



Enhancing Access to IDEA Dispute Resolution Processes: Indiana Complaint, Hearing, and Mediation Process (I-CHAMP)

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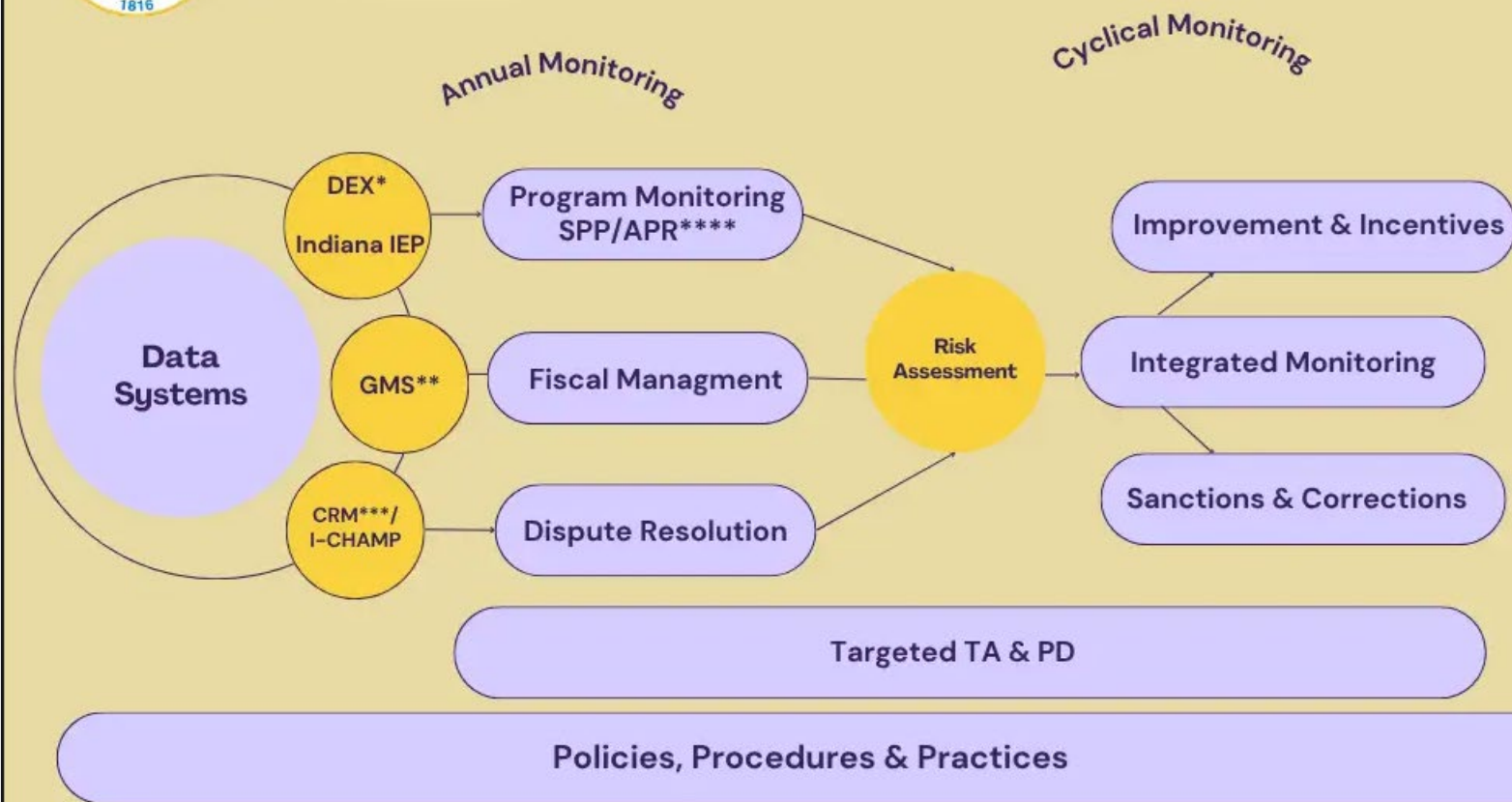
OBJECTIVES

