

TEXAS DEPARTMENT OF CRIMINAL JUSTICE

Ombudsman Resolution Report Fiscal Year 2018



Prepared By

**Texas Department of Criminal Justice
ARRM Division**

TEXAS DEPARTMENT OF CRIMINAL JUSTICE
85th LEGISLATURE
House Bill 1
General Appropriations Act
Article V, Rider 50

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 85th Legislature, House Bill 1 of the General Appropriations Act, Article V, Rider 50, 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 2018 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 6,798 inquiries. Hurricane Harvey struck the Texas coast on August 25, 2017, and 896 hurricane-related inquiries were received through August 31, 2018.

This report contains information regarding inquiries closed from September 1, 2017 through August 31, 2018 (FY 2018). During FY 2018, resolutions were provided for 50,196 inquiries based on the following ombudsman inquiry categories:

INQUIRY CATEGORIES	TOTALS	INQUIRY CATEGORIES	TOTALS
EMERGENCY /SPECIALTY	1,957	GRIEVANCE PROGRAM	163
RELIGION	63	DNA	4
CLASSIFICATION	4,035	RESEARCH	25
COMMUNICATION	12,268	PAROLE	11,360
DISCIPLINARY	1,708	CRIMINAL HISTORY	55
FACILITY OPERATIONS	2,817	VICTIM ISSUES	82
MEDICAL/HEALTH SERVICES	1,361	GEN. INFO. QUESTIONS/MISC. ISSUES	7,600
LEGAL	239	FYI/DUPLICATES/SATISFIED/NOT SATISFIED	3,560
STAFF COMPLAINTS	1,998	HURRICANE HARVEY	896
TRANSPORTATION	5		

OMBUDSMAN CATEGORIES TOTAL 50,196

ISSUE	TOTAL
EMERGENCY ISSUES	
Allegations/Threats and/or Physical harm from another Offender	891
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	5
Request to disregard	1
Other action taken	44
General info provided/Policy or process explained	147
Referred to OIG†	2
Referred to PREA*	3
Offender reassigned unit/housing/job/class/program	248
Investigated - No corrective action necessary	427
Requested action approved/taken	1
Seen by medical/Medication provided/Co-pay issues addressed	12
No contact information for requestor	1
Request for Protection	82
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Other action taken	1
General info provided/Policy or process explained	19
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	13
Investigated - No corrective action necessary	47
Physical Harm or Threats of Physical Harm from Staff	687
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Request to disregard	2
Grievance filed and pending outcome	13
Other action taken	2
General information provided/Policy or process explained	137
Requested additional information from requestor	2
Referred to OIG†	57
Offender reassigned unit/housing/job/class/program	17
Investigated - No corrective action necessary	450
Request action approved/taken	2
No contact information for requestor	2

†Where “Referred to Office of Inspector General” is noted, issues were determined to be potentially criminal in nature.

*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.

ISSUE	TOTAL
Medical Emergencies (to include threats of suicide or hunger strikes)	76
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	16
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	25
Seen by medical/Medication provided/Co-pay issues addressed	32
No contact information for requestor	1
ADA Issues (denial of access to a program, service or activity based on a disability)	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	1
Impermissible Offender Conduct and Privilege Issue (situation where an offender receiving preferential treatment with regards to service or privileges, access to sensitive information or an offender in authority over another offender)	1
<i>Resolutions/Outcomes</i>	
Investigated – No corrective action necessary	1
Discrimination Based on Gender and/or Nationality	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated – No corrective action necessary	3
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.)	21
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Referred to OIG†	1
Offender reassigned unit/housing/job/class/program	3
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)	68
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	12
Referred to PREA*	47
Referred to OIG†	1
Offender reassigned unit/housing/job/class/program	1
Investigated – No corrective action necessary	5

*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, issues were determined to be potentially criminal in nature.

