

MSDE Public Website of State Performance Plan Results

Local School System Results for Special Education

Maryland: 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.

Results

	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
State Baseline:	98%	-	-	-	-	-	-
State Target:	-	100%	100%	100%	100%	100%	100%
State Results:	-	99%	-	-	-	-	-

Narrative Description of Indicator

99% of complaints were resolved within the 60-day timeline or within a timeline extended as required during the 2005-2006 school year. This represents one (1) complaint not completed within acceptable timelines. OSEP's March 20, 2006, letter regarding this Indicator states that "OSEP looks forward to reviewing data in the APR, due February 1, 2007, that demonstrate full compliance with this requirement." While we did not meet the target of 100%, it represents an improvement over the previous year, where 3 letters of finding were not completed within allowable timelines. This improvement was accomplished in spite of having to replace the Section Chief who oversees the complaint investigation process and the addition of one new investigator.

Maryland has begun a limited project utilizing facilitators to assist parents and school systems at IEP meetings. This project was instituted in 5 pilot counties, with hopes of increasing public agency participation over the next several years. Hopefully, this will reduce the number of State complaints, due process complaints, and formal mediation requests.

STATE: Maryland

SECTION A: Signed, written complaints	
(1) Signed, written complaints total	157
(1.1) Complaints with reports issued	134
(a) Reports with findings	109
(b) Reports within timeline	124
(c) Reports within extended timelines	9
(1.2) Complaints withdrawn or dismissed	20
(1.3) Complaints pending	3 *
(a) Complaint pending a due process hearing	2
SECTION B: Mediation requests	
(2) Mediation requests total	425
(2.1) Mediations	Calculated Value
(a) Mediations related to due process	120
(i) Mediation agreements	81
(b) Mediations not related to due process	115
(i) Mediation agreements	91
(2.2) Mediations not held (including pending)	190
SECTION C: Hearing requests	
(3) Hearing requests total	349
(3.1) Resolution sessions	108
(a) Settlement agreements	69
(3.2) Hearings (fully adjudicated)	38
(a) Decisions within timeline	17
(b) Decisions within extended timeline	20
(3.3) Resolved without a hearing	303
SECTION D: Expedited hearing requests (related to disciplinary decision)	
(4) Expedited hearing requests total	11
(4.1) Resolution sessions	2
(a) Settlement agreements	1
(4.2) Expedited hearings (fully adjudicated)	2
(a) Change of placement ordered	2

*The 1 complaint pending other than for a due process hearing was held in abeyance because the parent requested the State Board of Education review a decision of the local education agency Board of Education.