



June 16, 2022

Jennifer Carter
Office of the Inspector General of Nebraska Child Welfare
State Capitol
P.O. Box 94604
Lincoln, NE 68509-4604

Dear Ms. Carter,

Neb. Rev. Stat. § 83-105 requires the Youth Rehabilitation and Treatment Centers (YRTC) to submit a quarterly report of the number of youth grievances filed, a categorization of the issues to which the grievance relates, the process for addressing such grievances and any actions or changes made as a result of such grievances.

Below, please find the numbers for youth grievances submitted for each of the YRTC's for the period of March 15th, 2022, to June 15th, 2022. As this report is due for your review on the first day of the month following the conclusion of each quarter, and given the time that is allotted for the resolution of a grievance, the numbers reflected below will contain the numbers up until the 15th of the last month of the quarter. The remaining data for the latter half of the month will be reflected in the next quarterly report.

Grievances are categorized upon completion as either substantiated, unfounded or resolved. A substantiated grievance is defined as having sufficient information to determine that the basis of the youth's grievance is accurate. A determination of unfounded is defined as either the basis of the youth's grievance is false, or there is a lack of sufficient evidence to determine whether or not the incident occurred. Grievances noted as either substantiated or unfounded have been handled by the facility's internal compliance team and the grievance is in reference to a youth's rights as defined in Operational Memorandum (O.M.) 116.1

Grievances noted as resolved are in reference to issues that are not defined in O.M. 116.1 These types of grievances could be, for example, a youth disputing their progress in programming, a disagreement with another youth, or a youth requesting not to be served a particular food item due to personal preference. These grievances are resolved through the youth's treatment team and the

process of mediation. Youth are encouraged to write a grievance on any issue that they feel they cannot resolve on their own.

Each grievance is reviewed by the compliance team and assigned to the appropriate party to address. Should the grievance be in reference to any verbal, physical, or sexual abuse of the youth, the situation is handled by the compliance team and reported promptly to the Nebraska DHHS Hotline and the Nebraska State Patrol for proper investigation of any abuse or criminal act. Youth have several different ways to report abuse, to include, the grievance process, a verbal report to staff, or a phone call to the Nebraska DHHS Hotline that the youth can access without the assistance of staff.

Annually, O.M. 116.1 is attached to this report for reference regarding Youth's Rights and the grievance process. Youth are informed on how to file a grievance upon their arrival of the respective facilities through the Youth Handbook.

GRIEVANCES
March 15, 2022 – June 15, 2022
YRTC - Kearney

Actions taken as a result of grievances:

In this Quarter there were a total of 19 grievances. Of the 19 grievances there were zero (0) substantiated and zero (0) unfounded grievances. All grievances for the fourth quarter were addressed through mediation with the youth's treatment team.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
March 15 th , 2022	4	0	0	4
April 2022	4	0	0	4
May 2022	9	0	0	9
June 15 th , 2022	2	0	0	2

Grievance Types:

	March	April	May	June
Food	1	1	0	0
School/Education	0	0	1	0
Physical Facility	2	0	1	0
Barber/Grooming	0	0	1	0

Daily Routine	0	1	0	0
Professional Care	0	0	4	2
Verbal abuse (staff to youth)	0	2	0	0
Programing	1	0	0	0
Case Management	0	0	1	0
Disciplinary Procedures	0	0	1	0

GRIEVANCES
March 15, 2022 – June 15, 2022
YRTC - Lincoln

Actions taken as a result of grievances:

In this Quarter there were a total of 46 grievances. Of the 46 grievances, there were zero (0) substantiated, 18 unfounded and 28 were resolved. YRTC-Lincoln received 21 grievances related to Professional Care. The Supervisors are working with staff to ensure all youth / staff relationships are professional and conducive to a therapeutic environment. Additionally, 8 grievances were in reference to Programming, more specifically target behaviors. The treatment team meets weekly to discuss each youth and ways to improve each youth's individual treatment plan.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
March 15 th , 2022	4	0	2	2
April 2022	17	0	10	7
May 2022	17	0	6	11
June 15 th , 2022	8	0	0	8

Grievance Types:

	Mar	April	May	June
Disciplinary Procedure	0	0	1	0
Food	0	0	2	0
Medical Services	0	1	0	0

Other	1	1	2	2
Professional Care	2	9	6	4
Programming	1	3	3	1
Recreation	0	1	1	0
Showers/ Hygiene	0	2	1	0
Phone	0	0	1	1

GRIEVANCES
March 15, 2022 – June 15, 2022
YRTC - Hastings

Actions taken as a result of grievances:

In this Quarter there were a total of 18 grievances. Of the 18 grievances, there were zero (0) substantiated. Two of the grievances related to physical abuse were determined to be unfounded. All other grievances for the fourth quarter were addressed through the mediation process with their treatment teams.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
March 15 th , 2022	1	0	0	1
April 2022	0	0	0	0
May 2022	16	0	2	14
June 15 th , 2022	1	0	0	1

Grievance Types:

	March	April	May	June
Personal Hygiene	1	0	0	0
Physical Facility	0	0	0	1
Daily Routine	0	0	14	0
Physical Abuse (staff to youth)	0	0	2	0

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Mark LaBouchardiere', with a horizontal line extending from the end of the signature.

Mark LaBouchardiere
Office of Juvenile Services Administrator
Nebraska Department of Health and Human Services