



Office of Special Education

COMPLAINT CORRECTIVE ACTION PLANS (CAPS)

2016-2017

Completing a Complaint CAP in CIMS

Agenda

- ❑ Complaint CAP Overview
- ❑ Continuous Improvement Monitoring System (CIMS) Navigation and CAP Process
- ❑ Resources

Complaint CAP Overview

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

4

- 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 obligations

OSE's obligations

5

- Federal 09-02 Memo and 34 CFR § 300.151(b)(2)
 - Prong 1 Correction – Student level corrections currently
 - Directed in the Complaint Final Decision
 - Verified and approved by Complaints Unit
 - Will eventually move to SLCAPs in CIMS
 - Prong 2 Correction – Systemic level corrections currently
 - Transitioning into CIMS as CAPs
 - Assurance for future provision of services for all children with disabilities and that the Local Education Agency (LEA) is correctly implementing the regulatory requirements

Systemic Investigations vs. Systemic Corrections

6

- Systemic investigations may be filed by a complainant alleging violations of the Individuals with Disabilities Education Act (IDEA) or the Michigan Administrative Rules Special Education (MARSE) on behalf of a group of students
- Systemic corrections may be based on a student or district level finding and may direct
 - Review and revise procedures
 - Provide professional development to relevant staff
 - May need to order more substantive corrective action for a group of students

What is a Complaint CAP?

7

- After the OSE has determined sufficiency and investigated the allegations within the complaint, 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?

8

- Complaint CAPs will:
 - Be 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 (handled separately)
 - Be verified by the Intermediate School District (ISD) representatives

CIMS Navigation and CAP Process

CIMS Navigation Refresher

10

<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.

Login

Username

Password



LOGIN

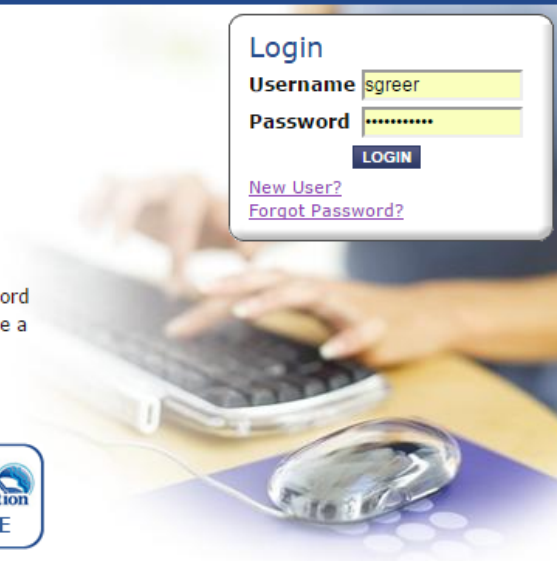
[New User?](#)

[Forgot Password?](#)

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



Find your Complaint CAP-Method #1

11

Home Reports Compliance Results Workbooks Data Focused Monitoring Finance Search

Reports | Organization(s) | Profile | Logout

SHOW HELP

Welcome Sarah
CIMS Coordinator
[Change Picture](#)

Hello Jeffrey, please choose an option below.

Acknowledge Reports
 [Click Here](#) to open, review, and acknowledge your Part B April2016 Reports.

Tasks

Accessing Your CIMS Workbook Tasks

Your CIMS tasks will populate in the Tasks menu below. If you have reports to acknowledge in a major release, the tasks will not populate until you have acknowledged your reports. If you have tasks from a minor release (such as a Complaint CAP) you will not have to acknowledge reports for the tasks to populate in the menu below.

The Tasks menu is an accordion style menu that will display all your CIMS work when opened. Each task in the menu contains a direct link to that tasks.

