



Office of Special Education

# HOW TO ACCESS AND VERIFY COMPLAINT CORRECTIVE ACTION PLANS (CAPS)

2016-2017

For ISD Representatives

# Agenda

- ❑ Complaint CAP Overview
- ❑ Access and Verify a Complaint CAP
- ❑ Resources Available

# Complaint CAP Overview

# Why is the Office of Special Education (OSE) issuing CAPs for State Complaints?

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- Integration of systems across units in the OSE
- Consistency of expectations and practices
- Common language to increase understanding
- Efficiency for districts and the OSE
- Fulfill the OSE's federal obligations

# What is a Complaint CAP?

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- After the OSE has determined sufficiency, investigated the allegations, and determined there were violations, the OSE case manager will issue a Final Decision Report to the district with findings.
- A Complaint CAP is the result of a state complaint in which noncompliance has been identified.
- Listed in the Final Decision will be any required student level corrective actions and/or systemic corrective actions.
- When there are systemic corrections needed, the district must then complete a CAP in CIMS.

# How Do Complaint CAPs Work?

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- Complaint CAPs:
  - Are issued each month as needed
  - Follow established CAP workflow and timelines
  - Include links to the complaint Final Decision Report
  - Have system level correction, not student level correction
  - Must be verified by the Intermediate School District (ISD) representatives

# Access and Verify a Complaint CAP

# Log into the CIMS Workbook

https://www.cimsmichigan.org

*Continuous Improvement & Monitoring System (CIMS)*  
**CIMS Workbook**  
CIMS Login Page

**Welcome to CIMS...**




Welcome to the Continuous Improvement & Monitoring System of the Michigan Department of Education, Office of Special Education and Office of Great Start/Early Childhood Education and Family Services.

CIMS requires authorization for access. If you do not have a username and password and would like to use CIMS, please click on the New User? link. If you already have a username and password, please enter them now.

**For CIMS Part B**  
help@cimsmichigan.org  
(877) 474-9023 (Toll Free)  
M - F 8:00 AM to 5:00 PM EST

**For CIMS Part C**  
eotweb@edzone.net  
(866) 334-5437 (Toll Free)  
M - F 8:00 AM to 4:00 PM EST

**Login**  
Username   
Password   
**LOGIN**  
[New User?](#)  
[Forgot Password?](#)





# Find your Complaint CAP: Method #1

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**Home** **Reports** **Compliance** **Results** **Workbooks** **Data** **Focused Monitoring** **Finance** **Search** **Policy**

[Reports](#) | [Organization\(s\)](#) | [Profile](#) | [Logout](#)

**SHOW HELP**

**Welcome Steven**  
ISD Monitor  
[Change Picture](#)

**Instructions:**  
Select the **SHOW HELP** button above for detailed instructions on the following.  
> Applying for a Status Report  
> Using System Messages  
> Understanding your Tasks

Hello Steven, please choose an option below.

**Inbox**  
You have **50** new messages.  
Select the **Open Inbox** button below to open your system message inbox.

**OPEN INBOX**

**Tasks**

Export Results to  Sort by:  **GO**

| Info | Document Type                        | Organization  | Name  | Current Status                            | Date Received | Date Due |
|------|--------------------------------------|---|---|---|---------------|----------|
|      | B-Complaint                          | <a href="#">Warren Consolidated Schools</a>             | <a href="#">B-Complaint-CAP-April2016-WarrenCons-50-50230</a> | Verification & Closeout Request Submitted | 11/15/2016    |          |
|      | Student Level Corrective Action Plan | <a href="#">Mount Clemens Community School District</a> | <a href="#">B-13 DC-SLCAP-Sept2016-MtClemens-04794</a>        | Closeout Request Submitted to MDE         | 11/14/2016    |          |

# Access Your CAP: Method #1

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The screenshot shows a web application interface with a navigation menu at the top containing: Home, Reports, Compliance, Results, Workbooks, Data, Focused Monitoring, Finance, Search, and Policy. Below the menu are links for Reports, Organization(s), Profile, and Logout, and a SHOW HELP button.

