



MSDE Public Website of State Performance Plan Results

State Results 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.

Results

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

Narrative Description of Indicator

One signed written Part C complaint was received during the reporting period, 7/1/06-6/30/07, and was investigated with a report 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 No complaints were dismissed or withdrawn.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 2006 and will continue its collaborative approach to ensure that complaint investigations are thorough and timely.