

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 timeline extended for exceptional circumstances with respect to a particular complaint, or because the parent (or individual or organization) 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	2011/12	2012/13
State Baseline:	98%	-	-	-	-	-	-	-	-
State Target:	-	100%	100%	100%	100%	100%	100%	100%	100%
State Results:	-	99%	99%	97%	100% Target Met	100.00% Target Met	-	-	-

Narrative Description of Indicator

All of the 118 complaints that resulted in an investigation were completed within the required timelines, or a timeline that was 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 staff and 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 IDEA 2002. MSDE provides staff development activities for MSDE staff, public agency staff, and advocates regarding requirements of IDEA and special education law. Further, MSDE continues to support local school systems that participate in the IEP Facilitation project.