**Welcome Steven**  
ISD Monitor  
[Change Picture](#)

**Instructions:**  
Select the **SHOW HELP** button above for detailed instructions on the following.  
> Applying for a Status Report  
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Hello Steven, please choose an option below.

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[OPEN INBOX](#)

**Tasks**  
Export Results to:  Sort by:  [GO](#)

| Info | Document Type                        | Organization  | Name  | Current Status                            | Date Received | Date Due |
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# Find your Complaint CAP: Method #2

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Continuous Improvement & Monitoring System (CIMS)

## CIMS Workbook

**DEMO**

Home Reports **Compliance** Results Workbooks Data Focused Monitoring Finance Archive Search Policy

Reports | Administration | Dashboard | Organization(s) | Profile | Logout

SHOW HELP

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### Compliance

Use the search functionality below to find a specific Compliance.

Search Compliance

Compliance Types -- Select --

Compliance Name

Person

Status B-Complaint: Verification & Closeout Request Submitted

Organization

SEARCH CLEAR

- Under the Compliance tab, search for your CAP.
- Search by **Status** to see work that has been submitted to you.
- Search by **Compliance Type** to see work organized by month.
- Leave all fields blank to see all work

# Access your CAP: Method #2

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Search Compliance

Compliance Types

Compliance Name

Status

Organization

Export Results to  Sort by:

Number of Results 2

| Document Type | Organization            | Name                                     | Current Status   | Year     |
|---------------|-------------------------|--|--|----------|
| B-Complaint   | <a href="#">Academy</a> | <a href="#">B-Complaint-CAP-Sept2016</a> | B-Complaint: Verification & Closeout Request Submitted | Sept2016 |
| B-Complaint   | <a href="#">ISD</a>     | <a href="#">B-Complaint-CAP-Sept2016</a> | B-Complaint: Verification & Closeout Request Submitted | Sept2016 |

# Access the Complaint Compliance and Correction Menu

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## B-Complaint Compliance and Correction Menu

Please complete all required forms below.

Document Information: [B-Complaint-CAP-Sept2016](#)  
[Details](#)

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### Resources

**Items**

- [Instructions for Completing a Corrective Action Plan](#)
- [CAP Documents](#)
- [CAP Closeout Checklist](#)

For additional help and resources, visit the training website at <http://cims.cenmi.org>.

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### Forms

| Status | Page Name  | Note | Created By                          | Last Modified By      |
|--------|--|------|-------------------------------------|-----------------------|
|        | <a href="#">CAP Cover Page</a>   |      | 11/8/2016 12:37:30 PM               |                       |
|        | <a href="#">CAP Finding Page</a>   |      | CIMS System<br>8/24/2016 2:42:38 PM | 11/8/2016 12:37:42 PM |
|        | <a href="#">CAP Summary (MS Word document)</a>                                       |      |                                     |                       |
|        | <a href="#">Progress Report</a>  |      | 11/8/2016 12:41:43 PM               |                       |
|        | <a href="#">Request for Verification &amp; Closeout</a>                              |      |                                     |                       |
|        | <a href="#">TA Notes</a>   |      |                                     |                       |
|        | <a href="#">Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)</a> |      | CIMS System<br>8/24/2016 3:25:27 PM |                       |
|        | <a href="#">Verification Appendix (to be completed by ISD Monitor)</a>               |      |                                     |                       |
|        | <a href="#">Final Closeout Report</a>  |      |                                     |                       |

**Ready to Change the CAP Status?**

- [Click Here to Change the CAP Status](#)
- [View Status History](#)
- [Document Menu](#)

# Access the Verification Appendix

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## B-Complaint Compliance and Correction Menu

Please complete all required forms below.