B Workbook April2016-BarryISD-08-08000
B Workbook May2016-BarryISD-08-08000
B Workbook Sept2016-BarryISD-08-08000
B-Complaint-CAP-Sept2016-BarryISD-08-08000
B-Complaint-CAP-Sept2016-AllenAcad-82-82955
B-Complaint-CAP-Sept2016-BarryISD-08-08000
C Workbook Sept2016-BarryISD-08-08000

Access Your CAP-Method #1

12

✓ Tasks

Accessing Your CIMS Workbook Tasks

Your CIMS tasks will populate in the Tasks menu below. If you have reports to acknowledge in a major release, the tasks will not populate until you have acknowledged your reports. If you have tasks from a minor release (such as a Complaint CAP) you will not have to acknowledge reports for the tasks to populate in the menu below.

The Tasks menu is an accordion style menu that will display all your CIMS work when opened. Each task in the menu contains a direct link to that tasks.

B Workbook April2016-BarryISD-08-08000				
B Workbook May2016-BarryISD-08-08000				
B Workbook Sept2016-BarryISD-08-08000				
B-Complaint-CAP-Sept2016-AllenAcad-82-82955				
B-Complaint-CAP-Sept2016-BarryISD-08-08000				
Info	Name	Current Status	Date Received	Due Date
Compliant				
	B-Complaint-CAP-Sept2016-BarryISD-08-08000	Needs to be Completed	9/20/2016 10:22:14 AM	
C Workbook Sept2016-BarryISD-08-08000				

Find your Complaint CAP-Method #2

13

- Under the Compliance tab, search for your CAP.

The screenshot displays the CIMS Workbook interface. At the top, the title "Continuous Improvement & Monitoring System (CIMS) CIMS Workbook" is visible. A navigation bar contains tabs for Home, Report, Compliance, Results, Workbooks, Data, Focused Monitoring, Finance, and Search. The "Compliance" tab is highlighted with a red circle. Below the navigation bar, there are links for Reports, Administration, Organization(s), Profile, and Logout, along with a "SHOW HELP" button. The main content area shows a "Back" button and the heading "Compliance". Below this, a search instruction reads: "Use the search functionality below to find a specific Compliance." The "Search Compliance" section includes a dropdown menu for "Compliance Types" with "B Complaint Sept2016" selected, a "Compliance Name" dropdown with "-- Select --", and input fields for "Person" and "Status". The "Organization" field is also present, with a "SEARCH" button circled in red. A red arrow points to the "Compliance Types" dropdown menu. The search results list includes: "B-10-FM-CAP - April2016", "B-11-CAP - Dec2012", "B-11-CAP - Dec2014", and "B-11-CAP - Feb2016".

Access your CAP-Method #2

14

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	Academy	B-Complaint-CAP-Sept2016	Needs to be Completed	Sept2016
B-Complaint	ISD	B-Complaint-CAP-Sept2016	Needs to be Completed	Sept2016

Complete your CAP

15

- Once you access your CAP, work with your review and analysis process (RAP) team to write and submit the CAP.
- When writing a CAP, districts should include as many details as possible about:
 - The activities that will be performed
 - Who is responsible for those activities
 - Milestone events and dates of completion
 - The documentation that will be available to demonstrate the activities were complete
 - The district level monitoring that will occur during the CAP to measure effectiveness of the activities

What is a RAP Team?

16

- The Review and Analysis Process (RAP) team is a district team charged with the responsibility of reviewing and analyzing the district's data and state complaint findings for the purpose of improvement planning
 - Gain an understanding of strengths and challenges
 - Identify the root cause of the problem
 - Determine possible ways to improve district performance
 - Partner with other staff and district/school improvement teams when solutions involve their collaboration and input

Who Serves on a RAP Team?

17

- Suggested RAP Team members include:
 - CIMS coordinator
 - Special education administrators/general education administrators
 - ISD representative
 - School improvement team representative
 - Parents
 - Service providers
 - Data experts or program specialists

Compliance and Correction Menu

18




B-Complaint Compliance and Correction Menu

Please complete all required forms below.

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











[Details](#)

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>.

