



## **IDEA Dispute Resolution Data Summary for: Massachusetts 2004-05 to 2015-16**

The Individuals with Disabilities Education Act (IDEA) requires states and entities receiving IDEA grants to make available four dispute resolution processes and report annually on each to the U.S. Department of Education Office of Special Education Programs (OSEP). The four dispute resolution processes include written state complaints, mediation, due process complaints, and resolution meetings associated with due process.

The purpose of this summary is to provide an historical look at dispute resolution data and to assist with the identification of trends and changes in the use of the IDEA dispute resolution processes over time. Additional summaries can be found on the CADRE website at: <http://www.cadreworks.org/resources/cadre-materials/state-part-b-dispute-resolution-data-summaries>

This summary features data for school years ("SY" July 1-June 30) 2004-05 through 2015-16 drawn from CADRE's National Longitudinal Database. Data are collected from the following sources: [1] from SY 2004 to the present, dispute resolution activity reported in states' Annual Performance Reports (APRs), first as Attachment 1 and later as Table 7; [2] from SY 2006 to the present, Section 618 data collected by the Data Accountability Center (DAC) and now (as of SY 2011) reported to EDFacts; [3] data published in OSEP's Annual Report to Congress; and [4] data adjustments collected from states by CADRE after OSEP and DAC data were locked. Westat/DAC raw data files for SY 2005-2010 are available at: <http://tadnet.public.tadnet.org/pages/712>.

CADRE examines dispute resolution data for internally inconsistent values (based on report element definitions). When inconsistent values are found, they are reconciled with OSEP. States are encouraged to submit notes or explanations regarding any conditions, anomalies, or corrections relating to the data included herein. In addition, CADRE invites readers to provide input on the usefulness of these reports, including suggestions and adjustments.

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Pages 11 - 23: Annual dispute resolution data summaries (for SY 2004-05 through 2015-16).

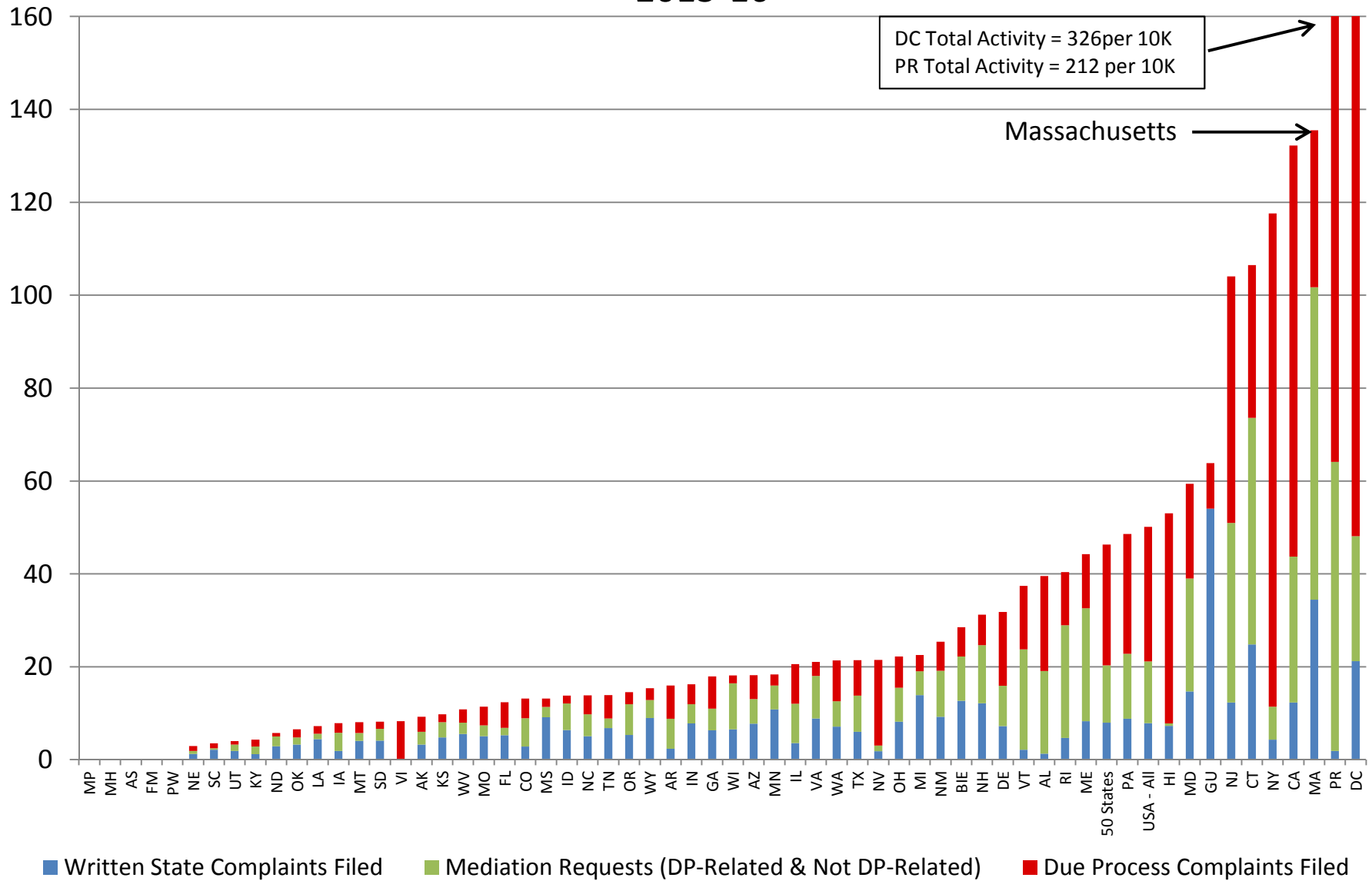
For clarification or assistance, contact:

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or call 541-686-5060

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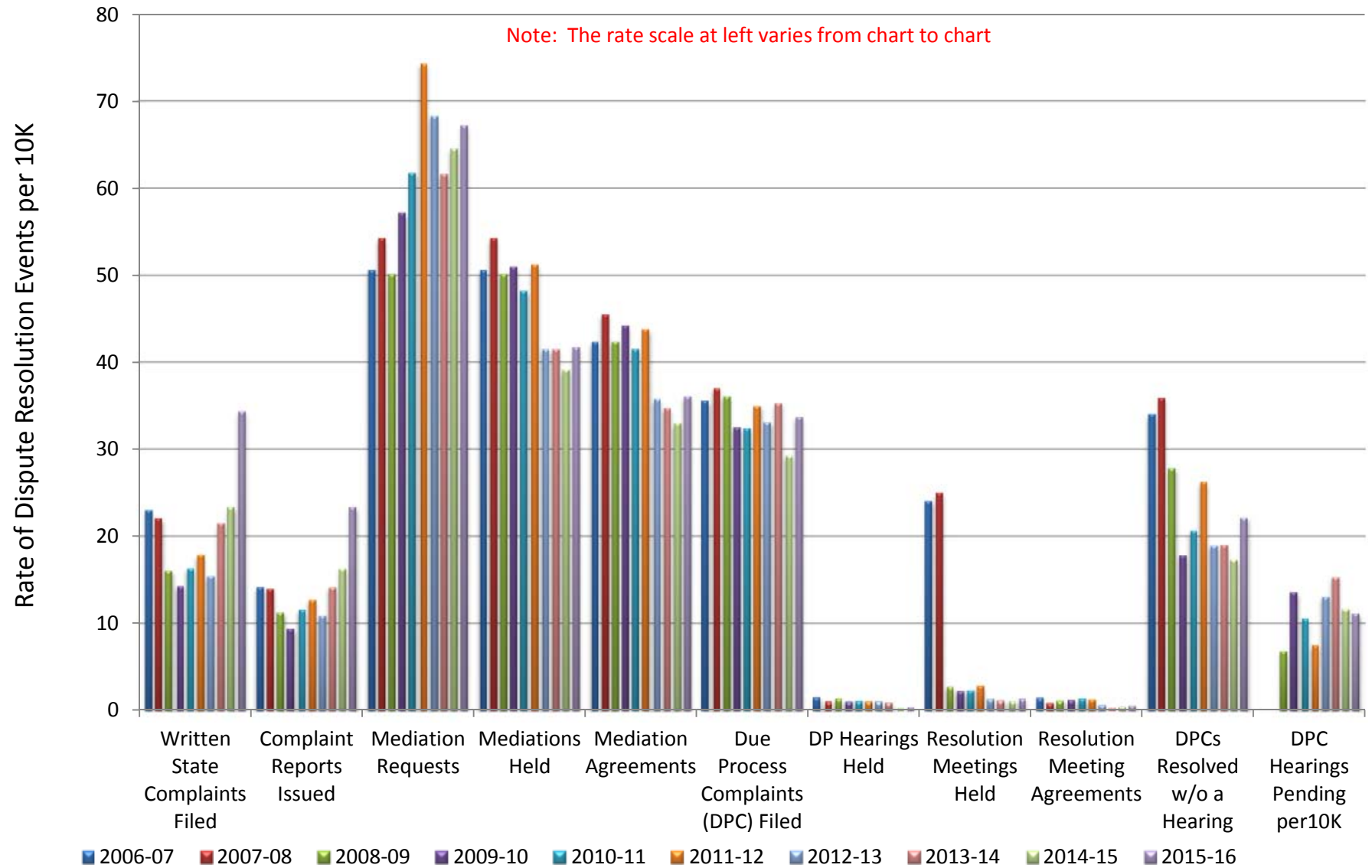


