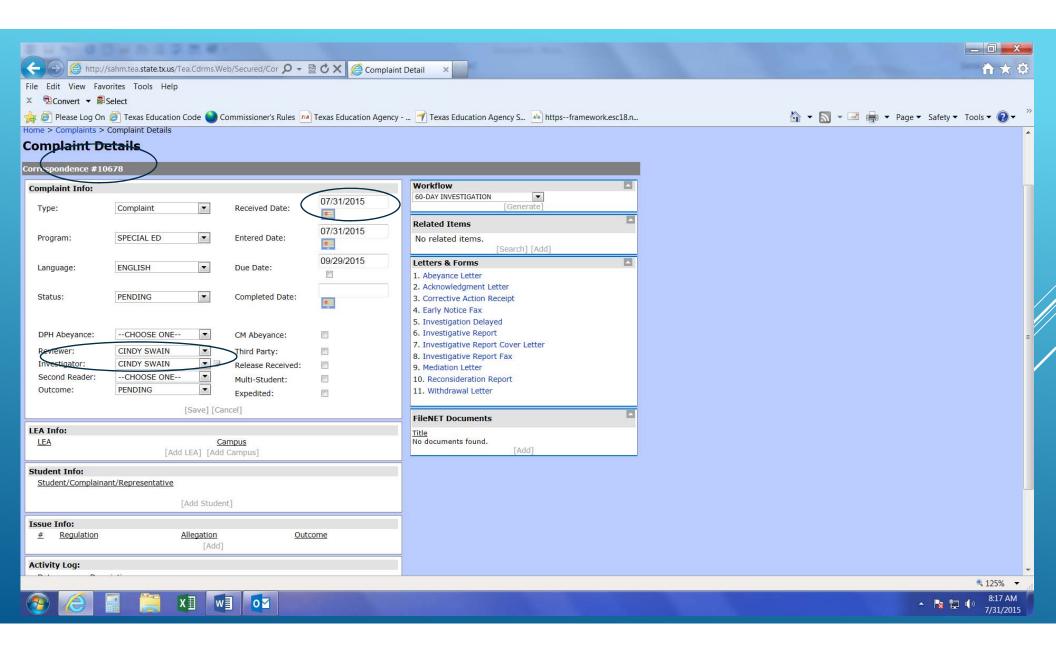
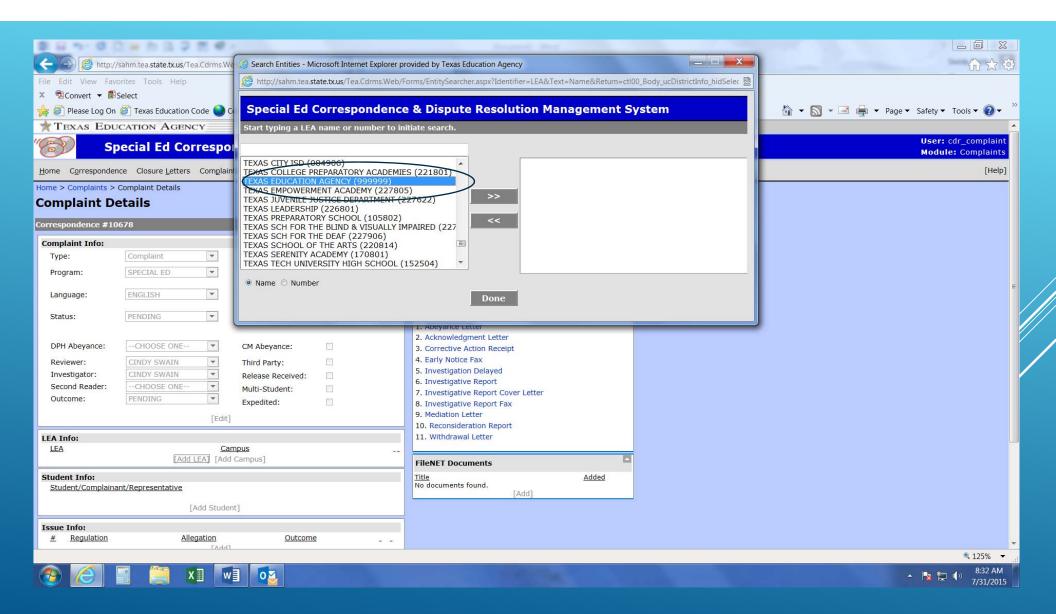
# CORRESPONDENCE AND DISPUTE RESOLUTION MANAGEMENT SYSTEM (CDRMS)

The Process of a Special Education Complaint

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| Correspondence [Add]   |   |
| Year: 2016, Type:ALL, Reviewer:ALL, Status:ALL   |   |
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| Correspondence #10   | 0678                         |                        |                          |   |  |  |  |
| Complaint Info:  |                              |                        |                          | Workflow  |  |  |  |
| Туре:  | Complaint                    | Received Date:         | 07/31/2015               | 60-DAY INVESTIGATION  |  |  |  |
| Program:   | SPECIAL ED                   | Entered Date:          | 07/31/2015               |   |  |  |  |
| Language:  | ENGLISH                      | Due Date:              | 09/29/2015               | Related Items No related items. [Search] [Add]                  |  |  |  |
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| Status:  | PENDING                      | Completed Date.        |                          | 1. Abeyance Letter<br>2. Acknowledgment Letter                  |  |  |  |
| DPH Abeyance:  | CHOOSE ONE                   | CM Abeyance:           |                          | 3. Corrective Action Receipt                                    |  |  |  |
| Reviewer:  | CINDY SWAIN                  | Third Party:           |                          | 4. Early Notice Fax   |  |  |  |
| Investigator:  | CINDY SWAIN                  | Release Received:      | 0                        | 5. Investigation Delayed  |  |  |  |
| Second Reader:   | CHOOSE ONE                   | Multi-Student:         |                          | 6. Investigative Report<br>7. Investigative Report Cover Letter |  |  |  |
| Outcome:   | PENDING 💌                    | Expedited:             |                          | 8. Investigative Report Fax                                     |  |  |  |
|  | [Edit]                       |                        | 0.025                    | 9. Mediation Letter   |  |  |  |
| Andrea - And |                              |                        |                          | 10. Reconsideration Report                                      |  |  |  |
| LEA Info:  |                              |                        |                          | 11. Withdrawal Letter   |  |  |  |
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| Student Info:<br>Student/Complaina   | ant/Representative           |                        |                          | [Add]   |  |  |  |
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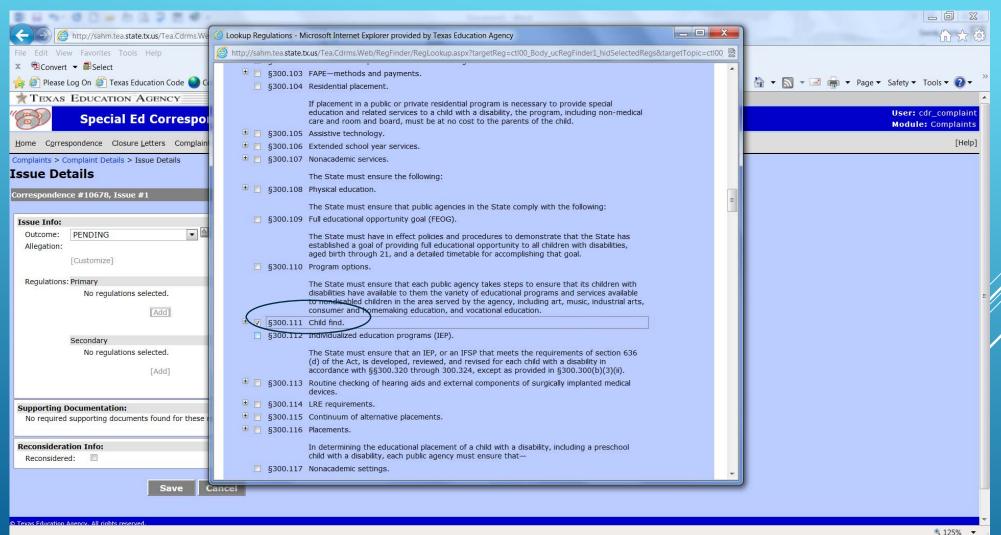
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| Home > Complaints > Complaint Details > Student Details  |  |  |  |  |  |  |  |  |
| Student Details  |  |  |  |  |  |  |  |  |
| Search In: 📕 CDRMS 🖾 PEIMS 🖾 PID   | Student Lookup Tips  |  |  |  |  |  |  |  |
|  | Follow these steps to look up a student:   |  |  |  |  |  |  |  |
| First Name: test   | 1. Be sure that the LEA Code (County District Number) is   |  |  |  |  |  |  |  |
| Last Name: test  | entered prior to looking up the student. The system<br>autopopulates this field if the LEA has already been  |  |  |  |  |  |  |  |
| Middle Name:   | added to the dispute (on the previous page).<br>2. Enter the student's First Name, Last Name, LEA, and   |  |  |  |  |  |  |  |
| LEA Code: 9999999<br>Date of Birth: 01/01/2000   | Date of Birth (if provided) exactly as they appear on the<br>dispute, then click "Lookup."   |  |  |  |  |  |  |  |
| SSN:   | <ol> <li>If no matching students are found, try one or more of<br/>the following:</li> </ol>   |  |  |  |  |  |  |  |
| PID:   | <ul> <li>Enter only part of the First Name followed by</li> </ul>  |  |  |  |  |  |  |  |
| Gender:  | "%" (e.g. "Mi%"). This triggers a pattern match<br>search which can identify students whose first name<br>is spelled differently in PEIMS than on the dispute. |  |  |  |  |  |  |  |
