



LOS ANGELES UNIFIED SCHOOL DISTRICT
DIVISION OF SPECIAL EDUCATION
School and Family Support Services
 Department Framework

MISSION	The mission of Special Education School and Family Support Services is to work collaboratively with our LAUSD families, students, colleagues and other partners in education to promote each student's success and well-being as he/she prepares for future endeavors by providing all partners with the ongoing delivery of the most accurate information, resources, assistance, and guidance in special education.
VISION	To establish mechanisms by which all of our stakeholders can access accurate information resulting in a positive partnership and resolution to all inquiries and calls made.
VALUES	Positive engagement, active listening, sense of urgency, responsiveness, respect, professional relationships, cultural humility, diversity, responsibility, professional growth, transparency, ethical responsibilities, respect for rules/law/regulations, customer service.

Goals:	CATEGORY	CONDITION	BEHAVIOR	LEARNING	PERFORMANCE AND TIMELINE
1. Accuracy		After providing trainings on systems, protocols, and programs, special education law, education code and district policy,	Staff will be able to: 1 a. Collect pertinent information 1 b. Cross reference information 1 c. Conclude the type of call (inquiry, concern, complaint) 1 d. Determine steps and support needed from other departments 1 e. Resolve a case 1 f. Respond to parents	and accurately and uniformly address 100% of parent inquiries	within 48 hours in the 2015-16 school year.
				and accurately and uniformly address 100% of parent concerns	within 5-10 school calendar days in the 2015-16 school year.
				and accurately and uniformly address 100% parent complaints	within 10-15 school calendar days in the 2015-16 school year.
2. Accountability		After introducing the "Criteria for Success" rubric and providing training on timelines, formal and informal observations, data analysis sessions, and the "Snapshot Report",	Staff will be able to: 2 a. Identify areas of strength and growth 2 b. Identify current levels of performance and set personal goals to improve on SFSS standards and practices 2 c. Identify and apply systems and protocols 2 d. Identify trends	and uniformly intake cases to determine an accurate lawful response or remedy	with 90%+ accuracy in the 2015-16 school year.
				and collaborate on how to improve SFSS practices	and reduce the average time by 10% each year to respond to concerns addressed <5-10 days and complaints from <10-15 days in the 2015-16 school year.
3. Support		After providing training on the "Departments Tiered Responses" and "Frequently Asked Questions",	Staff will be able to: 3 a. Identify an accurate answers and/or support staff	And effectively support/respond to stakeholders inquiries, concerns, and complaints	and reduce the percentage of complaints escalating to IDR/Due Process by resolving them at this level.

School and Family Support Services Standards
 (WHAT ARE THE BUCKETS OF OUR WORK?)

Compliance:	To understand the role and responsibility to comply with Federal Law as it relates to special education by: <ul style="list-style-type: none"> Consulting with school personnel in the implementation of, and compliance with, Individuals with Disabilities Education Act (IDEA). To understand our role and responsibility to comply with State Law and District Policy as it relates to special education by: <ul style="list-style-type: none"> Developing policy and monitoring the implementation of the preparation, classification, and demonstration of instructional materials.
Accountability:	To use systems and protocols and monitoring systems to comply with all required mandates by: <ul style="list-style-type: none"> Improving and reinforcing mechanisms to collect, analyze, and monitor data relevant to Special Education via Welligent. Following and implementing the <i>Procedures and Protocols Manual</i> established for processing inquiries, resolving concerns, and responding to complaints. Establishing monitoring systems to ensure responses are accurate and uniformed, including, but not limited to, resolutions and legal responses. Establishing systems to develop informational materials and workshops intended to inform staff and parents.
Professional Development	To understand trends in Welligent data and develop opportunities to build capacity by: <ul style="list-style-type: none"> Planning and developing professional development to guide school-site personnel including principals and District staff (i.e. compliance, conflict resolution related to meeting the instructional, behavior and social development needs of students with disabilities, etc.)
Support/Guidance	To understand trends in Welligent data, observations, and evaluations to develop supporting systems for staff by: <ul style="list-style-type: none"> Advising school personnel in the implementation of and compliance with IDEA and all other legal mandates including MCD. To understand trends in data and develop supporting systems for all stakeholders by: <ul style="list-style-type: none"> Assisting parents/guardians with general inquiries related to students with disabilities. Assisting parents/guardians with filing a concern or complaint and collaborate with other Division departments to reach a resolution. Developing protocols to ensure accurate lawful response, when needed, within specific timelines to parents who file a complaint. Networking with other Special Ed Department to provide quality responses, supports, and resolutions.

School and Family Support Services Systems
 (HOW DO WE INTEND TO ACCOMPLISH OUR WORK?)

1.	By adopting a bidirectional information system among all Special Ed Departments to collect and update information and resources.
2.	By implementing a 3-tiered response system for each department to disseminate information, resources, and address general inquiries, concerns, and complaints
3.	By maintaining a current FAQ and have it available online.
4.	By adopting multiple intake mechanisms for parents to inquire about general information, share concerns, and/or file complaints (US mail, email, telephone, on-line, telephone).
5.	By providing SFSS staff differentiated and ongoing professional (PD) development on systems, protocols, data analysis, resources available, legal updates and ways to improve efficiency, accuracy, and responsiveness.
6.	By providing SFSS staff opportunities through PD to reflect on practices to identify areas of strength and areas of potential growth.
7.	By reinforcing clear timelines, procedures (system), protocols (agreements), expectations, and accountability.
8.	By capturing all accurate information at the onset of each contact using Welligent service tracking systems front desk module continually until case is resolved.
9.	By instituting a monthly dashboard disaggregating Welligent data by multiple categories to inform external and internal stakeholders to determine what is working, areas of potential growth, and trends requiring follow up.
10.	By disseminating data and trends in the form of a "Monthly SFSS Snapshot" summarizing data collected on Welligent related to the Call Center.

School and Family Support Services Monitoring System
 (HOW WILL THE EFFECTIVENESS OF OUR WORK BE MONITORED?)

Daily	<ul style="list-style-type: none"> Establish daily random formal and informal observations focusing on staff's application of promising practices such as consultation strategies, accuracy on reports, cross-referencing information, routing concerns/complaints, and updating until concerns get resolved. Institute an oversight mechanism to ensure that: <ol style="list-style-type: none"> letters accurately reflect the action or remedy cases are closed consistently that all related persons receive a copy that stakeholders are held accountable
Weekly	<ul style="list-style-type: none"> Establish weekly review of formal and informal observations focusing on SFSS staff's application of consultation strategies, accuracy on reports, cross-referencing information, routing concerns/complaints, and updating until concerns get resolved.
Monthly	<ul style="list-style-type: none"> Instituting data analysis sessions to review monthly dashboard data to identify trends, develop plans of actions, and measure the progress on annual goals, and changes.
Quarterly	<ul style="list-style-type: none"> Based on data collected for each quarter through Welligent, formal and informal observations, quality assurance surveys identify trends, develop plans of actions as needed, and measure the progress on annual goals.
Annually	<ul style="list-style-type: none"> Based on data collected throughout the year on Welligent, formal and informal observations, quality assurance surveys, trends identified, the effectiveness on the plans of actions being rolled out to identify what practices worked and which ones have room for improvement. Additional relevant trainings will be included such as sessions provided by the OGC.
Randomly	<ul style="list-style-type: none"> Institute random surveys for quality assurance purposes.