

Part B State Annual Performance Report (APR) for 2005

**Overview of the Annual Performance Report Development:**

See Overview, Page i

**Monitoring Priority: Effective General Supervision Part B / General Supervision**

**Indicator 16:** Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B))

**Measurement:** Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

FFY	Measurable and Rigorous Target
2005	100%

**Actual Target Data for 2005:**

In the 2005-06 school year, 98.9 percent of signed written complaints with reports issued were resolved within appropriate timelines.

$[(91 + 3/95) \times 100 = 98.9\%]$

**Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2005:**

The Department has demonstrated minor slippage in meeting complaint timelines from 100 percent to 98.9 percent. This decrease in demonstrated compliance is due to the issuing of one complaint reported beyond the allowable timeline. The Department continues to monitor timelines and requests for extensions of timelines closely. An extension of timelines to allow for mediation does not occur unless both parties agree to the extension. The Department provided training for any consultant in the Bureau of Special Education who was new to handling complaints, including the timeline requirements for the completion of the complaint. Data are valid and reliable.

The Department provided training and technical assistance to Department consultants, LEAs and families on alternatives to dispute resolution including IEP facilitation. The Department updated the “Complaint Resolution Process” document to update the process in accordance

with the new regulations. A statewide conference on Alternatives to Dispute Resolution was held in collaboration with the Quinnipiac School of Law, SERC and the Consortium for Appropriate Dispute Resolution in Special Education (CADRE). The Department developed and disseminated a brochure on the use of alternatives to dispute resolution. The title of the brochure is “Opportunities for Solutions: Improving Results for Students with Disabilities”. The Department updated the “Parent’s Guide to Special Education in Connecticut” to include a sample request form to simplify the process of filing a complaint.

**Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for 2005:****Revisions, with Justifications to Improvement Activities, Timelines, Resources**

The Department and the state’s stakeholder group closely examined the “Improvement Activities, Timelines and Resources” identified in the 2005 SPP, considered whether the Department needed to change or adjust any activities, timelines or resources and determined that no changes or modifications were necessary.