| Ethnicity:   | <ul> <li>Remove the First Name entirely (assuming DOB is</li> </ul>  |  |  |  |  |  |  |  |
| Primary: 🗹<br>Found In: Manual   | provided). This helps find students who use<br>nicknames and/or have discrepancies in spelling<br>between PEIMS and the dispute.                               |  |  |  |  |  |  |  |
| Student ID:2   | <ul> <li>Reenter the First Name and enter only part of the</li> </ul>  |  |  |  |  |  |  |  |
|  | Last Name followed by "%" (e.g. "R%"). This triggers<br>a pattern match search on the last name and can<br>identify misspellings in the student's last name.   |  |  |  |  |  |  |  |
| LEA Code is used for lookup purposes only and is not saved with the student<br>data.   | <ul> <li>Remove the Last Name entirely (assuming DOB is<br/>provided). This also can identify misspellings in the</li> </ul>                                   |  |  |  |  |  |  |  |
| 2 Student ID is used only by the CDRMS and is independent of other student<br>identification numbers used at TEA.  | student's last name.   |  |  |  |  |  |  |  |
|  | <ul> <li>Look for obvious mispellings in the provided names<br/>("Micheal" instead of "Michael").</li> </ul>   |  |  |  |  |  |  |  |
|  | <ul> <li>Reenter the full First Name and Last Name, then<br/>remove the Date of Birth entry. This checks for</li> </ul>  |  |  |  |  |  |  |  |
| Lookup Save Cancel Clear   | discrepancies in the date of birth between PEIMS and<br>what was submitted on the dispute.   |  |  |  |  |  |  |  |
|  | <ol> <li>If none of the above yields a match, contact the<br/>complainant to confirm that the student info provided is</li> </ol>                              | · · · · · · · · · · · · · · · · · · ·        |  |  |  |  |  |  |
|  | correct and/or request the student's date of birth if not  | € 125% ▼                                     |  |  |  |  |  |  |
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| DPH Abeyance:      CHOOSE ONE       CM Abeyance:         Reviewer:       CINDY SWAIN       Third Party:         Investigator:       CINDY SWAIN       Release Received:         Second Reader:      CHOOSE ONE       Multi-Student:         Outcome:       PENDING       Expedited:         [Edit]  | Abeyance Letter      Acknowledgment Letter      Acknowledgment Letter      Corrective Action Receipt      Early Notice Fax      Investigation Delayed      Investigative Report      Investigative Report Cover Letter      Investigative Report Fax      Mediation Letter      Io. Reconsideration Report |   |
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| Supporting Documentation:         Regulation       #       Description         \$300.11       1       How does the LEA ensure that all children with disabilities who are in need of special education and related services are identified, located, and evaluated?         2       Describe the method the LEA implements to determine which children are currently receiving needed special education and related services?         3       Provide the information gathered and used in referring the student for special education of the LEA's overall referral and screening system.         5       Describe the support services available to students experiencing difficulty in the general classroom and the manner in which these services are | ÷ 1970 -   |
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| Correspondence #11005, Issue #1  |   |   |
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| Allegation: Did the LEA ensure that it implemented the student's individualized<br>education program (IEP) with regard to math inclusion during the 2015 |   |   |
| -2016 school year2   |   |   |
| Topic: ACCOMMODATIONS  |   |   |
| AI/DEAF (E)<br>ASSISTIVE TECHNOLOGY  |   |   |
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| ■ §300.323 When IEPs must be in effect.  |   |   |
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| DPH Abeyance:<br>Reviewer:<br>Investigator:<br>Second Reader:<br>Outcome: | CHOOSE ONE V<br>CINDY SWAIN V<br>CINDY SWAIN V<br>CHOOSE ONE V<br>PENDING V<br>[Edit]             | CM Abeyance:<br>Third Party:<br>Release Received:<br>Multi-Student:<br>Expedited: |  |   |   |
