



## MSDE Public Website of State Performance Plan Results

### State ResultsSpecial 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%	99%	-	-	-	-

### Narrative Description of Indicator

MSDE resolved 89 State complaints within the 60-day timeline, and completed two complaints within a properly extended timeline. One complaint was completed outside the required timeline.

During this reporting period MSDE revised the State complaint procedures and developed a model form in accordance with the IDEA final regulations.

Complaint investigators continue to participate in professional development activities and to provide inservice activities for MSDE staff, public agency staff, and advocates regarding the requirements of IDEA 2004 and State special education law.

While MSDE did not meet the target, this reporting period represents the second consecutive year where one complaint investigation was not completed within timelines, and represents an improvement over previous performance (FFY 2005 - three late; FFY 2004 - Eleven late). This improvement continues despite the resignation of one complaint investigator, and the need to recruit, hire, and train another. MSDE continues to implement the Improvement Activities and reports that six public agencies are now participating in the facilitated IEP meeting pilot project. This project and our collaboration with MSDE's Family Support Services Team in promoting early dispute resolution are part of our continuing goal to have disputes resolved at the local level, thereby reducing the number of State complaints.