## Total Dispute Resolution Activity by State/Entity per 10K Childcount: 2015-16



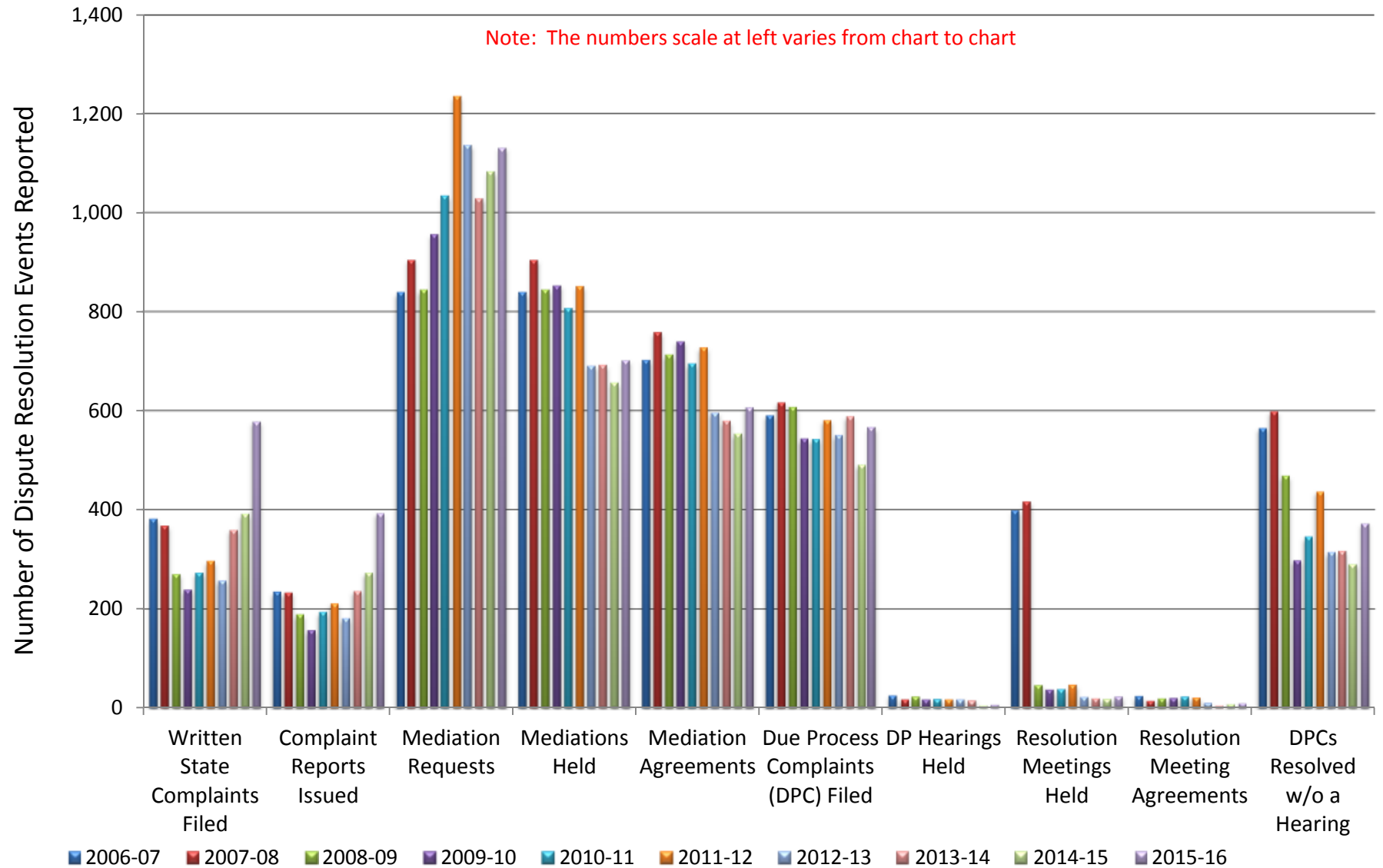


## IDEA Dispute Resolution Activity per 10K Childcount: Massachusetts





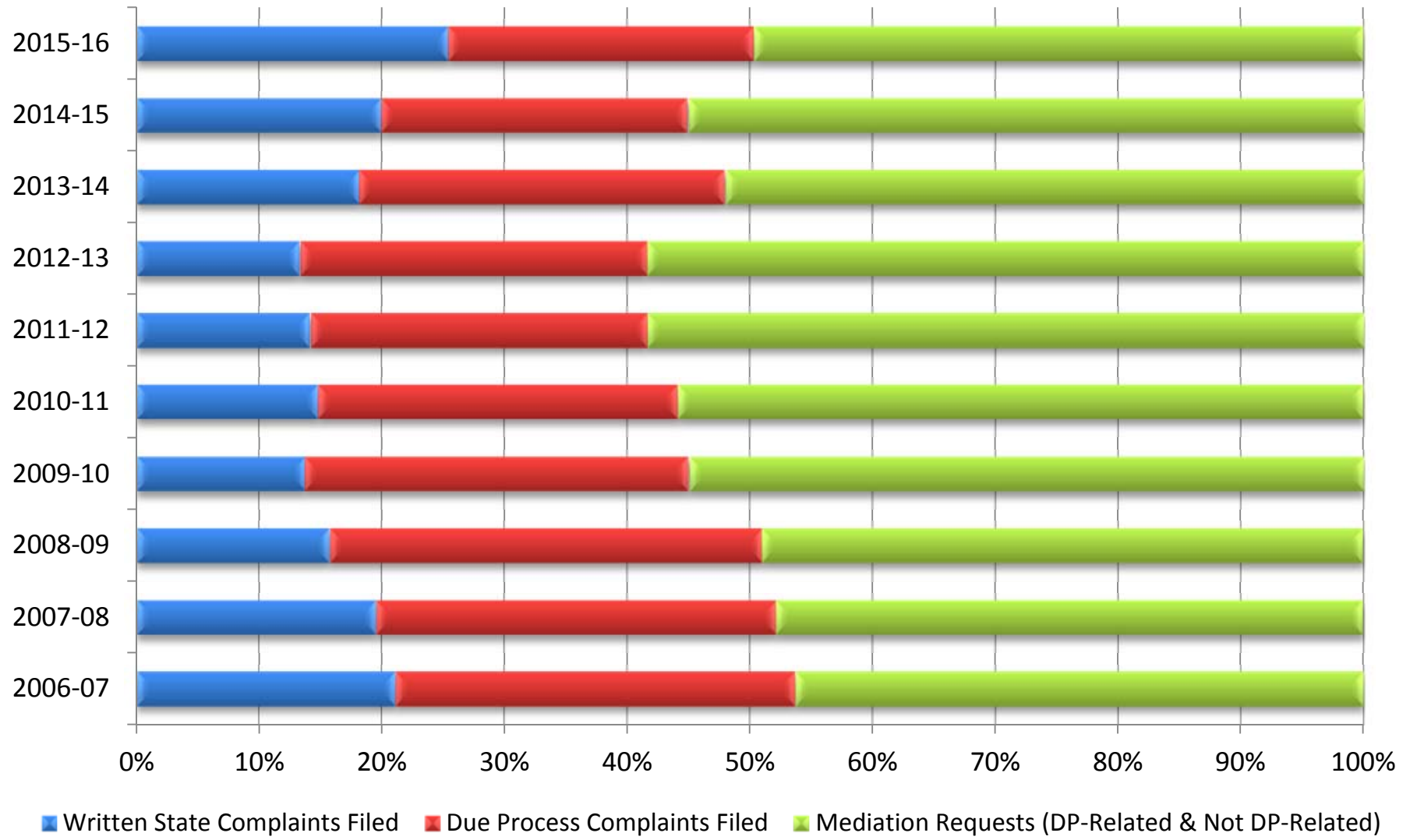
## IDEA Dispute Resolution Activity: Massachusetts





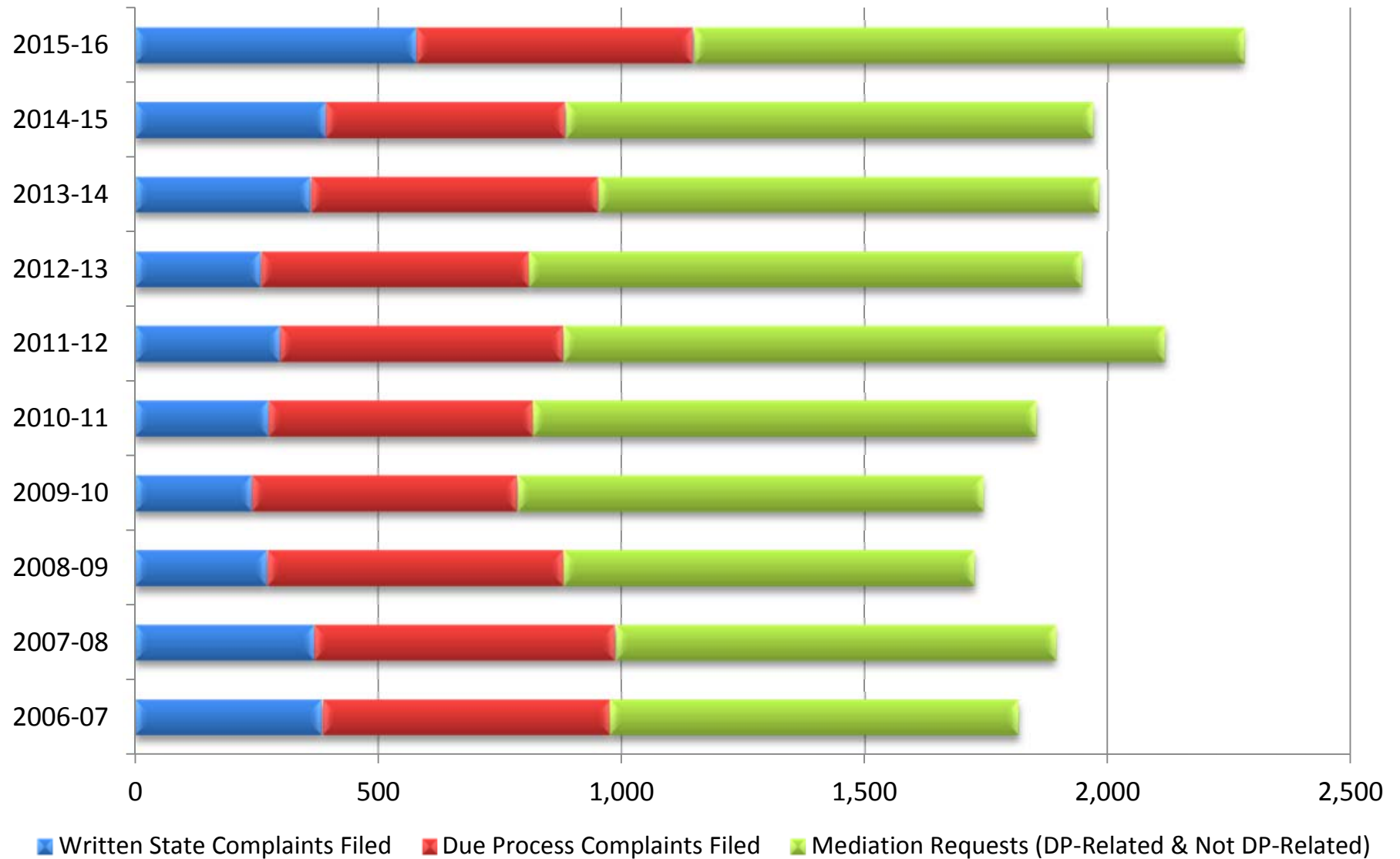
## Relative Use of Dispute Resolution Options: Massachusetts

