

## Department Overview

The Office of Compliance and Monitoring provides services to parents who file due process complaints, mediations, state complaints, or seek resolution to Individuals with Disabilities Education Act (IDEA) and Section 504 issues. The office also handles actions related to state statutes covering aversive interventions, physical, and mechanical restraints. The office provides trainings to District staff and community members covering the previously mentioned areas.

The office provides guidance for IDEA and Section 504 legal issues and works collaboratively with various outside agency counsel.

## Performance Measures

**Communication:** The Office of Compliance and Monitoring will communicate with parents, staff, and community throughout each school year through the complaint process, trainings, aversive interventions, physical and mechanical restraints procedures, and IDEA and Section 504 issues.

**Consistency:** Consistency is essential in the legal processes that the office handles. Sharing information in a consistent manner is completed internally in order to provide a consistent response outside of the office.

**Customer Service:** Customer service is measured through the use of surveys. The results will be reviewed weekly to improve services on an ongoing basis.

## Department Services



- Protects the rights of CCSD students with disabilities and ensures that provision of a free appropriate public education, under the IDEA and Section 504/Americans with Disabilities Act.
- Ensures that the CCSD complies with state and federal laws and regulations, district policies, regulations and procedures governing the provision of special education and related services, Section 504 reasonable accommodations, access to and disclosure of student education records under the Family Education Rights and Privacy Act (FERPA), and various other disability rights related laws, including those for students under Title I and Title II (English learners – EL), as well as the state prohibition against the use of aversive interventions on students with disabilities.
- Represents the District in administrative hearing and appeals under the IDEA and Section 504.
- Provides technical support to principals, teachers, and staff regarding special education processes and procedures.