629
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	590
Requested additional information from requestor	24
Contact information provided	12
Parole Officer/Office Inquiry	2,195
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	538
Requested additional information from requestor	38
Parole support or protest letter received	4
Contact information provided	1,614
Interstate Compact Inquiry (for parole or community supervision)	50
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	49
Referred to BPP	1
Support/Non-Support Letters for Parole Release	460
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	7
Requested additional information from requestor	67
Parole support or protest letter received	378
No contact information for requestor	2

ISSUE	TOTAL
CRIMINAL HISTORY ISSUES	
Conviction Information	47
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	7
General information provided/Policy or process explained	31
Requested additional information from requestor	6
Contact information provided	2
VICTIM ISSUES	
Victim Issues	79
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	54
General information provided/Policy or process explained	9
Requested additional information from requestor	11
Investigated - No corrective action necessary	3
No contact information for requestor	1
OTHER/MISCELLANEOUS ISSUES	
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	31
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	12
Requested additional information from requestor	2
Investigated - No corrective action necessary	15
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releasees, etc.)	2,733
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	4
Inquiry status	32
Additional information received from requestor	2
Request to disregard	5
Other action taken	1
Offender information provided/Information provided to victim	63
General information provided/Policy or process explained	2,067
Requested additional information from requestor	551
Contact information provided	3
Not TDCJ jurisdiction	3
No contact information for requestor	2
Improper – TDCJ does not have the authority to address the issue(s). (County jails, federal facilities, arrests/trials/confinement, innocence/guilt, offender wages, child support, etc.)	201
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Not TDCJ jurisdiction	200

ISSUE	TOTAL
<i>FYI / DUPLICATES / SATISFIED / NOT SATISFIED</i>	
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only.	805
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	7
Additional information received from requestor	745
Request to disregard	52
No contact information for requestor	1
Telephone/Internet/Mail Contacts - Used when Ombudsman office receives numerous letters – same subject, same requestor.	1,726
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1,726
Compliment/Thank you/Rebuttal	1,240
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	816
Not satisfied with response/Rebuttal	424
ISSUE	TOTAL
<i>HURRICANE HARVEY*</i>	
Hurricane Harvey	2,263
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2,241
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	5
Not TDCJ jurisdiction	16

*This code was created to be used during Hurricane Harvey to in order to track inquiries specifically connected to the storm.

TOTAL	35,374
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