



MSDE Public Website of State Performance Plan Results

State Results Special Education

Maryland: Indicator 16

Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a time extension for exceptional circumstances with respect to a particular complaint, or because the parent (or individual) and the public agency agree to extend the time to engage in mediation or other alternative means of dispute resolution available in the State.

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% | 97% | 100% Target Met | - | - |

Narrative Description of Indicator

All of the 76 complaints that resulted in an investigation were completed within the required timelines, or a time extension properly extended. Please refer to attached Table 7. MSDE has continued to achieve 100% compliance as all complaint investigations have been completed within the required timelines. MSDE continues to implement all current improvement activities identified in the State Performance Plan. These include ongoing efforts to recruit and retain qualified special education staff, continued emphasis on and participation in professional development activities.

In order to sustain performance, MSDE has emphasized the importance of early dispute resolution, consistent with the law, and provides staff development activities for MSDE staff, public agency staff, and advocates regarding requirements of special education law. Further, MSDE continues to support local school systems that participate in the IEP Facilitator Program.