| LEA Info:   |   |   |  | 11. Withdrawal Letter                                 |   |
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## CLOSING THE COMPLAINT

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| File Edit View Favorites Tools Help         ★ Convert ▼ Select         ★ Please Log On Fraze Education Code Commissioner's Rules         Type:         Complaint         Program:         SPECIAL ED         Entered Date:         07/31/2015         Language:         ENGLISH         Status:         COMPLETED         Completed Date:         08/28/2015         DPH Abeyance:         NONE         CINDY SWAIN         Reviewer:         CINDY SWAIN         Second Reader:         ULETH SWINK         Outcome:         SUBSTANTIATED         Edit   |   |
| Status     Status Date       PENDING     09/30/2015       [Edit]     [Edit]         LEA     Campus       TEXAS EDUCATION AGENCY (999999)     [Add LEA]       Student Info:     [Add LEA]       Student Info:     Student/Complainant/Representative       Image: TEST TEST     [Edit]  | FileNET Documents       Added         Title       Added         10578 - Complaint Letter       07/31/15         10678 - Investigative Report       07/31/15         X       [Add] |
| Student:       TEST TEST [Edit][Remove]         Complainant:       MOM TEST [Edit][Remove]         [Add Student]       [Add Complainant]         [Substantiated]       [Substantiated]         [Substantiated]       [Substantiated]         [Substantiated]       [Substantiated]         [Substantiated]       [Substantiated] | بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>بر<br>ب   |
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| ACCCEPTED 10/01/2015   09/30/2015     [Edit]     [Edit]     [Edit]     IEA Info:   IEA   IEA   TEXAS EDUCATION AGENCY (99999)   IEA   Student Info:   Student/Complainant/Representative   TEST TEST   Student:   [Add LEA] [Add Campus]     Student:   MOM TEST [Edit][Remove]   [Add Student] [Add Complainant] [Add Rep]     Issue Info:   *   Regulation   Allegation   1   Student, and evaluated in accordance with required     Substantiated     *     Substantiated     *     Substantiated     *     Substantiated     *     Substantiated     *     Substantiated     * <th>Corrective Action</th> <th>Info:</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>   | Corrective Action                            | Info:  |   |                              |  |                          |    |                |                            |
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| Student/Complainant/Representative         TEST TEST         Student:       TEST TEST         Student:       TEST TEST         Student:       TEST TEST         [Edit][Remove]         Complainant:       MOM TEST         [Edit][Remove]         [Add Student]       [Add Complainant]         [Add Student]       [Add Rep]         Issue Info:  | LEA  | N AGENCY (999999)  |   | ۰<br>۲                       |  |                          |    |                |                            |
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| Reviewer:ALL<br>BONNIE GARZA<br>CINDY SWAIN<br>CAROLYN LEVEQUE<br>KEITH SWINK<br>GAYNEL ROBERTS | Investigator:ALL<br>BONNIE GARZA<br>CINDY SWAIN  |                  |   |   |                            |                             |            |
| Second Reader:ALL<br>BONNIE GARZA<br>CINDY SWAIN  | Outcome:ALL     PENDING     SUBSTANTIATED  |                  |   |   |                            |                             |            |
| Third Party:ALL   | Release Received:ALL 💌   |                  |   |   |                            |                             |            |
| Hearing Abeyance:ALL  | Mediation Abeyance:ALL 💌   |                  |   |   |                            |                             |            |
| Withdrawn Reason:ALL<br>LOCAL RESOLUTION<br>MEDIATION OR DPH                                    | * SYSTEMIC ISSUE(S) *  |                  |   |   |                            |                             |            |
