

Part B State Performance Plan (SPP) for 2005-2010

Overview of the State Performance Plan Development:

See Overview, Page i

(The following items are to be completed for each monitoring priority/indicator.)

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.

Overview of Issue/Description of System or Process:

The Department assigns a Bureau of Special Education consultant to coordinate the signed written complaint system. Signed written complaints are logged in and assigned to a Department consultant. The staff member completes the review of the complaint and issues a written final decision within 60 days of receipt of the complaint. The 60 day time limit for the review and resolution of a complaint may be extended if the parties agree to engage in mediation or alternative means of dispute resolution, or if exceptional circumstances exist with respect to the particular complaint in which case all parties will be informed in writing of the specific length of the extension and the circumstances required the extension.

Baseline Data for FFY 2004 (2004-2005):

$63 + 13 = 76 / 76 = 100\%$

Discussion of Baseline Data:

Target met. This data and analysis demonstrate full compliance in this indicator as required in the FFY 2003 Annual Performance Report letter dated October 18, 2005.

FFY	Measurable and Rigorous Target
2005 (2005-2006)	100%
2006 (2006-2007)	100%

FFY	Measurable and Rigorous Target
2007 (2007-2008)	100%
2008 (2008-2009)	100%
2009 (2009-2010)	100%
2010 (2010-2011)	100%

Improvement Activities/Timelines/Resources:

Improvement Activities	Timelines	Resources
<ul style="list-style-type: none"> Provide training for new consultants who work on complaints. 	2005-06 school year through 2011	<ul style="list-style-type: none"> Complaint Resolution Manual Guidelines for granting extensions
<ul style="list-style-type: none"> Monitor timelines for completion of complaints or documentation of extensions for each consultant. 	2005-06 school year through 2011	<ul style="list-style-type: none"> Data System
<ul style="list-style-type: none"> Maintain increased staffing in Due Process Unit. 	2005-06 school year through 2011	<ul style="list-style-type: none"> 0.7 FTE staff added 2004-05 school year
<ul style="list-style-type: none"> Develop new data system to track complaints by district, issue, findings and timelines. Data system to have “tickler” system for corrective action timelines. 	2006-07 school year	<ul style="list-style-type: none"> Office of Information Systems database development
<ul style="list-style-type: none"> Review data on annual basis to determine if there are trends in not meeting timelines with specific LEAs. 	2005-06 school year through 2011	<ul style="list-style-type: none"> Data System
<ul style="list-style-type: none"> Simplify the process for filing a complaint through explanation and sample request form in updated Parent’s Guide to Special Education in Connecticut. 	2006-2007	<ul style="list-style-type: none"> CSDE Parent Workgroup
<ul style="list-style-type: none"> Develop brochure for LEAs and families on alternatives to dispute resolution. 	2005-06 school year	<ul style="list-style-type: none"> State Education Resource Center (SERC)

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Improvement Activities	Timelines	Resources
<ul style="list-style-type: none">• Provide complaint data reports to consultants for districts undergoing focused monitoring visits.	2005-06 school year through 2011	<ul style="list-style-type: none">• Office of Information Systems database development