Forms

Status	Page Name	Note	Created By	Last Modified By
	CAP Cover Page			
	CAP Finding Page (2)			
	CAP Summary (MS Word document)			
	Progress Report			
	Request for Verification & Closeout			
	TA Notes			
	Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)		CIMS System	8/24/2016 3:25:27 PM
	Verification Appendix (to be completed by ISD Monitor)			
	Final Closeout Report			
Ready to Change the CAP Status?				
	Click Here to Change the CAP Status			

Add all members of your RAP Team on the Cover Page

Access CAP Findings Page

B-Complaint Compliance and Correction Menu
Please complete all required forms below.

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

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>.

Forms

Status	Page Name	Note	Created By	Last Modified By
	CAP Cover Page			
	CAP Finding Page (2)			
	CAP Summary (MS Word document)			
	Progress Report			
	Request for Verification & Closeout			
	TA Notes			
	Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)		CIMS System	8/24/2016 3:25:27 PM
	Verification Appendix (to be completed by ISD Monitor)			
	Final Closeout Report			

Ready to Change the CAP Status?

[Click Here to Change the CAP Status](#)

Your CAP Findings Page will outline the specific noncompliance identified in your state complaint and required corrective actions to address the issues.

Complete CAP Findings Page

CAP FINDING PAGE

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

Complaint Findings:

The district is not in compliance with the IDEA regarding the provision of educational records.

1. Based on your RAP Team activities, what are the underlying problems that caused the noncompliance? How may district policies, procedures and practices, or the lack of supports, have contributed to these results?

0 of 1000

2. Required Corrective Action:

The district must revise or develop procedures to document and ensure that access to educational records is provided consistent with §300.613.

Provide professional development to all relevant staff on the new procedures.

Evidence of change in the district's practice must be provided and verified by the OSE.

3. Activities, dates they will occur, and name/title of person responsible: (To create additional rows, press **SAVE**.)

Activities	Date/Deadline(s)	Name/Title of Person Responsible
1	*	*
0 of 500		

- ❑ Work with your RAP Team to identify what caused the noncompliance and plan activities to correct it.
- ❑ You may have more than one finding.
- ❑ Complete a Finding Page for each finding.

What Next?

21

- Once a CAP is written, districts will submit it to the MDE for review.
- The CAP will be reviewed by a team of state-level reviewers.
- The Michigan Department of Education (MDE) will either accept the CAP or return it, with comments, for modifications.
 - A CAP must be rewritten and resubmitted until it is approved.

Submit the CAP to MDE

22

B-Complaint Compliance and Correction Menu
Please complete all required forms below.

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

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>.

Forms

Status	Page Name	Note	Created By	Last Modified By
	CAP Cover Page			
	CAP Finding Page (2)			
	CAP Summary (MS Word document)			
	Progress Report			
	Request for Verification & Closeout			
	TA Notes			
	Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)		CIMS System	8/24/2016 3:25:27 PM
	Verification Appendix (to be completed by ISD Monitor)			
	Final Closeout Report			

Ready to Change the CAP Status?

[Click Here to Change the CAP Status](#)

- ❑ Choose, **Click Here to Change CAP Status**
- ❑ Then, click **Apply Status** to submit your CAP to MDE.
- ❑ Your CAP will now be at the status, "Submitted to MDE for Review."

Begin to Implement Activities

23

- Districts should begin implementing CAP activities once the CAP is submitted.
- Because the CAP time frame is short, and any noncompliance should be corrected as soon as possible, districts do not need to wait for MDE approval to begin CAP activities.
- When implementing the CAP, districts should follow the steps and activities outlined in the plan.
- RAP team members should be updated on progress.

Progress Reports

24

- CAP Progress Reports are due to MDE about four months after you have submitted your CAP.
 - Check the CIMS Training site for a Due Date calendar specific to your CAP timeline.

- The MDE will review all progress reports for evidence of progress and accept the reports. Districts will be contacted if any concerns are identified.

Complete Progress Report and Submit

25

B-Complaint Compliance and Correction Menu
Please complete all required forms below.

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

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>.