| Student First Name:   | Student Last Name:   |                  |   |   |                            |                             |            |
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| LEA Code (CDN):   | LEA Name:  |                  |   |   |                            |                             |            |
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| TEXAS EDUCATION AGEN                           | CY TEA Home   TEA Search   TEA Locator   TEA Divisions   |                                 |  |  |                           |  |
| Special Ed                                     | Correspondence & Dispute Resolution Manageme   | ent System                      | l)   |  |                           | <b>User:</b> rorober1124<br><b>Module:</b> Reports |
| <u>H</u> ome Correspondence Closure Letters    | Complaints Due Process Hearings Mediations Eacilitations Search Reports  | Co <u>n</u> tacts E <u>x</u> it |  |  |                           | [Help]   |
| Home > Reports                                 |  |                                 |  |  |                           |  |
| Reports  |  |                                 |  |  |                           |  |
| Reports  |  |                                 |  |  |                           |  |
| Select a Report Category: Issue Rep            | orts   |                                 |  |  |                           |  |
| Report   | Description  | -                               |  |  |                           |  |
| Issue Summary - State                          | Displays state-level summary counts and percentages of issues cited for complaints<br>and due process hearings.  | Select                          |  |  |                           |  |
| Issue Summary - Region                         | Displays region-level summary counts and percentages of issues cited for<br>complaints and due process hearings. | Select                          |  |  |                           |  |
| Issue Summary - LEA                            | Displays LEA-level summary counts and percentages of issues cited for complaints<br>and due process hearings.    | Select                          |  |  |                           |  |
| Issue Summary by Topic                         | Displays summary counts of issues by Topic.  | Select                          |  |  |                           |  |
| Issue Summary by Topic                         |  |                                 |  |  |                           |  |
| Report Criteria                                |  |                                 |  |  |                           |  |
| Report Year: 2016                              | Report Year Type: FEDERAL FISCAL   |                                 |  |  |                           |  |
| Corresp. Status:ALL<br>PENDING<br>COMPLETED *  | Regulation:ALL<br>§300.320<br>§300.323 -   |                                 |  |  |                           |  |
| Received Date(s):                              | Entered Date(s):   |                                 |  |  |                           |  |
| Due Date(s):                                   | Completed Date(s):   |                                 |  |  |                           |  |
| LEA Code (CDN):                                | Investigator:ALL<br>BONNIE GARZA<br>CINDY SWAIN  |                                 |  |  |                           |  |
| LEA Name:                                      | Issue Outcome:ALL PENDING  |                                 |  |  |                           |  |
| Region:ALL                                     | SUBST V<br>Multi-Student:ALL V   |                                 |  |  |                           |  |
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| TEXAS EDUCATION AGEN                | CY TEA Home   TEA Search   TEA Locator   TEA Divisions  |   |   |
| Special Ed                          | Correspondence & Dispute Resolution Managem   | nent System   | User: rorober112<br>Module: Reports       |