Note: 100% = The sum of requests for all dispute resolution processes



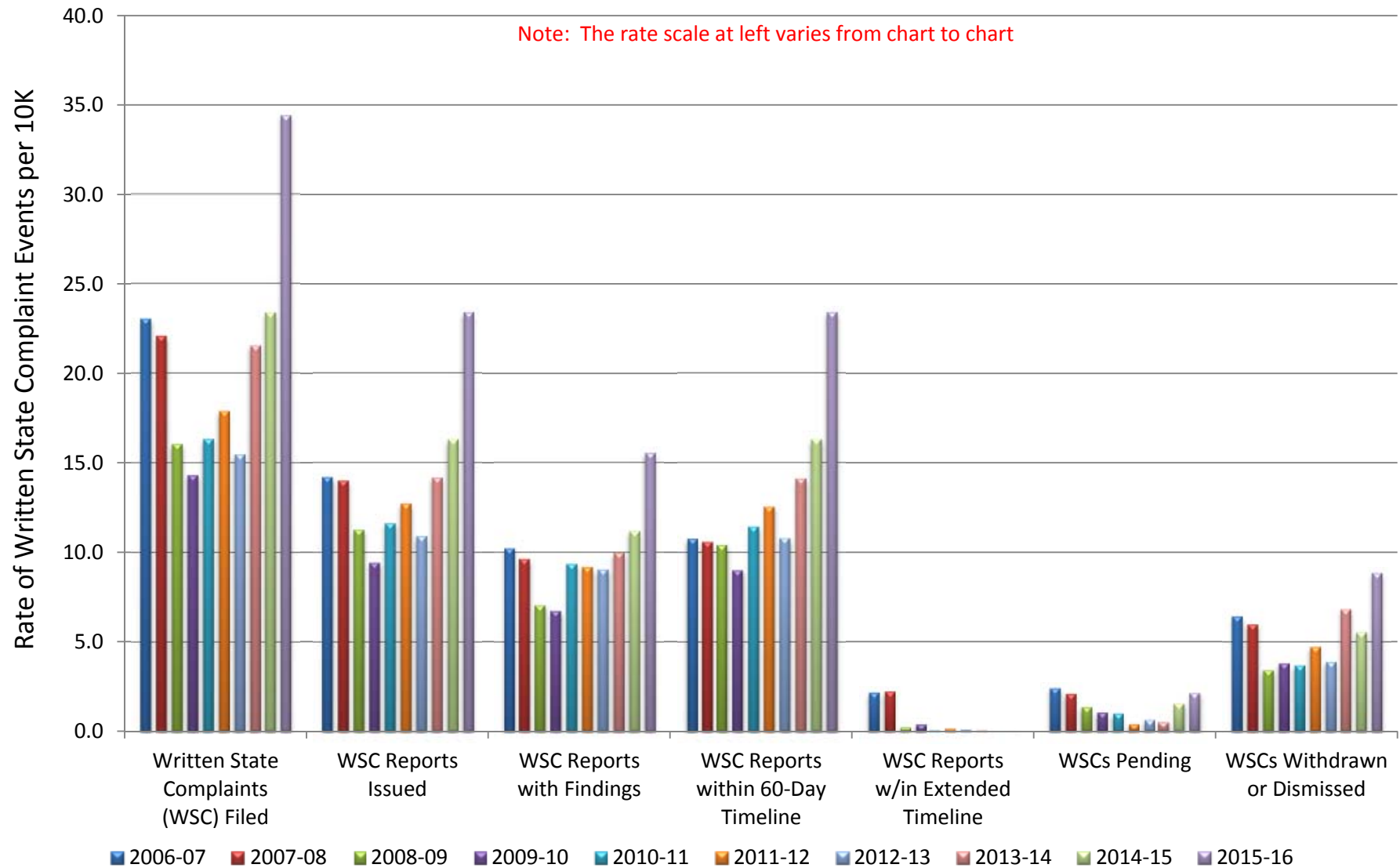


## Aggregate Use of Dispute Resolution Options: Massachusetts



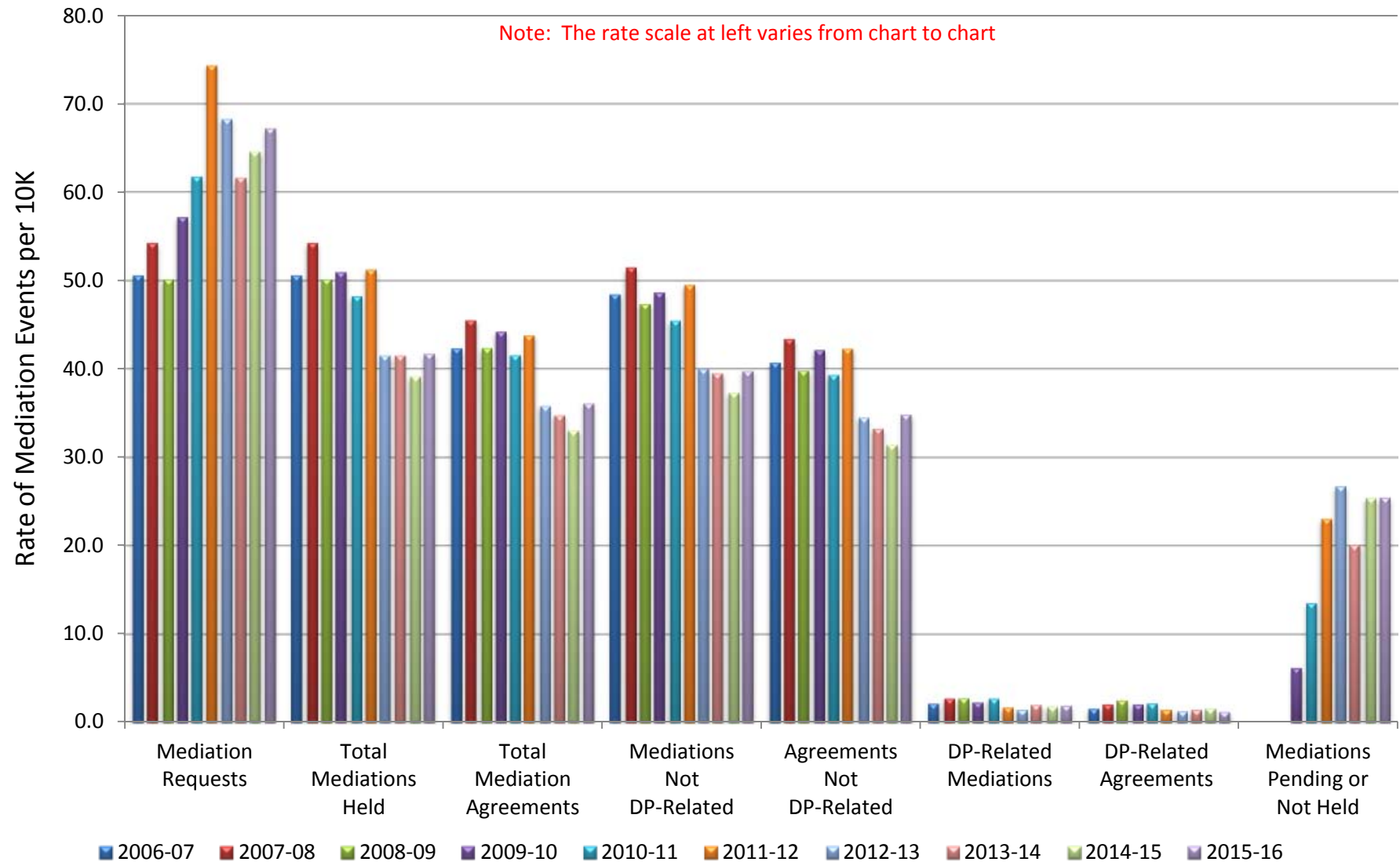


## Written State Complaint Activity per 10K Childcount: Massachusetts





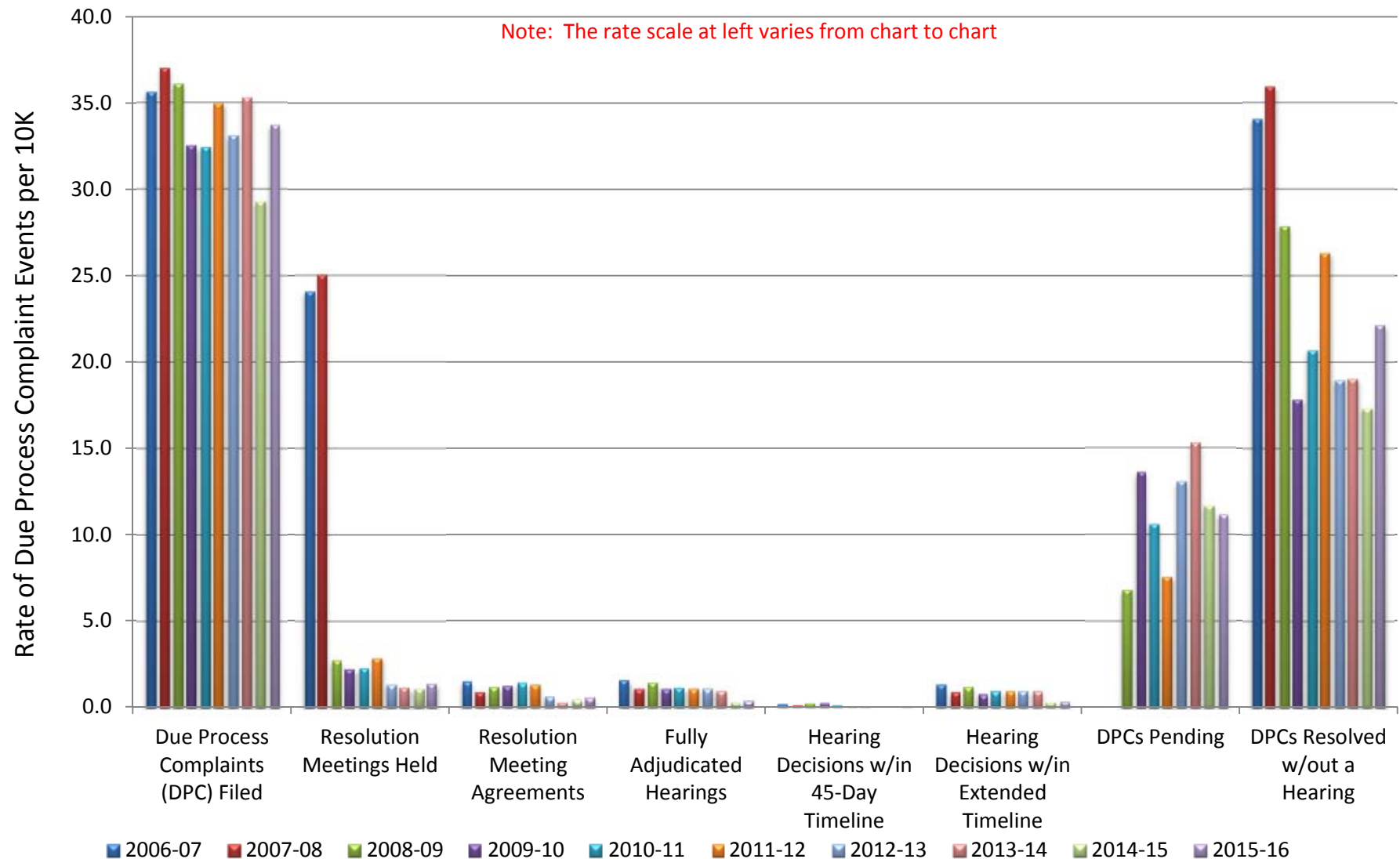
## Mediation Activity per 10K Childcount: Massachusetts





