

(ATTACHMENT 1) REPORT AND POSSIBLE ACTION ON PARENTAL DISPUTE RESOLUTION SYSTEM (PDRS) DATA

This item initiated by the Administration

Attachment

ADMINISTRATION'S REPORT

1. The Special Education Oversight Action Plan (SOAP) has three essential components, one of which is to provide parents with information and a parent-friendly system to encourage early resolution of parental concerns and complaints. The goal of the system is to allow for easy access to needed information regarding special education and other information regarding school-related topics.
2. The district has identified five days as the targeted period of time in which to resolve each PDRS complaint. In order to support school leaders in accomplishing the five-day target for each PDRS complaint, Central Services staff are notified immediately in order to offer support to address the complaints. The following staff receive notifications automatically via email on the first day of the filing of the complaint, with the expectation of immediate action:
 - a. Educational leader of school,
 - b. Regional Executive Specialist,
 - c. Regional Coordinator of Specialized Services - special education students only, and
 - d. Department of Specialized Services Equitable Education Opportunity Liaison.
3. Oversight and follow-up is provided via a weekly report summary of unresolved complaints, which is forwarded to the Regional Executives and the Regional Coordinators of Specialized Services, with the expectation of immediate follow-up with the school leaders. The Department of Specialized Services Equitable Education Opportunity Liaison also follows up and confirms that action has been taken.
4. The following information provides a 2011-2012 academic year-to-date report of the Parent Dispute Resolution System (PDRS):

Month	Total complaints All Students	# Open cases/Average Days Open	Average Days to Close	Monthly Change	% Special Ed
September	14	NA	2.7	NA	68.8
October	38	11/6.0	3.6	+0.9 days	69.2
November (as of 11/21)	32	12/5.4	4.2	+0.6 days	81.2
December	26	9/8.0	5.1	+0.9 days	74.5
January	15	2/2.9	5.6	+0.5 days	80
February	22	12/8.2	5.8	+0.2 days	73.6

PDRS Urgent Facts 2011-2012

- Number of Closed Cases: 125**
- Average Days to Close: 5.8 Days**
- Number of Open Cases: 12**

-2010-2011 ACADEMIC YEAR Average Days to Close (July, 2010 through June, 2011): 11.3
-2010-2011 ACADEMIC YEAR Average Days to Close (after monitoring procedures changed in February, 2011): 5.9

5. Within the Parent Information System there are 2 levels of complaints. One level is called a Parent Information Concern (PIC). This is used for minor issues that can easily be resolved. They include appeals, staffing complaints, bussing concerns, etc. More complicated complaints or complaints around IEP issues rise to the occasion of PDRS, as outlined in the original SOAP plan.
6. The Department of Specialized Services and the Department of Family Services collaborated to develop a new plan for reporting complaints. The entire umbrella will be called Parent Dispute Resolution System. Under that umbrella, there will be a three tiered system for complaints. They will be 1) IEP related concerns, 2) school disputes and 3) appeals. This will assist the district with more accurately tracking the types of complaints that are being made, so as to better develop targeted interventions.

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