ISSUE	TOTAL
Allegations of Sexual Abuse (sexual contact between the genitals of one person and the genitals, mouth, anus, or hands of another person; any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation)	48
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	6
Referred to PREA*	39
Investigated - No corrective action necessary	2
Specialty Issues not otherwise specified	73
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	67
Referred to OIG†	1
Investigated - No corrective action necessary	4
RELIGION ISSUES	
Religious Service/Membership	30
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	22
Investigated - No corrective action necessary	6
Religious Paraphernalia	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Religious Grooming	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	1
Discrimination based on Religion	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	2
Religious Issues Not Otherwise Specified (to include volunteer ministry issues)	23
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	16
Request additional information from requestor	2
Investigated - No corrective action necessary	2
Request action approved/taken	1

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ISSUE	TOTAL
CLASSIFICATION ISSUES	
Housing/Unit Assignment (to include when an offender is not housed in accordance with documented medical restrictions)	1,589
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	4
Inquiry status	1
Request to disregard	3
Grievance filed and pending outcome	7
Other action taken	1
Offender information provided/Information provided to victim	44
General information provided/Policy or process explained	1228
Requested additional information from requestor	143
Offender reassigned unit/housing/job/class/program	54
Investigated - No corrective action necessary	95
Seen by medical/Medication provided/Co-pay issues addressed	8
No contact information for requestor	1
Job Assignment (to include when an offender is not assigned in accordance with documented medical restrictions)	222
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	3
Additional information received from requestor	1
Request to disregard	1
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	4
Other action taken	2
General information provided/Policy or process explained	94
Requested additional information from requestor	5
Offender reassigned unit/housing/job/class/program	47
Investigated - No corrective action necessary	62
No contact information for requestor	2
Administrative Segregation (initial placement, pre-hearing detention, review hearings, status, leveling)	102
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	65
Requested additional information from requestor	3
Offender reassigned unit/housing/job/class/program	9
Investigated - No corrective action necessary	24

ISSUE	TOTAL
Educational/Vocational Training (Windham School, Educational Testing, College Programs, Class Schedules, Changes, etc.)	127
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	123
Requested additional information from requestor	1
Investigated - No corrective action necessary	2
Rehabilitation Programs (Sex Offender Treatment Program (SOTP), Substance Abuse Treatment Program (SATP), Pre-Release, Innerchange, etc.)	391
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	381
Requested additional information from requestor	5
Investigated - No corrective action necessary	4
Classification Status and/or Custody Level for Offenders not in Administrative Segregation (UCC and SCC Decisions)	151
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	124
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	2
Disciplinary Overturned	2
Investigated - No corrective action necessary	21
Furlough/Work Release/ Emergency Absences (for family illness/death)/medical reprieves)	98
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	94
Requested additional information from requestor	1
Telephone access /information provided	1
Security Threat Group (confirmation, GRAD Program, “ex”-gang investigations initiated, etc.)	32
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	25
Investigated - No corrective action necessary	6

ISSUE	TOTAL
Time Calculations (good time procedures/process, county jail credits, out of custody time credits)	276
<i>Resolutions/Outcomes</i>	
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	261
Requested additional information from requestor	7
Investigated - No corrective action necessary	5
No contact information for requestor	1
Classification Issues Not Otherwise Specified (detainers, intake process, etc.)	216
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	212
Requested additional information from requestor	1
Investigated - No corrective action necessary	3
Transfers within State (facility transfer requests)	798
<i>Resolutions/Outcomes</i>	
Duplicate entry	6
Additional information received from requestor	1
Request to disregard	2
Other action taken	2
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	702
Requested additional information from requestor	4
Offender reassigned unit/housing/job/class/program	33
Investigated - No corrective action necessary	37
Requested action approved/taken	8
Contact information provided	1
Transfers out of State (transfers to out of state prisons – Interstate Corrections Compact)	19
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	18
Request additional information from requestor	1
State Jail/SAFPP Release Inquiry	14
<i>Resolutions/Outcomes</i>	
Not satisfied with response/Rebuttal	1
General information provided/Policy or process explained	12
Request additional information from requestor	1