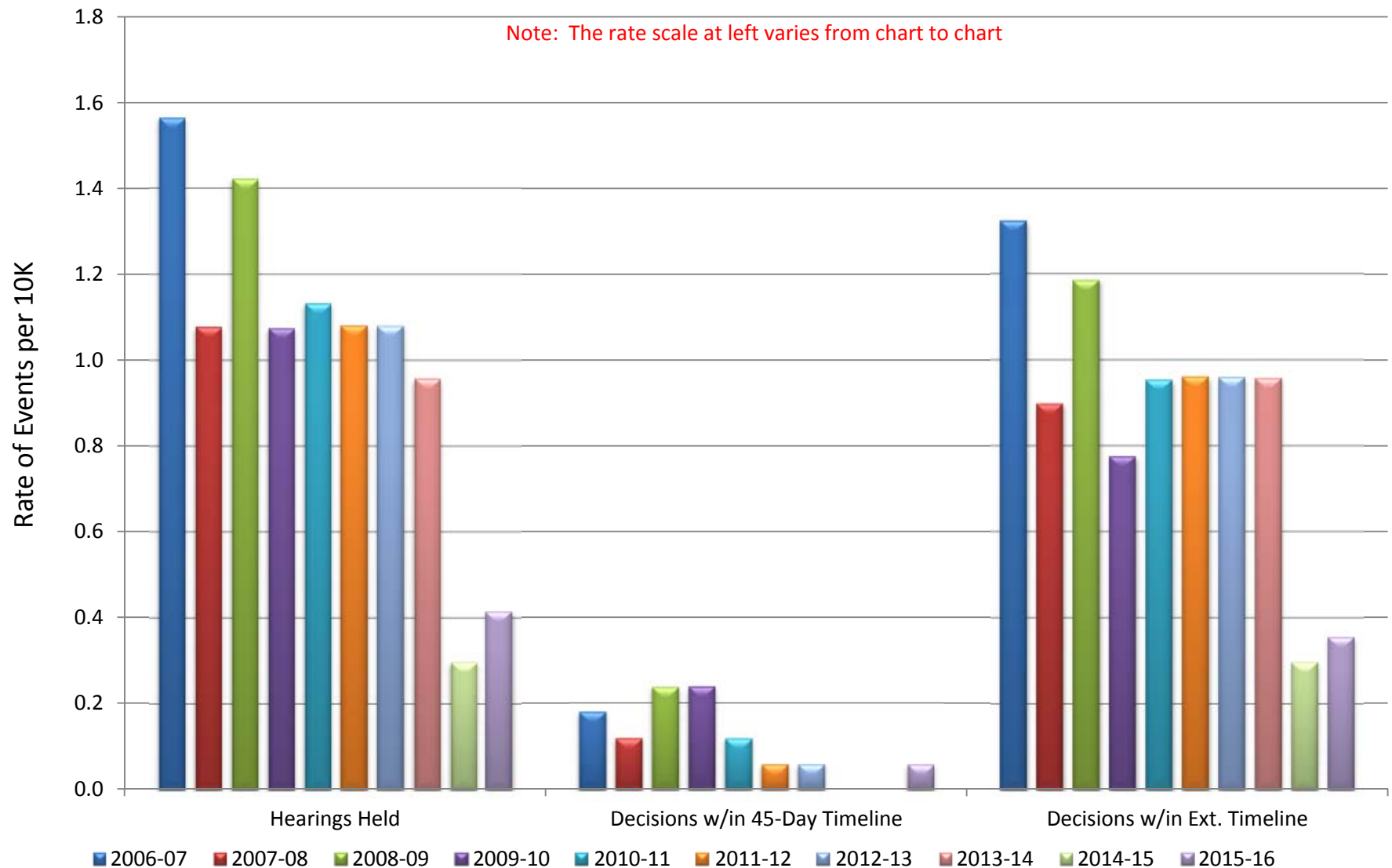


## Due Process Complaint Activity per 10K Childcount: Massachusetts



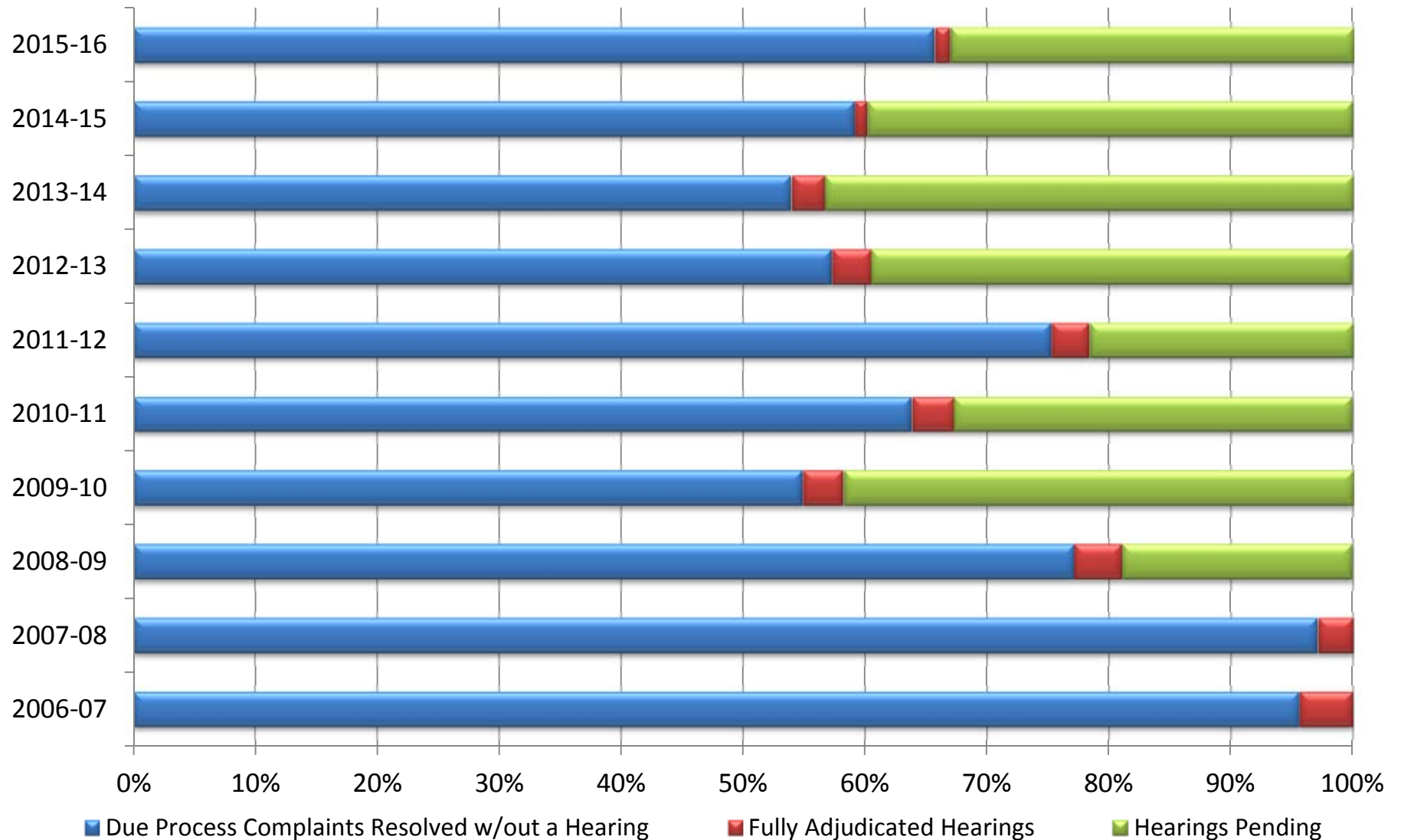


## Timeliness of Due Process Hearing Decisions per 10K Childcount: Massachusetts





## Relative Disposition of Due Process Complaints: Massachusetts





2015-16

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	579	34.4	8.0	5,301
Reports Issued Total	394	23.4	4.9	3,284
Reports with Findings	262	15.6	3.2	2,154
Reports within 60-Day Timeline	394	23.4	4.6	3,047
Reports within Extended Timelines	0	0.0	0.3	174
Total Reports within Timelines	394	23.4	4.8	3,221
Written State Complaints Pending	36	2.1	0.2	147
Complaints Pending a Due Process Complaint	10	0.6	0.1	55
Complaints Withdrawn or Dismissed	149	8.9	2.8	1,870

#### Mediations

Mediation Requests Total	1,132	67.3	12.3	8,227
Mediations Held	703	41.8	9.4	6,263
Due Process-Related Mediations	33	2.0	5.0	3,360
Due Process-Related Mediation Agreements	21	1.2	3.0	1,981
Mediations Not Related to Due Process	670	39.8	4.4	2,903
Mediation Agreements Not Related to Due Process	587	34.9	3.2	2,146
Total Mediation Agreements	608	36.1	6.2	4,127
Mediations Pending	135	8.0	0.7	1,484
Mediations Withdrawn or Not Held	294	17.5	2.2	480

#### Due Process Complaints

Due Process Complaints Filed	568	33.8	26.0	17,325
Resolution Meetings Held	24	1.4	11.9	7,936
Resolution Meeting Agreements	10	0.6	2.1	1,423
Fully Adjudicated Hearings	7	0.4	1.2	833
Hearings Held within 45-Day Timeline	7	0.1	0.3	216
Decisions within 45-Day Timeline	1	0.4	0.8	529
Decisions within Extended Timelines	6	0.4	1.1	745
DP Complaints Pending	188	11.2	8.8	5,890
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	373	22.2	15.9	10,602

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	10	0.6	0.5	336
EHR Resolution Meetings Held	0	0.0	0.2	142
EHR Resolution Meeting Agreements	0	0.0	0.1	83
EHR Fully Adjudicated Hearings	0	0.0	0.0	24
