



September 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 June 16<sup>th</sup>, 2022, to September 15<sup>th</sup>, 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 15<sup>th</sup> 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**  
**June 16, 2022 – September 15, 2022**  
**YRTC - Kearney**

**Actions taken as a result of grievances:**

In this Quarter there were a total of 22 grievances. Of the 22 grievances there were zero (0) substantiated and six (6) unfounded grievances. In this Quarter there was one (1) verbal abuse staff to youth grievance as well as the three (3) staff to youth physical abuse all four (4) grievances were unfounded. All other grievances for the Third Quarter were addressed through mediation with the youth's treatment team.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
June 16 <sup>th</sup> , 2022	5	0	4	1
July 2022	5	0	0	5
August 2022	7	0	2	5
September 15 <sup>th</sup> , 2022	5	0	0	5

**Grievance Types:**

	June	July	August	September
Medical Services	0	1	1	0
Phone	0	0	1	2

Physical Facility	0	0	1	0
Issued Clothing	0	0	1	0
Daily Routine	0	0	0	2
Professional Care	1	1	1	0
Verbal abuse (staff to youth)	0	0	0	1
Programing	0	0	0	0
Case Management	0	3	1	0
Physical Abuse Staff to Youth	3	0	0	0
Mental Health	0	0	1	0
Youth to Youth Sexual Harassment	1	0	0	0

### GRIEVANCES

June 16, 2022 – September 15, 2022

YRTC - Lincoln

#### Actions taken as a result of grievances:

In this Quarter there were a total of 33 grievances. Of the 33 grievances, there were zero (0) substantiated, three (3) unfounded. All other grievances for the Third Quarter were addressed through mediation with the youth's treatment team.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
June 16 <sup>th</sup> , 2022	0	0	0	0
July 2022	8	0	0	8
August 2022	15	0	1	14
September 15 <sup>th</sup> , 2022	10	0	2	8

**Grievance Types:**

	June	July	August	September
Food	0	1	0	0
School/Education	0	0	4	0
Phone	0	0	1	0
Physical Facility	0	2	0	0
Canteen	0	1	0	0
Personal Hygiene	0	1	0	0
Daily Routine	0	0	4	1
Professional Care	0	3	6	2
Youth Searches	0	0	0	1
Disciplinary Procedures	0	0	0	6

**GRIEVANCES**  
**June 16, 2022 – September 15, 2022**  
**YRTC - Hastings**

**Actions taken as a result of grievances:**

In this Quarter there were a total of 13 grievances. Of the 13 grievances, there were zero (0) substantiated and zero (0) unfounded. All other grievances for the Third Quarter were addressed through the mediation process with the youth's treatment teams.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
June 16 <sup>th</sup> , 2022	5	0	0	5
July 2022	0	0	0	0
August 2022	4	0	0	4
September 15 <sup>th</sup> , 2022	4	0	0	4

**Grievance Types:**

	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>
Canteen	1	0	0	1
Physical Facility	1	0	0	1
Daily Routine	0	0	2	0
Showers	1	0	0	0
Programing	2	0	1	2
Disciplinary Procedures	0	0	1	0

Respectfully submitted,



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