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[Details](#)

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### Resources

| Items   |  |
|---|--|
|  | <a href="#">Instructions for Completing a Corrective Action Plan</a> |
|  | <a href="#">CAP Documents</a>  |
|  | <a href="#">CAP Closeout Checklist</a>                               |




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|  | <a href="#">Final Closeout Report</a>  |      |                                     |                       |

**Ready to Change the CAP Status?**

-  [Click Here to Change the CAP Status](#)
-  [View Status History](#)
-  [Document Menu](#)

# Complete the Verification Appendix

**VERIFICATION APPENDIX**

**\*\*Please save your work every 10 minutes due to the 20-minute timeout feature in CIMS\*\***

Monitoring Priority: **State Complaint**

Date of Verification Visit:

**Appendix 1: Student Record Reviews:**

Student records reviewed during the verification process were as follows:

| Student Name                              | UIC                                    | Race   | Primary Disability                                | Record Compliant?                | Specific Noncompliance                                   | Date Corrected                          |
|---|--|--|---|----------------------------------|--|---|
| <input type="text" value="Student Name"/> | <input type="text" value="123456789"/> | <input type="text" value="American Indian"/> | <input type="text" value="Cognitive impairment"/> | <input type="text" value="Yes"/> | <input type="text" value="Cite Specific noncompliance"/> | <input type="text" value="11/01/2016"/> |

**Appendix 2: Staff Interviews:**

The following staff members were interviewed during the verification process:

| Name   | Position   | Comments   |
|--|--|--|
| <input type="text" value="Staff Member Name"/> | <input checked="" type="checkbox"/> Special Education Director/Contact<br><input type="checkbox"/> Teacher<br><input type="checkbox"/> Building Administrator<br><input type="checkbox"/> District Superintendent<br><input type="checkbox"/> Other (describe) | <input type="text" value="Include comments about the interview with this staff person during the visit to determine correction."/> |

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**Appendix 3: Unrelated Noncompliance (if necessary):**

The following student records were found to be non-compliant during the verification process. Because this noncompliance is unrelated to the monitoring priority, corrective action will be required at a later date. These instances of noncompliance do not prevent a CAP from closing.

| Student Name         | UIC                  | Primary Disability   | Specific Noncompliance | Notes                |
|----------------------|----------------------|----------------------|------------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>   | <input type="text"/> |

- Review new student records to confirm the district has correctly implemented all areas of noncompliance
- If no student records are available, conduct staff interviews to ensure an understanding of compliant practice.

# Access the Closeout Verification Worksheet

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## B-Complaint Compliance and Correction Menu

Please complete all required forms below.

Document Information: [B-Complaint-CAP-Sept2016](#)  
[Details](#)

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### Resources

| Items |  |
|-------|--|
|       | <a href="#">Instructions for Completing a Corrective Action Plan</a> |
|       | <a href="#">CAP Documents</a>  |
|       | <a href="#">CAP Closeout Checklist</a>                               |

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|        | <a href="#">Final Closeout Report</a>  |      |                                     |                       |

**Ready to Change the CAP Status?**

|  |   |
|--|---|
|  | <a href="#">Click Here to Change the CAP Status</a> |
|  | <a href="#">View Status History</a>                 |
|  | <a href="#">Document Menu</a>                       |




# Complete the Closeout Verification Worksheet

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**CLOSEOUT VERIFICATION WORKSHEET**

**\*\*Please save your work every 10 minutes due to the 20-minute timeout feature in CIMS\*\***

Closeout of Findings of Noncompliance 

**District Code:** Public Schools ( )

**ISD Code:** Ingham ISD (33)

**Date of Report:** 11/23/2016

**Date of Complaint Report of Findings:** 9/15/2016

**Monitor:**

**Priority:**  
General Supervision Monitoring (GSM)

Pursuant to the *Individuals with Disabilities Education Act* (IDEA), §§ 300.600 and 300.149(a)(1)(2), as part of state monitoring and enforcement, the Office of Special Education (OSE) must ensure the requirements of the IDEA are carried out and that each educational program for children with disabilities meets the State's educational standards. It must review policies, procedures, and practices related to the provision of a free appropriate education (FAPE) for students with individualized educational programs (IEPs).

**Selection Criteria:**  
As part of investigating State complaints, a complaint with substantiated noncompliance is required to be corrected on both the student and the systemic levels. The OSE issued this finding of noncompliance as a response to fulfilling its GSM obligation regarding correcting the systemic noncompliance substantiated during the investigation of a State complaint.

**Policies, Procedures, and Practices:**  
Based on evidence from the complaint investigation, it was determined that the policies, procedures, and practices that were used for the provision of a FAPE for students with an IEP were not compliant with the *Individuals with Disabilities Education Act* (IDEA) and/or the *Michigan Administrative Rules for Special Education* (MARSE).