EHR Change of Placement Ordered	0	0.0	0.0	6
EHR DP Complaints Pending	0	0.0	0.1	34
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	10	0.6	0.4	278

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2014-15

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	393	23.4	7.5	4,907
Reports Issued Total	274	16.3	4.5	2,952
Reports with Findings	188	11.2	2.8	1,857
Reports within 60-Day Timeline	274	16.3	4.2	2,777
Reports within Extended Timelines	0	0.0	0.2	142
Total Reports within Timelines	274	16.3	4.5	2,919
Written State Complaints Pending	26	1.5	0.3	191
Complaints Pending a Due Process Complaint	14	0.8	0.2	111
Complaints Withdrawn or Dismissed	93	5.5	2.7	1,764

#### Mediations

Mediation Requests Total	1,085	64.7	14.5	9,482
Mediations Held	658	39.2	9.2	5,994
Due Process-Related Mediations	31	1.8	5.0	3,249
Due Process-Related Mediation Agreements	27	1.6	3.0	1,955
Mediations Not Related to Due Process	627	37.4	4.2	2,745
Mediation Agreements Not Related to Due Process	528	31.5	3.1	2,055
Total Mediation Agreements	555	33.1	6.1	4,010
Mediations Pending	94	5.6	1.4	2,564
Mediations Withdrawn or Not Held	333	19.8	3.9	924

#### Due Process Complaints

Due Process Complaints Filed	492	29.3	21.8	14,283
Resolution Meetings Held	19	1.1	10.9	7,123
Resolution Meeting Agreements	8	0.5	1.8	1,194
Fully Adjudicated Hearings	5	0.3	1.2	805
Hearings Held within 45-Day Timeline	5	0.0	0.3	209
Decisions within 45-Day Timeline	0	0.3	0.8	527
Decisions within Extended Timelines	5	0.3	1.1	736
DP Complaints Pending	196	11.7	5.0	3,285
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	291	17.3	15.6	10,193

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	5	0.3	0.4	288
EHR Resolution Meetings Held	5	0.3	0.2	125
EHR Resolution Meeting Agreements	0	0.0	0.1	62
EHR Fully Adjudicated Hearings	0	0.0	0.0	29
EHR Change of Placement Ordered	0	0.0	0.0	5
EHR DP Complaints Pending	0	0.0	0.0	24
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	5	0.3	0.4	235