ISSUE	TOTAL
COMMUNICATION ISSUES	
Visitation (policy/procedures, days/times, types, VR-16 restriction, items allowed, DRC appeals, etc.)	3,889
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	3
Inquiry status	2
Request to disregard	3
Grievance filed and pending outcome	1
Other action taken	5
Offender information provided/information provided to victim	30
General information provided/Policy or process explained	3693
Requested additional information from requestor	54
Telephone access/information provided	1
Reinstated/visitor list approved	4
Investigated - No corrective action necessary	88
Requested action approved/taken	1
Some requested action taken/Some unable to provide outcome requested	3
No contact information for requestor	1
Telephone Access (any issue concerning offender telephone calls)	541
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	2
Records corrected	2
Offender information provided/information provided to victim	2
General information provided/Policy or process explained	483
Requested additional information from requestor	19
Telephone access/information provided	13
Investigated - No corrective action necessary	15
Maintenance work order submitted and/or completed	1
Request action approved/taken	2
Contact information for requestor	1
Access to Forms (I-60, sick call, non-grievance forms)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2

ISSUE	TOTAL
General Mail (general correspondence questions, sending pictures, negative mailing list instructions and requests, tampering with mail, distribution, rejection, correspondence rules, MSCP, etc.)	435
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	1
Grievance filed and pending outcome	3
Other action taken	2
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	360
Requested additional information from requestor	20
Investigated - No corrective action necessary	36
Requested action approved/taken	5
Not TDCJ jurisdiction	1
Packages (sending stationery, holiday packages, tampering, mishandling, distribution, rejection, etc.)	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	15
Investigated - No corrective action necessary	3
Publications (sending magazines, newspapers, books, tampering with publications, mishandling, distribution rejection, etc.)	63
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Other action taken	3
General information provided/Policy or process explained	47
Property replaced/returned/settlement	1
Investigated - No corrective action necessary	11
Special/Legal/Media Mail (tampering, opening mail in error, not sealing mail, mishandling, distribution, rejection, etc.)	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	13
Investigated - No corrective action necessary	5
Mail not being delivered in accordance with Correspondence Rules Time Limits	122
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	2
General information provided/Policy or process explained	61
Requested additional information from requestor	4
Investigated - No corrective action necessary	52
Some request action taken/Some unable to provide outcome requested	1
Visitation Hotline (weekend calls regarding unit visitation)	6,797
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	178
General information provided/Policy or process explained	6601
Requested additional information from requestor	17
No contact information for requestor	1

ISSUE	TOTAL
Offender Well Being (have not heard from, non-specified general concerns)	372
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Request to disregard	1
Other action taken	4
Offender information provided/Information provided to victim	4
General information provided/Policy or process explained	295
Requested additional information from requestor	21
Offender reassigned unit/housing/job/class/program	3
Telephone access/information provided	1
Seen by medical/Medication provided/Co-pay issues addressed	6
Investigated - No corrective action necessary	35
Communication Issues not otherwise specified	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	10
No contact information for requestor	1
DISCIPLINARY ISSUES	
Improperly Charged (inconsistent with the offense or false)	1,474
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	8
Additional information received from requestor	1
Request to disregard	2
Grievance filed and pending outcome	115
Other action taken	5
Records corrected	3
Offender information provided/Information provided to victim	2
General information provided/Policy or process explained	698
Requested additional information from requestor	18
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	568
Property replaced/returned/settlement	1
Grievance overturned	2
Disciplinary overturned	40
Request action approved/taken	3
Some requested action taken/Some unable to provide outcome request	3
Pending litigation/Provided general information	1
No contact information for requestor	2