| Home Correspondence Closure Letters | Complaints Due Process Hearings Mediations Eacilitations Search Reports   | Co <u>n</u> tacts E <u>x</u> it   | [Help                                     |
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| IDEA Summary By Type/Outcome        | Displays summary counts and average days to completion by correspondence type<br>and outcome for correspondence, closure letters, and complaints. | e Select  |   |
| IDEA Summary By Type/Month          | Displays summary counts and average days to completion by correspondence type<br>and month for correspondence, closure letters, and complaints.   | e Select  |   |
| IDEA Summary By Month/Type          | Displays summary counts and average days to completion by month and type for<br>correspondence, closure letters, and complaints.                  | Select  |   |
| Dispute Summary By Type             | Displays issue summary, average days to completion, and count information by<br>correspondence type.  | Select  |   |
| Dispute Summary By Month/Type       | Displays issue summary, average days to completion, and count information by<br>month and correspondence type.                                    | Select  |   |
| Dispute Summary By Region/Type      | Displays issue summary, average days to completion, and count information by<br>region and correspondence type.                                   | Select  |   |
| APR Table 7 and Indicators 16-19    | Prepares summary/detail dispute resolution data for the APR Table 7 submission to<br>OSEP.  | • Select  |   |
| APR Table 15                        | Prepares summary/detail findings data for dispute resolution for the APR Table 15 submission to OSEP.   | Select  |   |
| Dispute Resolution Summary          | Prepares summary/detail findings data for dispute resolution for ESCs.  | Select  |   |

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### SEARCH

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| "®                                      | Special Ed Corr  | espondence                   | & Dispute F               | esoluti       | on Management   | System  |                              |                           |                                     | User: rorober1124<br>Module: Search       |
| Home Correspondence                     | ce Closure Letters Comp  | laints <u>D</u> ue Process I | Hearings Mediations       | Eacilitat or  | ns <u>S</u> earch <u>R</u> eports Co <u>n</u> t               | acts E <u>x</u> it  |                              |                           |                                     | [Help]                                    |
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| -                                       | Search Criteria  |                              |                           |               |   |   |                              |                           |                                     |   |
| Correspondence Inf                      | fo:  |                              |                           |               | earch Tips  |   |                              |                           |                                     |   |
| Corresp. ID:                            |  | Received Date:               |                           | •             | Enter partial or complete se<br>textboxes, e.g. "STA" will re |   |                              |                           |                                     |   |
| Program:                                | ALL  | Entered Date:                |                           |               | Correspondence ID, District                                   | Code, and Region Code                                     |                              |                           |                                     |   |
| Language:                               | ALL  | Due Date:                    |                           |               | separated by commas.  | ng by entering search criteria                            |                              |                           |                                     |   |