- **Objective 1:** Demonstration of the state's complaint, mediation, and hearing ICHAMP/CRM dual system
- **Objective 2:** Explain how the design enhances use of due process procedures, creates an effective case management process that supports monitoring, and provides usable data for review, analysis, and improvement.
- **Objective 3:** Share lessons learned and engage participants in collaborative discussions to promote database process improvement and data use to inform decision making



**INDIANA
DEPARTMENT of
EDUCATION**

General Supervision System



*Data Exchange

**Grant Management System

***Customer Relation Management

****State Performance Plan/Annual Performance Report



INDIANA CONTINUUM OF DISPUTE RESOLUTION PROCESS

Dispute Option	Description	Provider/Relationship
Mediation	Trained impartial mediator assists parents and schools to find a mutually acceptable resolution to a dispute. (511 IAC 7-45-2)	Independent Mediator - Contractor
State Complaint	Written allegation by an individual or organization that a school district has not followed special education rules. Investigation report is issued. (511 IAC 7-45-1)	State employed complaint investigator/attorney
Due Process Hearing	An administrative law proceeding held before an impartial hearing officer (ALJ). Hearing (One-Tier System) Appeal-Litigation. (511 IAC 7-45-3)	Office of Administrative Law Judges



DISPUTE ACTIVITY

DISPUTE
RESOLUTION
DATA
COMPLAINTS

Month	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
July	1	6	5	6	11
August	13	12	28	26	23
September	12	19	43	33	0
October	15	27	26	30	0
November	15	22	35	19	0
December	18	15	20	18	0
January	23	20	30	30	0
February	20	30	33	21	0
March	20	27	25	28	0
April	17	27	27	24	0
May	24	46	39	33	0
June	5	9	10	11	0
Total	183	260	321	279	34

DISPUTE
RESOLUTION
DATA
MEDIATIONS

Month	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
July	1	4	1	3	5
August	3	8	3	9	3
September	14	12	11	7	0
October	7	10	4	9	0
November	11	14	13	7	0
December	9	10	10	6	0
January	15	8	4	9	0
February	5	7	5	7	0
March	12	12	7	7	0
April	5	9	8	5	0
May	11	13	15	8	0
June	11	3	4	2	0
Total	104	110	85	79	8

**DISPUTE
RESOLUTION
DATA
HEARINGS**

Month	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
July	7	6	6	3	8
August	9	9	12	6	5
September	12	11	8	10	0
October	13	11	5	10	0
November	6	12	6	6	0
December	4	2	11	5	0
January	13	9	8	9	0
February	8	9	7	15	0
March	13	13	13	11	0
April	6	15	6	9	0
May	11	12	10	6	0
June	12	6	12	2	0
Total	114	115	104	92	13



Dual System Design

System 1: ICHAMP

COMPLAINT, HEARING, AND MEDIATION PROCESS

- The I-CHAMP portal is used to file complaints, mediations, and request due process hearings electronically.
- Available at I-CHAMP.
- Need tech support/help getting started? Contact ichampHelpDesk@doe.in.gov.



System I: ICHAMP

DEMONSTRATION

Parent Access
School Access

Does the state have policies, procedures, and practices that are reasonably designed to implement the mediation requirements of IDEA Parts B in 34 C.F.R. §§ 300.506?

Mediation Dispute Resolution TA Center Adapted Part B Dispute: Support DMS 2.0 (July 2023)

Overarching Questions

1. How does the state ensure that parties to disputes involving any matter under Part B or Part C of IDEA, including matters arising prior to the filing of a due process complaint, can resolve disputes through a mediation process?
2. How does the state ensure that mediation is both voluntary and confidential?
3. How does the state ensure that mediators are qualified and impartial?
4. How does the state ensure mediation agreements are enforceable?

