

Indicator 15: Measurement, Definitions and Historical Data

June 2021

Indicator 15

- **Measurement:** Percent of due process resolution sessions that were resolved through settlement agreements
- This data is hypothetical and for illustrative purposes only.

Resolution sessions:

not resolved through settlement agreements



14 of 25 of resolution sessions resolved: $14 \div 25 = 56\%$

Definitions

- [AOE Dispute Resolution Page](#)
- Dispute Resolution Types
 - Mediation
 - Administrative Complaint
 - Due Process
 - Resolution Session
- Outcome

Target Setting Template/Table

	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25
Measurement: Percent of due process resolution sessions that were resolved through settlement agreements						

Historically Reaching Targets?

Indicator 15

YEAR	2014	2015	2016	2017	2018	2019
Target	60%	60%	60%	60%	60%	60%
Data	100%	100%	0%	11.11%	16.67%	100%

What do Complaints mean?

- Parent/LEA disagreement is not always indicative of non-compliance
- Most common reason for complaint is that parents don't feel heard
- Reasons why a family may/may not make a complaint
 - Fear of retribution
 - Lack of trust in the complaint system
 - Lack of knowledge of how to engage with the complaint system

Contact

- Ana Kolbach, SPP/APR Coordinator,
Ana.Kolbach@vermont.gov