| Status:                                 | ALL  | Completed Date:              |                           |               | Enter single dates in MM/DE<br>comprised of a Start Date a    | D/YYYY format or as a range<br>nd End Date separated by a |                              |                           |                                     |   |
| Gen Corresp Type:                       | ALL  | PIR #/CC #:                  |                           |               | hyphen, e.g. 12/01/2005 -                                     | 01/31/2006.   |                              |                           |                                     |   |
| Student First<br>Name:                  |  | Ext. Due Date:               |                           |               | If you need to search again<br>"Search Criteria" and modif    | , click the "+" sign next to<br>y any values and click    |                              |                           |                                     |   |
| Student Last Name                       |  | Ext. Reason:                 | ALL                       |               | "Search" again.<br>If more than one search fiel               | d is entered, the system will                             |                              |                           |                                     |   |
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| Region Code:                            |  | Regulations:                 |                           |               |   |   |                              |                           |                                     |   |
| Issue Outcome:                          | ALL  |                              | ALL                       |               |   |   |                              |                           |                                     |   |
| Year:                                   | ALL  | Year Type:                   | SCHOOL                    |               |   |   |                              |                           |                                     |   |
| Complaint Info:                         |  |                              |                           |               |   |   |                              |                           |                                     |   |
| Reviewer:                               | ALL  |                              |                           |               |   |   |                              |                           |                                     |   |
| Investigator:                           | ALL  | •                            |                           |               |   |   |                              |                           |                                     |   |
| Second Reader:<br>Outcome:              | ALL  |                              |                           |               |   |   |                              |                           |                                     |   |
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| Hearing Abeyance:<br>Mediation Abeyance |  |                              |                           |               |   |   |                              |                           |                                     |   |
| Multi-Student:                          | ALL 💌  |                              |                           |               |   |   |                              |                           |                                     |   |
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### Corrective Actions