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2013-14

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	360	21.6	7.6	4,929
Reports Issued Total	237	14.2	4.7	3,001
Reports with Findings	167	10.0	2.9	1,859
Reports within 60-Day Timeline	236	14.1	4.3	2,775
Reports within Extended Timelines	1	0.1	0.3	167
Total Reports within Timelines	237	14.2	4.6	2,942
Written State Complaints Pending	9	0.5	0.2	108
Complaints Pending a Due Process Complaint	9	0.5	0.1	77
Complaints Withdrawn or Dismissed	114	6.8	2.8	1,820

#### Mediations

Mediation Requests Total	1,030	61.7	13.6	8,799
Mediations Held	694	41.6	8.5	5,453
Due Process-Related Mediations	34	2.0	4.5	2,889
Due Process-Related Mediation Agreements	25	1.5	2.8	1,832
Mediations Not Related to Due Process	660	39.6	4.0	2,564
Mediation Agreements Not Related to Due Process	556	33.3	3.0	1,946
Total Mediation Agreements	581	34.8	5.9	3,778
Mediations Pending	112	6.7	1.2	2,547
Mediations Withdrawn or Not Held	224	13.4	3.9	799

#### Due Process Complaints

Due Process Complaints Filed	590	35.4	23.2	14,940
Resolution Meetings Held	20	1.2	12.2	7,852
Resolution Meeting Agreements	5	0.3	1.8	1,140
Fully Adjudicated Hearings	16	1.0	1.9	1,221
Hearings Held within 45-Day Timeline	16	0.0	0.3	219
Decisions within 45-Day Timeline	0	1.0	1.4	875
Decisions within Extended Timelines	16	1.0	1.7	1,094
DP Complaints Pending	256	15.3	5.7	3,705
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	318	19.1	15.5	10,014

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	9	0.5	0.4	287
EHR Resolution Meetings Held	0	0.0	0.2	115
EHR Resolution Meeting Agreements	0	0.0	0.1	70
EHR Fully Adjudicated Hearings	0	0.0	0.0	31
EHR Change of Placement Ordered	0	0.0	0.0	6
EHR DP Complaints Pending	0	0.0	0.0	15
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	9	0.5	0.4	241

#### Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

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2012-13

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	258	15.5	7.7	4,943
Reports Issued Total	182	10.9	4.8	3,098
Reports with Findings	151	9.1	3.2	2,045
Reports within 60-Day Timeline	180	10.8	4.5	2,876
Reports within Extended Timelines	2	0.1	0.3	200
Total Reports within Timelines	182	10.9	4.8	3,076
Written State Complaints Pending	11	0.7	0.2	147
Complaints Pending a Due Process Complaint	11	0.7	0.1	49
Complaints Withdrawn or Dismissed	65	3.9	2.6	1,698

#### Mediations

Mediation Requests Total	1,138	68.4	13.6	8,744
Mediations Held	692	41.6	8.6	5,497
Due Process-Related Mediations	25	1.5	4.3	2,786
Due Process-Related Mediation Agreements	22	1.3	2.6	1,699
Mediations Not Related to Due Process	667	40.1	4.2	2,711
Mediation Agreements Not Related to Due Process	575	34.5	3.3	2,089
Total Mediation Agreements	597	35.9	5.9	3,788
Mediations Pending	165	9.9	1.5	2,274
Mediations Withdrawn or Not Held	281	16.9	3.5	973

#### Due Process Complaints

Due Process Complaints Filed	552	33.2	21.8	13,987
Resolution Meetings Held	23	1.4	11.6	7,442
Resolution Meeting Agreements	11	0.7	1.9	1,189
Fully Adjudicated Hearings	18	1.1	1.8	1,139
Hearings Held within 45-Day Timeline	17	0.1	0.4	231
Decisions within 45-Day Timeline	1	1.0	1.2	770
Decisions within Extended Timelines	16	1.0	1.6	1,001
DP Complaints Pending	218	13.1	4.8	3,100
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	316	19.0	15.2	9,748

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	8	0.5	0.5	298
EHR Resolution Meetings Held	0	0.0	0.2	150
EHR Resolution Meeting Agreements	0	0.0	0.1	72
EHR Fully Adjudicated Hearings	0	0.0	0.1	40
EHR Change of Placement Ordered	0	0.0	0.0	6
EHR DP Complaints Pending	2	0.1	0.0	15
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	6	0.4	0.4	243

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

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2011-12

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	298	17.9	7.7	4,893
Reports Issued Total	212	12.8	4.9	3,113
Reports with Findings	153	9.2	3.5	2,261
Reports within 60-Day Timeline	209	12.6	4.6	2,917
Reports within Extended Timelines	3	0.2	0.2	159
Total Reports within Timelines	212	12.8	4.8	3,076
Written State Complaints Pending	7	0.4	0.2	130
Complaints Pending a Due Process Complaint	7	0.4	0.1	53
Complaints Withdrawn or Dismissed	79	4.8	2.6	1,661

#### Mediations

Mediation Requests Total	1,237	74.4	13.4	8,533
Mediations Held	853	51.3	8.7	5,576
Due Process-Related Mediations	29	1.7	4.4	2,803
Due Process-Related Mediation Agreements	25	1.5	2.6	1,670
Mediations Not Related to Due Process	824	49.6	4.3	2,773
Mediation Agreements Not Related to Due Process	704	42.3	3.3	2,117
Total Mediation Agreements	729	43.9	5.9	3,787
Mediations Pending	180	10.8	1.4	2,079
Mediations Withdrawn or Not Held	204	12.3	3.3	878

#### Due Process Complaints

Due Process Complaints Filed	582	35.0	22.4	14,319
Resolution Meetings Held	48	2.9	12.0	7,659
Resolution Meeting Agreements	22	1.3	2.1	1,339
Fully Adjudicated Hearings	18	1.1	1.7	1,106
Hearings Held within 45-Day Timeline	17	0.1	0.4	231
Decisions within 45-Day Timeline	1	1.0	1.2	764
Decisions within Extended Timelines	16	1.0	1.6	995
DP Complaints Pending	126	7.6	3.1	1,998
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	438	26.3	17.6	11,215

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	21	1.3	0.5	304
EHR Resolution Meetings Held	1	0.1	0.2	132
EHR Resolution Meeting Agreements	1	0.1	0.1	64
EHR Fully Adjudicated Hearings	0	0.0	0.0	27
EHR Change of Placement Ordered	0	0.0	0.0	10
EHR DP Complaints Pending	4	0.2	0.0	19
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	17	1.0	0.4	258

#### Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

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2010-11

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	274	16.4	7.6	4,911
Reports Issued Total	195	11.6	4.8	3,111
Reports with Findings	157	9.4	3.1	2,021
Reports within 60-Day Timeline	192	11.5	4.5	2,873
Reports within Extended Timelines	1	0.1	0.3	200
Total Reports within Timelines	193	11.5	4.8	3,073
Written State Complaints Pending	17	1.0	0.2	127
Complaints Pending a Due Process Complaint	16	1.0	0.1	72
Complaints Withdrawn or Dismissed	62	3.7	2.6	1,673

#### Mediations

Mediation Requests Total	1,036	61.8	12.6	8,068
Mediations Held	809	48.3	8.1	5,177
Due Process-Related Mediations	46	2.7	3.9	2,501
Due Process-Related Mediation Agreements	37	2.2	2.4	1,569
Mediations Not Related to Due Process	763	45.5	4.2	2,676
Mediation Agreements Not Related to Due Process	660	39.4	3.2	2,054
Total Mediation Agreements	697	41.6	5.6	3,623
Mediations Pending	60	3.6	1.1	2,209
Mediations Withdrawn or Not Held	167	10.0	3.4	682