ISSUE	TOTAL
Notice/Service Deficiency (inadequate, 24 hour rule violation, major/minor charge not specified, other service documents errors)	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	4
Investigation Deficiency (preliminary investigation not conducted or not conducted properly)	18
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	12
Disciplinary overturned	2
Failure to allow, call, or interview witnesses and/or cross examination (requested witnesses were improperly excluded or cross-examination of the witness was denied)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Investigated - No corrective action necessary	3
Denied presentation of documentary or other evidence (denial of documentary and/or other evidence such as lay-in slips, written statements, photographs, items, etc.)	5
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	2
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	1
Hearing/Investigation was not impartial (hearing officer was biased, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Counsel Substitute Deficiency (counsel substitute investigation inadequate, hearing representative inadequate)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Insufficient/Improper Evidence to Support Findings (falsified statements, not a preponderance of evidence for a finding of guilt)	13
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	2
Investigated - No corrective action necessary	6
Disciplinary overturned	2
Improper Punishment (punishment was too severe or outside of established guidelines)	31
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	5
General information provided/Policy or process explained	10
Investigated - No corrective action necessary	13
Disciplinary overturned	2
Requested action approved/taken	1

ISSUE	TOTAL
Accused Excluded from Hearing (offender excluded from the hearing without sufficient justification or was not called to the hearing)	9
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	3
Grievance overturned	1
Deficient hearing record (hearing record inadequately completed, sections left blanks)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
No Mental Health Review/Clearance (clearance/review was not obtained from mental health staff)	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Conspiracy/Retaliation (charge and/or verdict was due to conspiracy/retaliation)	4
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	4
Frivolous Issues (reason or excuse which does not refute the charge)	1
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Non-Frivolous Evidence Error (evidence, which if true, contradicts the facts alleged in the report)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Disciplinary Overturn Request (no specific reason stated or due process error claimed)	38
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	3
General information provided/Policy or process explained	11
Investigated - No corrective action necessary	22
Disciplinary overturned	2
Disciplinary Issues not otherwise specified	97
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	7
Records corrected	1
General information provided/Policy or process explained	47
Requested additional information from requestor	1
Investigated - No corrective action necessary	40
Disciplinary overturned	1

ISSUE	TOTAL
<i>FACILITY OPERATIONS ISSUES</i>	
Food (improper temperature, unsanitary serving practices, portions, quality, special diets, food poisoning)	212
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Grievance filed and pending outcome	2
Other action taken	1
General information provided/Policy or process explained	132
Requested additional information from requestor	1
Investigated - No corrective action necessary	64
Food service issue addressed	11
Commissary (warranties, hours, product availability, accessibility, lost ID cards, etc.)	344
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	1
Other action taken	8
General information provided/Policy or process explained	252
Requested additional information from requestor	9
Investigated - No corrective action necessary	68
Some requested action taken/Some unable to provide outcome requested	1
No contact information for requestor	2
Trust Fund (ITF holds, deductions, deposits, failure to withdraw funds, closures, etc.)	161
<i>Resolutions/Outcomes</i>	
Other action taken	2
General information provided/Policy or process explained	145
Requested additional information from requestor	3
Investigated - No corrective action necessary	10
Contact information provided	1
Sanitation (cleanliness of any area of the unit, lack of cleaning supplies for cells)	54
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	1
General information provided/Policy or process explained	37
Investigated - No corrective action necessary	13
Maintenance work order submitted and/or completed	3
Necessities (bedding, clothing, footwear, undergarments, state issued hygiene items)	115
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	70
Requested additional information from requestor	3
Investigated - No corrective action necessary	28
Necessities provided	10
Request action approved/taken	1
Grievance overturned	1
No contact information for requestor	1

ISSUE	TOTAL
Activity Rotation (building schedules, count time procedures)	24
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	16
Requested additional information from requestor	1
Investigated - No corrective action necessary	6
Living Conditions (temperature, ventilation, summer heat preparedness, A/C, etc.)	563
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	6
Additional information received from requestor	2
Grievance filed and pending income	2
Other action taken	1
General information provided/Policy or process explained	284
Requested additional information from requestor	14
Offender reassigned unit/housing/job/class/program	5
Investigated - No corrective action necessary	192
Maintenance work order submitted and/or completed	51
Some requested action taken/Some unable to provide outcome requested	3
No contact information for requestor	3
Working Conditions (pertaining to the working environment only, i.e., hours, hazards, temperature, etc.)	28
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	26
Offender reassigned unit/housing/job/class/program	1
Investigated - No corrective action necessary	1
Grooming (shaving, haircuts, braiding, etc.)	2
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2