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| The CDRMS provides integrated tracking and management of the correspondence and dispute resolution processes at TEA. The CDRMS is divided into modules as follows: Correspondence This module organizes information related to various correspondences received by the Division of Federal and State Education Policy that are not related to a special education complaint. Closure Letters This module organizes information related to special education closure letters managed by the Division of Federal and State Education Policy. The module also tracks related activities for students. Complaints This module organizes information related to special education complaints managed by the Division of Federal and State Education Policy. The module also tracks related activities for students. Due Process Hearings This module organizes information related to due process hearings managed by the Office of Legal Services, and includes electronic docketing functionality. The module also tracks related activities for students. Hediations This module organizes information related to mediations managed by the Office of Legal Services, and includes electronic docketing functionality. The module also tracks related activities for students. Facilitations This module organizes information related to state-sponsored facilitations managed by the Division of Federal and State Education Policy. The module also tracks related activities for students. Facilitations This module organizes information related to state-sponsored facilitations managed by the Division of Federal and State Education Policy. The module also tracks related activities for students. Search This module organizes information related to state-sponsored facilitations managed by the Division of Federal and State Education Policy. The module also tracks related activities for students. Reports This module provides system-wide searching to quickly locate both dispute and non-dispute items in the system. Reports This module provides integrated reporting across all dispute resolution p |   |  |                               |   |
| hearing "other respondents," complaint investigators, and state facilitators.  |   |  |                               |   |

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| 10739 PENDING 10/30/2015 09/30/2016 KEITH SWINK   |  |
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| 10568 243-SE-0415 PENDING 10/14/2015 09/14/2016 CINDY SWAIN   |  |
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| 9635 227-SE-0414 IN PROGRESS 09/22/2015 10/30/2015 08/28/2016   |  |

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| Type:   | Complaint   | Received Date:  | 07/31/2015                   | [Generate]   |                          |   |
| Program:  | SPECIAL ED 💌  | Entered Date:   | 07/31/2015                   | Related Items  |                          |   |
| Language:   | ENGLISH   | Due Date:   | 09/29/2015                   | No related items.<br>[Search] [Add]  |                          |   |
| Status:   | COMPLETED 🔻   | Completed Date:   | 08/28/2015                   | Letters & Forms  |                          |   |
| DPH Abeyance:<br>Reviewer:<br>Investigator:<br>Second Reader:<br>Outcome: | NONE  CINDY SWAIN CINDY SWAIN KEITH SWINK SUBSTANTIATED [Edit]                                    | CM Abeyance:<br>Third Party:<br>Release Received:<br>Multi-Student:<br>Expedited: |                              | Abeyance Letter     Acknowledgment Letter     Acknowledgment Letter     Corrective Action Receipt     Early Notice Fax     Investigation Delayed     Investigative Report     Investigative Report     Investigative Report Fax     Mediation Letter |                          |   |
| Corrective Action   | Info  |   |                              | 10. Reconsideration Report<br>11. Withdrawal Letter  |                          |   |
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| ACCEPTED  | <b>10/01/2015</b><br>[Edit]   | 09/30/2015  |                              | FileNET Documents<br><u>Title</u><br>10678 - Complaint Letter<br>10678 - Investigative Report  | <u>Added</u><br>07/31/15 |   |
| LEA Info:<br>LEA<br>TEXAS EDUCATIO  | Cam<br>N AGENCY (999999)<br>[Add LEA] [Add  |   | 🏠 x                          | [Add]  |                          |   |
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