



January 1, 2023

Ms. Jennifer Carter
Inspector General of Nebraska Child Welfare
1225 L Street
Lincoln, NE 68508

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 September 16th, 2022, to December 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
September 16, 2022 – December 15, 2022
YRTC - Kearney

Actions taken as a result of grievances:

This quarter in Kearney there were a total of 19 grievances. There were ten (10) grievances investigated by Compliance regarding two (2) physical abuse staff to youth, two (2) voyeurism staff-to-youth, and six (6) sexual touching youth-to-youth grievances. Of the ten (10) investigated grievances there were three (3) substantiated and seven (7) unfounded. All other grievances for the second quarter were addressed through mediation with the youth’s treatment team.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
September 16, 2022	6	1	3	2
October 2022	8	0	3	5
November 2022	1	1	0	0
December 15, 2022	4	1	1	2

Grievance Types:

	September	October	November	December
Phone	0	1	0	0
Physical Facility	1	0	0	0
Professional Care	1	3	0	2
Physical Abuse Staff to Youth	0	1	0	1
Sexual Touching Youth-to-Youth	4	1	1	0
Showers	0	1	0	0
Voyeurism Staff-to-Youth	0	1	0	1

GRIEVANCES
September 16, 2022 – December 15, 2022
YRTC - Lincoln

Actions taken as a result of grievances:

This quarter at Lincoln there were a total of 50 grievances. Of the 50 grievances, there were zero (0) substantiated and one (1) unfounded. During this last quarter there were two (2) grievances that were classified as “other” as the complaints did not fall within normal perimeters for tracking. One grievance was made as a report regarding another youth’s inappropriate intentions towards staff, and the second was a complaint against another youth’s actions towards the reporter. All other grievances for the second quarter were addressed through mediation with the youth’s treatment team.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
September 16, 2022	27	0	1	26
October 2022	8	0	0	8
November 2022	8	0	0	8
December 15, 2022	7	0	0	7

Grievance Types:

	September	October	November	December
Property Damage	1	0	0	0
Programming	2	0	2	2
Professional Care	11	7	3	4
School/Education	5	0	3	0
Physical Facility	1	0	0	0
Medical Services	0	0	0	1
Disciplinary Procedure	6	0	0	0
Other	1	1	0	0

GRIEVANCES
September 16, 2022 – December 15, 2022
YRTC - Hastings

Actions taken as a result of grievances:

This quarter in Hastings there were a total of 18 grievances. Of the 18 grievances, there were zero (0) substantiated and zero (7) unfounded. All other grievances for the second quarter were addressed through the mediation process with the youth's treatment teams.

Month/Year	Total # of Grievances	# Substantiated	# Unfounded	# Resolved
September 16, 2022	4	0	2	2
October 2022	7	0	4	3
November 2022	6	0	0	6
December 15, 2022	1	0	1	0

Grievance Types:

	September	October	November	December
Food	0	1	0	0
Medical Services	0	4	0	0
Physical Facility	0	1	0	0
Youth Searches	0	0	1	0
Professional Care	0	1	5	0
School / Education	1	0	0	0
Issued Clothing	1	0	0	0
Physical Abuse Staff-to-Youth	2	0	0	0
Sexual Harassment Youth-to-Youth	0	0	0	1

Respectfully submitted,



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