ISSUE	TOTAL
Recreation (schedules, denials, equipment, inclement weather, weight room, dominos, etc.)	38
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	22
Investigated - No corrective action necessary	15
Showers (denials, schedules)	30
<i>Resolutions/Outcomes</i>	
Other action taken	1
General information provided/Policy or process explained	11
Requested additional information from requestor	1
Investigated - No corrective action necessary	17
Confiscated/Contraband Property	216
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	8
Request to disregard	1
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	29
Other action taken	4
General information provided/Policy or process explained	66
Investigated - No corrective action necessary	52
Property replaced/returned/settlement	53
Some requested action taken/Some unable to provide outcome requested	1
Pending Litigation/Provided general information	1
Property Policy Questions/Complaints (regulations of offender personal property)	54
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Grievance filed and pending outcome	1
General information provided/Policy or process explained	42
Investigated - No corrective action necessary	2
Property replaced/returned/settlement	7
Property Lost/Damaged/Stolen (as a result of staff, shakedowns, other offenders, transportation, or events, includes lost publications)	523
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	43
Other action taken	9
General information provided/Policy or process explained	246
Requested additional information from requestor	10
Offender reassigned unit/housing/job/class/program	3
Investigated - No corrective action necessary	108
Property replaced/returned/settlement	103

ISSUE	TOTAL
Searches (body cavity, housing, pat, strip, work, opposite gender searches, etc.)	22
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	3
General information provided/Policy or process explained	11
Requested additional information from requestor	1
Investigated - No corrective action necessary	6
Maintenance (all unit/facility areas)	75
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Grievance filed and pending outcome	1
General information provided/Policy or process explained	16
Requested additional information from requestor	12
Investigated - No corrective action necessary	44
Maintenance work order submitted and/or completed	1
Facility Lockdown	82
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	70
Requested additional information from requestor	1
Investigated - No corrective action necessary	10
Offender Drug Testing Procedures (any issue regarding randoms drug testing program)	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Craft Shop (participation, denial, storage, craft item pick-up, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Facility Issues not otherwise specified	269
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	2
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	1
Other action taken	8
General information provided/Policy or process explained	225
Requested additional information from requestor	1
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	14
Maintenance work order submitted and/or completed	12
Some requested action taken/Some unable to provide outcome	1
No contact information for requestor	2
HEALTH SERVICES ISSUES	
Housing Based on Medical Restrictions (for use when claims that a medical restriction should be added)	39
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	27
Seen by medical/Medication provided/Co-pay issues addressed	11
Medical restrictions changed	1

ISSUE	TOTAL
Medical Personnel	58
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	14
Seen by medical/Medication provided/Co-pay issues addressed	40
No contact information for requestor	3
Confidentiality/Privacy of Medical Information (release of information forms)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	4
Work Assignment Based on Medical Restrictions (for use when claims that a medical restriction should be added)	23
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Seen by medical/Medication provided/Co-pay issues addressed	12
Access/Denial to Medical Care and Services	139
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Request to disregard	1
General information provided/Policy or process explained	82
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	48
No contact information for requestor	6
Dental	33
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	13
Seen by medical/Medication provided/Co-pay issues addressed	18
No contact information for requestor	2
Health Records (review/copy issues, discrepancies, external health records issues)	33
<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	22
No contact information for requestor	1
Infectious Diseases (any communicable disease)	8
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Requested additional information from requestor	1
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	5
Medical Pass Issues	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3