Forms

Status	Page Name	Note	Created By	Last Modified By
	CAP Cover Page			
	CAP Finding Page (2)			
	CAP Summary (MS Word document)			
	Progress Report			
	Request for Verification & Closeout			
	TA Notes			
	Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)		CIMS System	8/24/2016 3:25:27 PM
	Verification Appendix (to be completed by ISD Monitor)			
	Final Closeout Report			

Ready to Change the CAP Status?

[Click Here to Change the CAP Status](#)

- ❑ Provide a brief summary of CAP activities and updates on progress.
- ❑ Submit to MDE by changing the CAP status. Your CAP will now be at the status, "PR Submitted to MDE for Review."

Request CAP Closeout

26

B-Complaint Compliance and Correction Menu
Please complete all required forms below.

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

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>.

Forms

Status	Page Name	Note	Created By	Last Modified By
	CAP Cover Page			
	CAP Finding Page (2)			
	CAP Summary (MS Word document)			
	Progress Report			
	Request for Verification & Closeout			
	IA Notes			
	Closeout Verification Worksheet (to be completed by ISD Monitor/MDE)		CIMS System	8/24/2016 3:25:27 PM
	Verification Appendix (to be completed by ISD Monitor)			
	Final Closeout Report			

Ready to Change the CAP Status?

[Click Here to Change the CAP Status](#)

- Once your district has completed all the CAP activities and corrected the identified noncompliance, you can request CAP closeout.
- Fill in the "Local Evidence of Correction" section on this form.
- Submit to MDE by changing the CAP status.

Verification

27

- Once a district completes the CAP activities and has corrected all noncompliance, the verification of correction process begins.
- MDE will work with the ISD Representative to complete two prongs of verification of correction
 - Prong 1: The district has corrected each individual case of noncompliance;
 - Prong 2: The district is correctly implementing the specific regulatory requirements (i.e., has achieved 100% compliance), based on the State's review of updated data.
- MDE will establish that the identified noncompliance has been corrected.

Closeout

28

- Once evidence of correction can be verified at both student and systemic levels, the MDE will
 - notify the district,
 - close the CAP and the complaint, and
 - issue a closeout report or letter in the next Workbook
 - with a copy of the letter to all parties.

Resources

Resources Available

30

- Visit the CIMS Training site
- Contact your ISD representative
- Email or call the CIMS Help Desk

CIMS Training Site

31

<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 Site: General Resources

32

- General Resources are available on each indicator page to help your RAP Team analyze your district data, policies, practices and procedures.

The screenshot displays a webpage titled "B-13 Secondary Transition". It features a "B-13 Data Information" section with four panels: "What is B-13?", "Where can I find my data?", "When was the data collected?", and "What is the target?". Below this is a "General Resources" section with a red oval highlighting a list of links.

B-13 Secondary Transition

B-13 Data Information

What is B-13? Percent of youth aged 16 and above with an IEP with coordinated, measurable, annual goals and transition services, including courses of study, that will reasonably enable the student to meet those postsecondary goals.	Where can I find my data? CIMS Secondary Transition Checklist
When was the data collected? Findings of noncompliance are based on data from FFY 2014 (collected between July 1, 2014 and June 30, 2015), specifically the data collected in CIMS during the B-13 Data Collection Activity.	What is the target? 100%

General Resources

- [Guidance for Creating B-13 Corrective Action Plans \(CAPs\)](#)
- [Michigan Transition Association Services presentation 03/22/16](#)
- [Consent to Invite Public Agency OSE Memo 2009](#)

CIMS Help Desk

33

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

- Office of Special Education
 - ▣ Teri Chapman, Director, chapmant2@michigan.gov
 - ▣ Janis Weckstein, Assistant Director, wecksteinj@michigan.gov
 - ▣ Joanne Winkelman, Supervisor, winkelmanj@Michigan.gov
 - ▣ Marcia O'Brien, Obrienm6@Michigan.gov
 - ▣ Harmonee Costello, Costelloh1@Michigan.gov
 - ▣ Jessica Brady, Supervisor, bradyj@michigan.gov
 - ▣ Jeanne Anderson Tippett, anderson Tippettj@michigan.gov

- ▣ Special Education Information Line: 888-320-8384

Contact Information