Questions	IDEA Part B Dispute Resolution Procedures Q/A (July 2013)
A-1:	What is mediation?
A-4:	Who are the parties to mediation?
A-6:	What are the types of issues?
A-11	Does the IDEA address where mediation sessions are held?
A-16	Who pays for the mediation process?
A-17	How is a mediator selected?
A-18	May more than one mediator be selected to conduct mediation under the IDEA?
A-22	If the parties to the mediation process resolve their dispute, must the agreement reached by the parties be in writing?
A-27	May a state use nonjudicial mechanisms (e.g., state complaint procedures) to resolve allegations that the public agency did not implement a mediation agreement?



System I: ICHAMP

DEMONSTRATION Mediators

Does the State have policies, procedures, and practices that are reasonably designed to implement the due process hearing requirements of IDEA?

Due Process Hearings Dispute Resolution TA Center Adapted Part B Dispute: Support DMS 2.0 (July 2023)

Overarching Questions

1. How does the State ensure that parties are informed of the due process complaint requirements, including access to the State's model Due Process Complaint form? (Model form only required for Part B) 34 C.F.R. §§ 300.508 and 300.509; 34 C.F.R §§ 303.441 and 303.421
2. How does the State ensure that hearing officers have the necessary knowledge and ability to conduct due process hearings and issue written decisions? 34 C.F.R. § 300.511; 34 C.F.R §§ 303.435 and 303.443
3. How does the State ensure that LEA/EIS providers properly implement the resolution process? 34 C.F.R. § 300.510; 34 C.F.R § 303.442

Continued.

Does the State have policies, procedures, and practices that are reasonably designed to implement the due process hearing requirements of IDEA?

Due Process Hearings Dispute Resolution TACenter Adapted Part B Dispute: Support DMS 2.0 (July 2023) *(Continued)*

Overarching Questions

4. How does the State ensure that written due process hearing decisions are issued within required timelines? 34 C.F.R. §§ 300.510, 300.515, and 300.532; 34 C.F.R §§ 303.430 and 303.437
5. How does the State ensure that expedited due process hearings are implemented consistently with IDEA requirements? 34 C.F.R. § 300.532
6. How does the State ensure the implementation of due process hearing officer decisions? 34 C.F.R. §§ 300.149;300.600; 34 C.F.R. §§ 303.120 and 303.700
7. How does the State use information from due process hearing decisions in its general supervision system? 34 C.F.R. § 300.600; 34 C.F.R. § 303.700

Questions	IDEA Part B Dispute Resolution Procedures Q/A (July 2013)
C-1	Why does the IDEA require that a party file a due process complaint in order to request a due process hearing?
C-2	Who may file a due process complaint?
C-3	What happens after a due process complaint is submitted?
C-6	May states permit a hearing to be filed electronically?
C-7	Must states have procedures for tracking when due process complaints are received, including due process complaints filed electronically if a State accepts due process complaints filed electronically?
C-8	Are there any mechanisms that an SEA must provide to assist parents and public agencies in filing a due process complaint?
C-21	Once the 30-day resolution period or adjusted resolution period expires, what is the timeline for issuing a final hearing decision?
C-26	What is the SEA's responsibility after a hearing decision is issued?