ISSUE	TOTAL
Medication Issues	145
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	54
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	81
No contact information for requestor	9
Psychiatric/Psychological Programs (MROP, PAMIO, Crisis Management)	29
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Requested additional information from requestor	1
Seen by medical/Medication provided/Co-pay issues addressed	19
No contact information for requestor	3
Not Satisfied with Treatment	414
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	4
Request to disregard	1
General information provided/Policy or process explained	100
Requested additional information from requestor	2
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	271
No contact information for requestor	35
Assistive Disability Services – ADS	2
<i>Resolutions/Outcomes</i>	
Some requested action taken/Some unable to provide outcome requested	2
Podiatry (medically prescribed footwear/appliances)	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	2
No contact information for requestor	2
Special Medical Diets	6
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Seen by medical/Medication provided/Co-pay issues addressed	3
No contact information for requestor	1
Ophthalmology/Optometry/Glasses	27
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Seen by medical/Medication provided/Co-pay issues addressed	16
No contact information for requestor	4
Medical Transfers (transfers due to medical reasons, including transfers to special medical facility)	26
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Seen by medical/Medication provided/Co-pay issues addressed	2
No contact information for requestor	19

ISSUE	TOTAL
Medical Copayment	47
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	11
Investigated - No corrective action necessary	1
Seen by medical/Medication provided/Co-pay issues addressed	33
No contact information for requestor	2
Ancillary Medical Services	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Seen by medical/Medication provided/Co-pay issues addressed	2
Medical Issues not otherwise specified	314
<i>Resolutions/Outcomes</i>	
Duplicated request from the same requestor	2
General information provided/Policy or process explained	213
Requested additional information from requestor	3
Seen by medical/Medication provided/Co-pay issues addressed	83
No contact information for requestor	13
LEGAL ISSUES	
Access to Courts	10
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Access to Courts issue resolved	6
Indigent Supplies	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	3
Access to Courts issue resolved	1
Telephone Access to Attorneys	7
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	1
Access to Courts issue resolved	2
Law Library	22
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	6
Requested additional information from requestor	1
Investigated - No corrective action necessary	4
Access to Courts issue resolved	10
Legal Visits with Other Offenders	3
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	2
Requested additional information from requestor	1
Attorney Visits	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Access to Courts issue resolved	4

ISSUE	TOTAL
Notary Work	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Access to Courts issue resolved	1
Storage of Legal Material	2
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	2
Open Records Requests	127
<i>Resolutions/Outcomes</i>	
Duplicated request from the same requestor	1
Other action taken	1
Offender information provided/Information provided to victim	31
General information provided/Policy or process explained	83
Requested additional information from requestor	2
Access to Courts issue resolved	8
Pending litigation/provided general information	1
Legal Issues not otherwise specified (divorce or proxy marriage procedures, etc.)	54
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	31
Investigated - No corrective action necessary	1
Access to Courts issue resolved	21
Referred to BPP	1
STAFF COMPLAINT ISSUES	
Use of Force	21
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	15
Referred to OIG†	1
Investigated - No corrective action necessary	5
Use of Chemical Agents	18
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	7
Referred to OIG†	1
Investigated - No corrective action necessary	9
Some requested action taken/Some unable to provide outcome requested	1
Pointed a Weapon	1
<i>Resolutions/Outcomes</i>	
Investigated - No corrective action necessary	1
Allegations of Criminal Activity by Staff (violations of state or federal law)	24
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	9
Referred to OIG†	2
Investigated - No corrective action necessary	11
Contact information provided	1

†Where "Referred to Office of Inspector General" is noted, issues were determined to be potentially criminal in nature.

ISSUE	TOTAL
Allegations of Retaliation/Harassment for Use of Grievance Procedure	54
<i>Resolutions/Outcomes</i>	
Duplicated request from the same requestor	1
Grievance filed and pending outcome	8
General information provided/Policy or process explained	23
Referred to OIG†	1
Investigated - No corrective action necessary	21
Allegations of Retaliatioin/Harassment for Efforts to Exercise Access to Court rights	3
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Referred to OIG†	1
Investigated - No corrective action necessary	1
Allegations of Harassment for Contributing to or Cooperating with an Official Investigation	4
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
Referred to OIG†	1
Investigated - No corrective action necessary	2
Unprofessional Staff Appearance	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Threats from Staff	104
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	1
Request to disregard	1
Grievance filed and pending outcome	5
General information provided/Policy or process explained	31
Requested additional information from requestor	1
Investigated - No corrective action necessary	64
Allegations of Profanity/Racial Slurs/Taunting/Badgering/Intimidation	113
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	3
Not satisfied with response/Rebuttal	1
Grievance filed and pending outcome	4
Other action taken	1
General information provided/Policy or process explained	48
Request additional information from requestor	2
Investigated - No corrective action necessary	53
Some requested action taken/Some unable to provide outcome requested	1
Allegations of Denial/Interference with Activity	23
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
General information provided/Policy or process explained	7
Investigated - No corrective action necessary	15