**Verification of Correction:**  
Following the district's request for closeout and verification of correction of findings, the Office of Special Education (OSE) conducted a verification activity. The verification and closeout of findings require a review by the OSE of evidence that the district completed all activities in the approved corrective action plan and is correctly implementing the specific regulatory requirements. Evidence of correction includes a review of current policies, procedures, and practices, student record reviews, and staff interviews.

- Select if the CAP will closeout or not using the drop-down menu provided.

# Complete the Closeout Verification Worksheet #2

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**CLOSEOUT VERIFICATION WORKSHEET**

**\*\*Please save your work every 10 minutes due to the 20-minute timeout feature in CIMS\*\***

Closeout of Findings of Noncompliance  ←

**District Code:** Public Schools ( )

**ISD Code:** Ingham ISD (33)

**Date of Report:** 11/23/2016 ←

**Date of Complaint Report of Findings:** 9/15/2016

**Monitor:**

**Priority:**  
General Supervision Monitoring (GSM)

Pursuant to the *Individuals with Disabilities Education Act* (IDEA), §§ 300.600 and 300.149(a)(1)(2), as part of state monitoring and enforcement, the Office of Special Education (OSE) must ensure the requirements of the IDEA are carried out and that each educational program for children with disabilities meets the State's educational standards. It must review policies, procedures, and practices related to the provision of a free appropriate education (FAPE) for students with individualized educational programs (IEPs).

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As part of investigating State complaints, a complaint with substantiated noncompliance is required to be corrected on both the student and the systemic levels. The OSE issued this finding of noncompliance as a response to fulfilling its GSM obligation regarding correcting the systemic noncompliance substantiated during the investigation of a State complaint.

**Policies, Procedures, and Practices:**  
Based on evidence from the complaint investigation, it was determined that the policies, procedures, and practices that were used for the provision of a FAPE for students with an IEP were not compliant with the *Individuals with Disabilities Education Act* (IDEA) and/or the *Michigan Administrative Rules for Special Education* (MARSE).

**Verification of Correction:**  
Following the district's request for closeout and verification of correction of findings, the Office of Special Education (OSE) conducted a verification activity. The verification and closeout of findings require a review by the OSE of evidence that the district completed all activities in the approved corrective action plan and is correctly implementing the specific regulatory requirements. Evidence of correction includes a review of current policies, procedures, and practices, student record reviews, and staff interviews.

- Next, enter the date you are completing the report.

# Complete the Closeout Verification Worksheet #3

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**CLOSEOUT VERIFICATION WORKSHEET**

**\*\*Please save your work every 10 minutes due to the 20-minute timeout feature in CIMS\*\***

Closeout of Findings of Noncompliance  ←

**District Code:** Public Schools ( )

**ISD Code:** Ingham ISD (33)

**Date of Report:** 11/23/2016 ←

**Date of Complaint Report of Findings:** 9/15/2016

**Monitor:**  ISD Representative Name ←

**Priority:**  
General Supervision Monitoring (GSM)

Pursuant to the *Individuals with Disabilities Education Act* (IDEA), §§ 300.600 and 300.149(a)(1)(2), as part of state monitoring and enforcement, the Office of Special Education (OSE) must ensure the requirements of the IDEA are carried out and that each educational program for children with disabilities meets the State's educational standards. It must review policies, procedures, and practices related to the provision of a free appropriate education (FAPE) for students with individualized educational programs (IEPs).

**Selection Criteria:**  
As part of investigating State complaints, a complaint with substantiated noncompliance is required to be corrected on both the student and the systemic levels. The OSE issued this finding of noncompliance as a response to fulfilling its GSM obligation regarding correcting the systemic noncompliance substantiated during the investigation of a State complaint.


**Policies, Procedures, and Practices:**  
Based on evidence from the complaint investigation, it was determined that the policies, procedures, and practices that were used for the provision of a FAPE for students with an IEP were not compliant with the *Individuals with Disabilities Education Act* (IDEA) and/or the *Michigan Administrative Rules for Special Education* (MARSE).