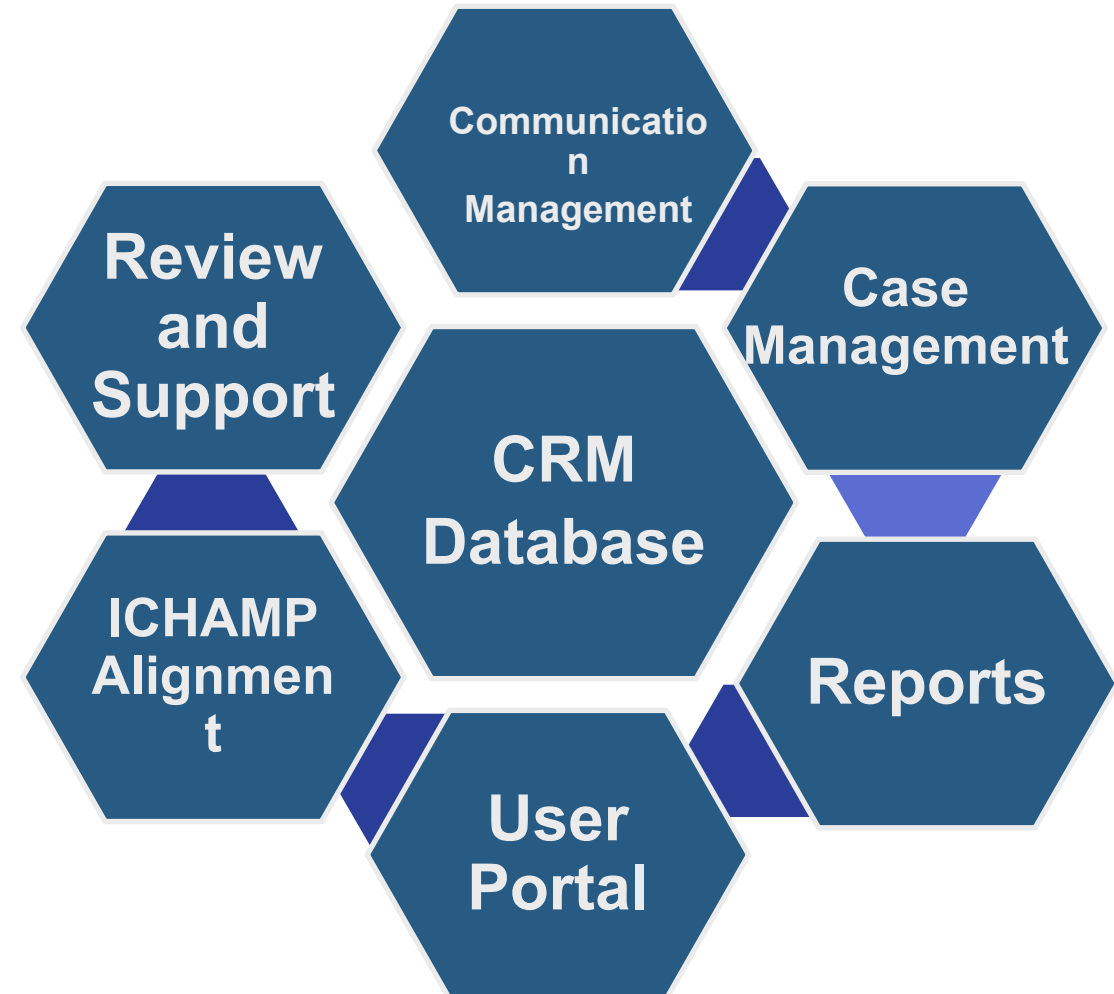
System I: ICHAMP

DEMONSTRATION Hearings

System 2: CRM

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

- Online/Fax/Mail/Walk-in Request
- Electronic Filing/Secure Database
- Communication/Contact Log
- Document Management/Record Storage
- Track and Associate Cases
- Generate Reports-Federal and custom (E.g. by IDEA Issues and Parties)



Does the State have policies, procedures, and practices that are reasonably designed to implement the State complaint requirements of IDEA?

State Complaint Dispute Resolution TACenter Adapted Part B Dispute: Support DMS 2.0 (July 2023)

Overarching Questions

1. How does the state ensure that parents and others have access to the state's model state complaint form under IDEA Part B? 34 C.F.R. §§ 300.153; 300.151; and 300.509
 2. What are the state's requirements for filing and accepting a state complaint? 34 C.F.R. § 300.153 and 34 C.F.R § 303.434
 3. What are the state requirements regarding the scope of allegations and relief that may be included in a state complaint? 34 C.F.R. § 300.151 and 34 C.F.R § 303.432
 4. How does the state ensure the timely resolution of state complaints? 34 C.F.R. § 300.152 and 34 C.F.R § 303.433
- Continued.***

Does the state have policies, procedures, and practices that are reasonably designed to implement the state complaint requirements of IDEA?