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ISSUE	TOTAL
Allegations of Unprofessional Staff Conduct (behavior that does not fall into any other category)	1,604
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	6
Request to disregard	4
Not satisfied with response/Rebuttal	2
Grievance filed and pending outcome	55
Other action taken	7
General information provided/Policy or process explained	519
Request additional information from requestor	31
Referred to OIG†	7
Offender reassigned unit/housing/job/class/program	957
Grievance overturned	1
Disciplinary overturned	2
Requested action approved/taken	5
Some requested action taken/Some unable to provide outcome requested	6
No contact information for requestor	2
Staff Issues Not Otherwise Specified	28
<i>Resolutions/Outcomes</i>	
Request to disregard	1
General information provided/Policy or process explained	24
Referred to OIG†	1
Investigated - No corrective action necessary	2
TRANSPORTATION ISSUES	
Transportation (any issue regarding offender movement via bus, van, etc.)	5
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
Investigated - No corrective action necessary	1
GRIEVANCE PROGRAM ISSUES	
Allegations against Grievance staff	11
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	5
Investigated - No corrective action necessary	6
Grievance Procedure/Processing/Response Time	139
<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	93
Requested additional information from requestor	1
Investigated - No corrective action necessary	36
Grievance overturned	1
Requested action approved/taken	1
Some requested action taken/Some unable to provide outcome requested	1

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ISSUE	TOTAL
Access to Grievance Forms	13
<i>Resolutions/Outcomes</i>	
Grievance filed and pending outcome	1
General information provided/Policy or process explained	12
DNA	
DNA Issue (not to be used for the request in custody/parental issues, guilt or innocence of conviction, etc.)	4
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	4
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.)	25
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	25
PAROLE ISSUES	
Allegations of Violations of Parole Conditions or Criminal Activity by Parolee	225
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	174
Requested additional information from requestor	36
Referred to OIG†	1
Contact information provided	8
No contact information for requestor	2
Policies/Procedures/Requirements/Supervision Systems	1,008
<i>Resolutions/Outcomes</i>	
Request to disregard	1
Offender information provided/Information provided to victim	20
General information provided/Policy or process explained	935
Requested additional information from requestor	41
Contact information provided	11
Community Supervision Programs	43
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	39
Pending litigation /provide general information	1
Requested additional information from requestor	3

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ISSUE	TOTAL
Parole Status and/or Parole Review Process Inquiry	4,328
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Inquiry status	1
Request to disregard	2
Other action taken	1
Records corrected	1
Offender information provided/Information provided to victim	775
General information provided/Policy or process explained	3105
Requested additional information from requestor	432
Investigated - No corrective action necessary	1
Referred to BPP	1
Contact information provided	8
BPP Parole Decision Inquiry	9
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	6
Referred to BPP	3
Parole Division Policy/Procedure Inquiry/ISF Release Inquiry	748
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	11
General information provided/Policy or process explained	718
Requested additional information from requestor	19
BPP Policy/Procedure Inquiry	63
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	16
Referred to BPP	46
Contact information provided	1
Parole Revocation Process/Concern	717
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Offender information provided/Information provided to victim	6
General information provided/Policy or process explained	677
Requested additional information from requestor	27
Contact information provided	6
BPP Parole Revocation Decision Inquiry	1
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	1
Parole Officer/Office Inquiry	3,661
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	3
General information provided/Policy or process explained	536
Requested additional information from requestor	29
Parole support or protest letter received	1
Contact information provided	3091
No contact information for requestor	1