**Verification of Correction:**  
Following the district's request for closeout and verification of correction of findings, the Office of Special Education (OSE) conducted a verification activity. The verification and closeout of findings require a review by the OSE of evidence that the district completed all activities in the approved corrective action plan and is correctly implementing the specific regulatory requirements. Evidence of correction includes a review of current policies, procedures, and practices, student record reviews, and staff interviews.

- Enter your name on the Monitor line.

# Complete the Closeout Verification Worksheet #4

### Findings of Noncompliance and Evidence of Subsequent Correction:

| Findings of Noncompliance   | Required Evidence of Correction   | Documentation of Correction of Noncompliance  |
|---|---|---|
| The district is not in compliance with IDEA and the MARSE regarding initial evaluations including requesting written consent to evaluate within 10 days of a written request. | The district must review or revise procedures to document and ensure that within 10 days of receipt of a written request for an evaluation, the district shall provide the parent with written notice consistent with 34 CFR §300.503 and, when necessary, shall request written consent to evaluate.<br><br>Provide professional development to all relevant staff.<br><br>Ensure a change in practice has occurred by conducting ongoing monitoring activities. |  <p>0 of 3000</p> |

- Document the correction of noncompliance for each finding listed in the text box provided.

# Complete the Closeout Verification Worksheet #5

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**Final Disposition:**

If corrected, click here

The Schools has corrected all areas of noncompliance. Evidence of correction in the targeted areas was verified by the OSE. The district's corrective action plan is closed out.

If uncorrected, click here

The Schools has not corrected all areas of noncompliance. The district has not provided documentation required to verify evidence of correction for all finding(s) issued; therefore, the district is not closed out. Please see the next paragraph for specifics concerning the uncorrected finding(s). The State will take action to promptly bring the district into compliance, which may include increased State supervision and/or financial sanctions.

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- Select the appropriate paragraph to be displayed (corrected or uncorrected).

# Change the Status

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## B-Complaint Compliance and Correction Menu

Please complete all required forms below.

Document Information: [B-Complaint-CAP-Sept2016](#)  
[Details](#)

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### Resources

| Items  |
|--|
| <a href="#">Instructions for Completing a Corrective Action Plan</a> |
| <a href="#">CAP Documents</a>  |
| <a href="#">CAP Closeout Checklist</a>                               |

For additional help and resources, visit the training website at <http://cims.cenmi.org>.

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|  | <a href="#">Verification Appendix (to be completed by ISD Monitor)</a>               |      |                                     |                       |
|  | <a href="#">Final Closeout Report</a>  |      |                                     |                       |
| <b>Ready to Change the CAP Status?</b> |  |      |                                     |                       |
|  | <a href="#">Click Here to Change the CAP Status</a>                                  |      |                                     |                       |
|  | <a href="#">View Status History</a>  |      |                                     |                       |
|  | <a href="#">Document Menu</a>  |      |                                     |                       |

# Resources

# Resources Available

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- Visit the CIMS Training site
- Email or call the CIMS Help Desk



# CIMS Training Website

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<http://cims.cenmi.org>

## Continuous Improvement and Monitoring System (CIMS)

[Home](#) [Events](#) [Compliance](#) [Results](#) [FM](#) [Workbook](#) [Data](#) [Contact](#)



### CIMS Alert

In anticipation of the February 2016 Parts B and C *Workbooks*, the CIMS system will be **unavailable** from 8:00 am on Monday, February 8 to 8:00 am on Monday, February 15, 2016.