State Complaint Dispute Resolution TACenter Adapted Part B Dispute: Support DMS 2.0 (July 2023) (*Continued*)

Overarching Questions

5. Under what conditions does the state extend the 60-day state complaint timeline? 34 C.F.R. § 300.152; 34 C.F.R § 303.433;
6. How does the state resolve a state complaint? 34 C.F.R. § 300.152; 34 C.F.R § 303.433
7. How does the state ensure the implementation of the state complaint decisions? 34 C.F.R. § 300.152; 34 C.F.R § 303.433
8. How does the state use information from state complaint decisions in its general supervision system? 34 C.F.R. §§ 300.149 and 300.600; 34 C.F.R. § 303.700

Questions	IDEA Part B Dispute Resolution Procedures Q/A (July 2013)
B-3	Who may file a state complaint?
B-4	Are there any mechanisms that an SEA must provide to assist parents and other parties in filing a state complaint?
B-5	If a parent wishes to challenge a public agency's eligibility determination, may a parent file a state complaint?
B-7	If a parent wishes to challenge a public agency's decision regarding the provision or denial of FAPE to a child with a disability, may a parent file a state complaint?
B-9	May the state complaint procedures, including the remedies outlined in 34 CFR §300.151 (b), be used to address the problems of a group of children, i.e., a complaint alleging systemic noncompliance?
B-13	May states establish procedures permitting a state complaint to be filed electronically?

Continued.

Questions	IDEA Part B Dispute Resolution Procedures Q/A (July 2013) (Continued)
B-14	Must states have procedures for tracking when state complaints are received, including state complaints filed electronically, if applicable?
B-15	What is an SEA's responsibility to resolve a complaint if the complaint submitted to the SEA does not include all of the content required in 34 CFR §300.153?
B-26	Can an issue that is the subject of a state complaint also be the subject of a due process complaint requesting a due process hearing?
B-30	Once an SEA resolves a state complaint, what must the SEA's written decision contain?
B-31	What is the SEA's responsibility after a written decision on a state complaint is issued?
B-32	May a state complaint decision be appealed?

ICHAMP/CRM





INDIANA DISPUTE RESOLUTION

Manager Usage Highlights

- Review dispute resolution activity by school corporation and complainant/petitioner.
- Review complaints, mediations, and hearings by Article 7 issues and subissues.
- Consider annual comparison of the number of complaints, mediations, and hearings.
- Review the status of any given complaint, mediation, or hearing.
- Complaint and hearing timelines with email alerts.
- Review associated complaints, mediations, and hearings.
- Review violations, monitoring activity, communication with parties, and closure.
- Communication record/Case Notes: Essential documents associated with a case.
- Federal Report: Indicators 15 and 16.
- Respond to public records requests on dispute activity & periodic share with parent groups & directors.
- Provide internal reports for data review to identify training needs; patterns of noncompliance; and technical assistance.

USER ACTIVITY

Start-to-Finish Case Access and Management

- Parents, Schools, and Others: secure database; access to cases; and documents
- Complaint investigators: start-to-finish case management; template letters; timeline management; corrective action monitoring; and closure.
- Mediators: Accept request; scheduling; document storage; invoicing; template letters/form; and closure.
- Hearing Officers: Accept request; full case management-issue orders; pleadings and motions; record storage; template pleadings, motions, and orders; timeline notifications; bill/invoice tracking; and closure.

Data Analysis and Implications

- Identify patterns across the state
- Review dispute activity for specific school corporations
- Incorporate dispute data into Integrated Monitoring-Risk Assessment
- Panel advisory reports/federal reporting
- Monitor timeline and average length of hearings
- Progressive corrective action
- Identify training needs for complaint investigators, mediators, and hearing officers
- Office of Special Education (OSE) newsletter entries and OSE guidance
- OSE training for LEAs and parents through Parent Training Institute (PTI)
- Inform/consult with other teams

User Feedback

- Parents
- Directors
- Attorney/Advocates
- Mediators/Hearing Officers/Complaint Investigators



Nuts and Bolts

- Dispute Resolution Business Goals and Objectives
- Stakeholder Engagement and Feedback
- Strengths/Weakness of the System
- Integration with other System-Data Sources
- Ongoing Cost and Maintenance
- Human Resource Needs
- User Training Needs



Questions and Answers





Suggestions and Ideas for Improvement



THANK YOU