ISSUE	TOTAL
Interstate Compact Inquiry (for parole or community supervision)	56
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	1
General information provided/Policy or process explained	52
Referred to BPP	3
Support/Non-Support Letters for Parole Release	501
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	16
Requested additional information from requestor	74
Parole support or protest letter received	401
No contact information for requestor	1
CRIMINAL HISTORY ISSUES	
Conviction Information	55
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	5
General information provided/Policy or process explained	38
Requested additional information from requestor	9
Contact information provided	3
VICTIM ISSUES	
Victim Issues	82
<i>Resolutions/Outcomes</i>	
Offender information provided/Information provided to victim	43
General information provided/Policy or process explained	15
Requested additional information from requestor	22
Investigated - No corrective action necessary	2
OTHER/MISCELLANEOUS ISSUES	
Allegations against Offenders (extortion, fraud, unauthorized and/or criminal activity which could result in disciplinary and/or criminal charges)	47
<i>Resolutions/Outcomes</i>	
Duplicate request from the same requestor	1
Additional information received from requestor	1
Other action taken	1
General information provided/Policy or process explained	34
Requested additional information from requestor	1
Referred to OIG†	5
Investigated - No corrective action necessary	4

†Where "Referred to Office of Inspector General" is noted, issues were determined to be potentially criminal in nature.

ISSUE	TOTAL
Other (general information questions: phone number/address, email addresses, directions to units, pick up procedures for releases, etc.)	7,295
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	18
Inquiry status	263
Additional information received from requestor	44
Request to disregard	8
Grievance filed and pending outcome	1
Other action taken	5
Records corrected	1
Offender information provided/Information provided to victim	37
General information provided/Policy or process explained	6320
Request additional information from requestor	569
Referred to OIG†	3
Telephone access/information provided	8
Investigated - No corrective action necessary	3
Contact information provided	8
Some requested action taken/Some unable to provide outcome requested	1
Not TDCJ jurisdiction	5
No contact information for requestor	1
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.)	258
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	2
Request to disregard	1
Other action taken	1
Offender information provided/Information provided to victim	1
General information provided/Policy or process explained	137
Requested additional information from requestor	11
Telephone access/information provided	1
Investigated - No corrective action necessary	3
Not TDCJ jurisdiction	99
No contact information for requestor	2
<i>FYI / REFERRALS / THANK YOU</i>	
FYI – Ombudsman office cc'd on inquiries from or to various TDCJ officials/offices. Filed for informational purposes only.	749
<i>Resolutions/Outcomes</i>	
Duplicate request from same requestor	4
Additional information received from requestor	697
Request to disregard	17
Compliment/Thank you	4
General information provided/Policy or process explained	11
Requested additional information from requestor	14
No contact information for requestor	2

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ISSUE	TOTAL
Telephone/Internet/Mail Contacts - Used when Ombudsman office receives numerous letters – same subject, same requestor.	1,642
<i>Resolutions/Outcomes</i>	
General information provided/Policy or process explained	45
Duplicate request from same requestor	1597
Compliment/Thank you/Rebuttal	1,169
<i>Resolutions/Outcomes</i>	
Compliment/Thank you	873
Not satisfied with response/Rebuttal	296
<i>HURRICANE HARVEY*</i>	
Hurricane Harvey	896
<i>Resolutions/Outcomes</i>	
Additional information received from requestor	1
Other action taken	2
Offender information provided/Information provided to victim	9
General information provided/Policy or process explained	844
Request additional information from requestor	5
Offender reassigned unit/housing/job/class/program	2
Investigated - No corrective action necessary	26
Property replaced/returned/settlement	1
Maintenance work order submitted and/or completed	1
Contact information provided	3
Not TDCJ jurisdiction	2
*This code was created to be used during Hurricane Harvey to in order to track inquiries specifically connected to the storm.	
TOTAL	50,196