### Welcome to CIMS!

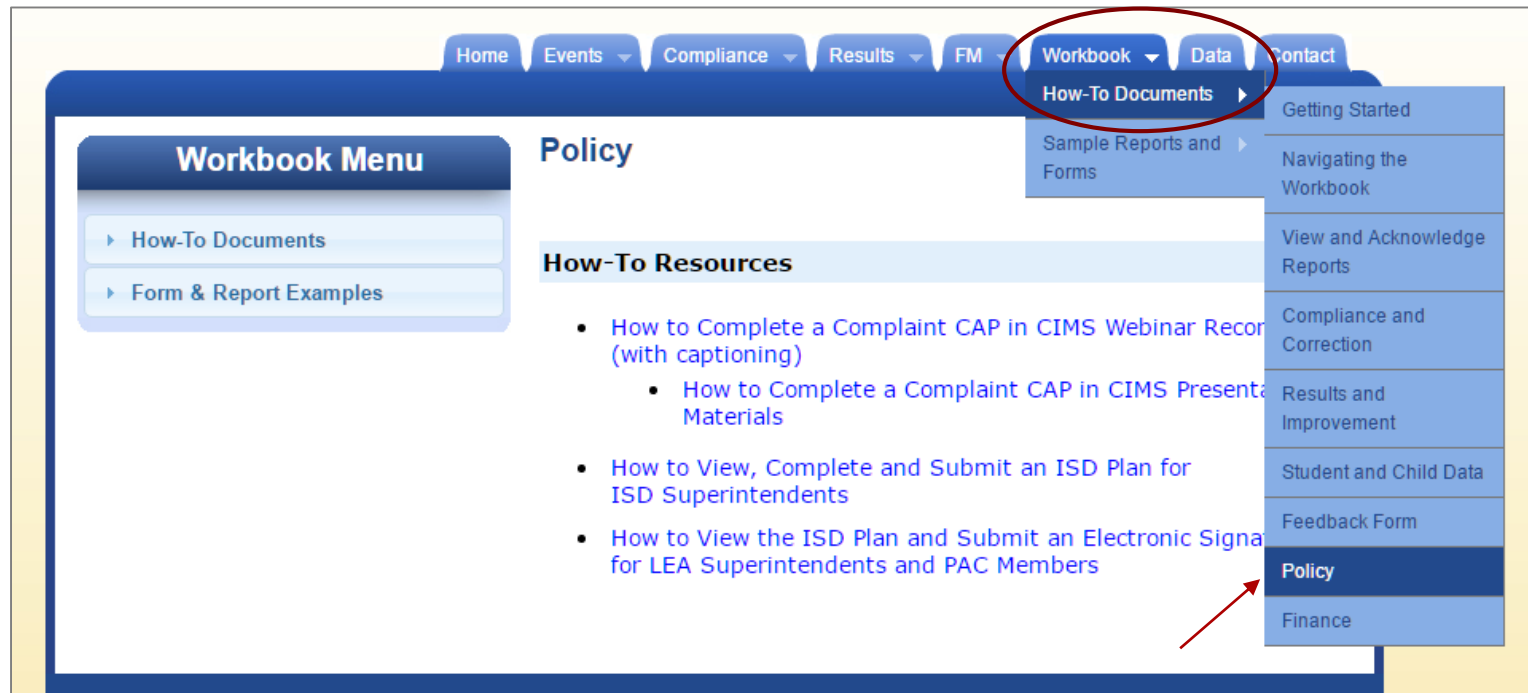
Ensuring that students and children with disabilities are prepared to live independent and productive lives is the ultimate goal of all the activities monitored by the Michigan Department of Education Offices of Special Education (OSE) and the Early Childhood Development and Family Education.

Michigan Department of Education  
Office of Special Education



# CIMS Training Resources

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- Access this training webinar recording and other policy training resources on the CIMS Training website

# CIMS Help Desk

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- Need help completing a task in CIMS? Having trouble with your username and password?
- Contact the CIMS Help Desk
  - Email: [help@cimsmichigan.org](mailto:help@cimsmichigan.org)
  - Phone: 877-474-9023

- Office of Special Education
  - ▣ Teri Chapman, Director, [chapmant2@michigan.gov](mailto:chapmant2@michigan.gov)
  - ▣ Janis Weckstein, Assistant Director, [wecksteinj@michigan.gov](mailto:wecksteinj@michigan.gov)
  - ▣ Joanne Winkelman, Supervisor, [winkelmanj@Michigan.gov](mailto:winkelmanj@Michigan.gov)
  - ▣ Marcia O'Brien, [Obrienm6@Michigan.gov](mailto:Obrienm6@Michigan.gov)
  - ▣ Jessica Brady, Supervisor, [bradyj@michigan.gov](mailto:bradyj@michigan.gov)
  - ▣ Jeanne Anderson Tippett, [andersonstippettj@michigan.gov](mailto:andersonstippettj@michigan.gov)
  
- ▣ Special Education Information Line: 888-320-8384

## Contact Information