

MSDE Public Website of State Performance Plan Results

Local Infants and Toddlers Program Results for Early Intervention Services

Maryland: Indicator 10

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.

Narrative Description of Indicator

Seven signed written Part C complaints were received during the reporting period, 7/1/05-6/30/06., and were investigated with reports issued within 60 days. No complaints were dismissed or withdrawn. No complaints are pending.

As described in the Part C SPP, the Complaint Investigation Branch within MSDE's Division of Special Education/Early Intervention Services has the responsibility for investigating Part C complaints with the consultation and assistance of State Part C staff. Systemic findings of noncompliance identified through complaint investigations are incorporated into the Part C monitoring process. Complaint findings are taken into consideration when decisions are made about the level of monitoring and degree of State technical assistance and intervention for individual LITPs.

MSDE has met its compliance target of 100% for FFY 05 and will continue its collaborative approach to ensure that complaint investigations are thorough and timely.