#### Due Process Complaints

Due Process Complaints Filed	544	32.5	21.7	13,914
Resolution Meetings Held	39	2.3	12.2	7,841
Resolution Meeting Agreements	24	1.4	2.3	1,487
Fully Adjudicated Hearings	19	1.1	1.3	823
Hearings Held within 45-Day Timeline	18	0.1	0.3	201
Decisions within 45-Day Timeline	2	1.0	0.9	549
Decisions within Extended Timelines	16	1.1	1.2	750
DP Complaints Pending	178	10.6	4.4	2,840
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	347	20.7	16.0	10,251

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	8	0.5	0.5	311
EHR Resolution Meetings Held	0	0.0	0.2	153
EHR Resolution Meeting Agreements	0	0.0	0.1	80
EHR Fully Adjudicated Hearings	0	0.0	0.1	35
EHR Change of Placement Ordered	0	0.0	0.0	10
EHR DP Complaints Pending	2	0.1	0.0	14
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	6	0.4	0.4	262

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

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2009-10

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	240	14.3	7.4	4,781
Reports Issued Total	158	9.4	4.5	2,943
Reports with Findings	113	6.8	3.2	2,044
Reports within 60-Day Timeline	151	9.0	4.1	2,632
Reports within Extended Timelines	7	0.4	0.3	216
Total Reports within Timelines	158	9.4	4.4	2,848
Written State Complaints Pending	18	1.1	0.7	446
Complaints Pending a Due Process Complaint	17	1.0	0.1	65
Complaints Withdrawn or Dismissed	64	3.8	2.2	1,392

#### Mediations

Mediation Requests Total	958	57.3	11.9	7,673
Mediations Held	854	51.0	7.7	4,956
Due Process-Related Mediations	39	2.3	3.6	2,343
Due Process-Related Mediation Agreements	35	2.1	2.1	1,334
Mediations Not Related to Due Process	815	48.7	4.0	2,614
Mediation Agreements Not Related to Due Process	706	42.2	3.2	2,078
Total Mediation Agreements	741	44.3	5.3	3,412
Mediations Pending	27	1.6	1.1	2,001
Mediations Withdrawn or Not Held	77	4.6	3.1	714

#### Due Process Complaints

Due Process Complaints Filed	545	32.6	21.2	13,711
Resolution Meetings Held	38	2.3	11.7	7,569
Resolution Meeting Agreements	21	1.3	2.7	1,774
Fully Adjudicated Hearings	18	1.1	1.4	888
Hearings Held within 45-Day Timeline	17	0.2	0.4	259
Decisions within 45-Day Timeline	4	0.8	0.8	538
Decisions within Extended Timelines	13	1.0	1.2	797
DP Complaints Pending	228	13.6	4.1	2,681
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	299	17.9	15.7	10,142

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	41	2.5	0.5	305
EHR Resolution Meetings Held	1	0.1	0.2	118
EHR Resolution Meeting Agreements	1	0.1	0.1	54
EHR Fully Adjudicated Hearings	3	0.2	0.1	33
EHR Change of Placement Ordered	1	0.1	0.0	8
EHR DP Complaints Pending	16	1.0	0.1	35
EHR DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	22	1.3	0.4	236

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2008-09

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	271	16.1	7.5	4,895
Reports Issued Total	190	11.3	5.1	3,312
Reports with Findings	119	7.1	3.6	2,308
Reports within 60-Day Timeline	176	10.4	4.6	2,954
Reports within Extended Timelines	4	0.2	0.5	304
Total Reports within Timelines	180	10.7	5.0	3,258
Written State Complaints Pending	23	1.4	0.2	144
Complaints Pending a Due Process Complaint	15	0.9	0.1	72
Complaints Withdrawn or Dismissed	58	3.4	2.2	1,439

#### Mediations

Mediation Requests Total	846	50.2	12.1	7,854
Mediations Held	846	50.2	8.1	5,245
Due Process-Related Mediations	47	2.8	3.9	2,515
Due Process-Related Mediation Agreements	43	2.6	2.3	1,512
Mediations Not Related to Due Process	799	47.4	4.2	2,730
Mediation Agreements Not Related to Due Process	672	39.9	3.3	2,125
Total Mediation Agreements	715	42.4	5.6	3,637
Mediations Not Held (Including Pending)	0	0.0	4.0	2,609

#### Due Process Complaints

Due Process Complaints Filed	609	36.1	21.6	14,017
Resolution Meetings Held	47	2.8	11.0	7,152
Resolution Meeting Agreements	20	1.2	2.6	1,686
Fully Adjudicated Hearings	24	1.4	1.6	1,024
Hearings Held within 45-Day Timeline	24	0.2	0.4	250
Decisions within 45-Day Timeline	4	1.2	1.0	645
Decisions within Extended Timelines	20	1.4	1.4	895
DP Complaints Pending	115	6.8	3.5	2,289
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	470	27.9	16.5	10,704

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	40	2.4	0.5	305
EHR Resolution Meetings Held	1	0.1	0.2	128
EHR Resolution Meeting Agreements	1	0.1	0.1	73
EHR Fully Adjudicated Hearings	2	0.1	0.0	29
EHR Change of Placement Ordered	0	0.0	0.0	5

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2007-08

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	369	22.1	8.3	5,497
Reports Issued Total	234	14.0	5.9	3,895
Reports with Findings	161	9.7	4.2	2,761
Reports within 60-Day Timeline	177	10.6	5.2	3,410
Reports within Extended Timelines	37	2.2	0.6	398
Total Reports within Timelines	214	12.8	5.8	3,808
Written State Complaints Pending	35	2.1	0.2	154
Complaints Pending a Due Process Complaint	27	1.6	0.1	83
Complaints Withdrawn or Dismissed	100	6.0	2.2	1,448

#### Mediations

Mediation Requests Total	906	54.3	12.0	7,951
Mediations Held	906	54.3	7.5	4,989
Due Process-Related Mediations	46	2.8	3.1	2,070
Due Process-Related Mediation Agreements	35	2.1	2.1	1,362
Mediations Not Related to Due Process	860	51.6	4.4	2,919
Mediation Agreements Not Related to Due Process	725	43.5	3.4	2,269
Total Mediation Agreements	760	45.6	5.5	3,631
Mediations Not Held (Including Pending)	0	0.0	4.5	2,962

#### Due Process Complaints

Due Process Complaints Filed	618	37.1	21.0	13,894
Resolution Meetings Held	418	25.1	12.2	8,090
Resolution Meeting Agreements	15	0.9	2.9	1,932
Fully Adjudicated Hearings	18	1.1	1.6	1,064
Hearings Held within 45-Day Timeline	17	0.1	0.4	288
Decisions within 45-Day Timeline	2	0.9	1.0	647
Decisions within Extended Timelines	15	1.0	1.4	935
DP Complaints Pending	0	0.0	4.9	3,228
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	600	36.0	14.5	9,612

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	54	3.2	0.5	302
EHR Resolution Meetings Held	48	2.9	0.3	180
EHR Resolution Meeting Agreements	0	0.0	0.1	76
EHR Fully Adjudicated Hearings	2	0.1	0.0	30
EHR Change of Placement Ordered	1	0.1	0.0	11

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2006-07

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	383	23.1	8.2	5,500
Reports Issued Total	236	14.2	5.6	3,768
Reports with Findings	170	10.2	3.8	2,521
Reports within 60-Day Timeline	179	10.8	4.8	3,182
Reports within Extended Timelines	36	2.2	0.6	397
Total Reports within Timelines	215	13.0	5.4	3,579
Written State Complaints Pending	40	2.4	0.3	167
Complaints Pending a Due Process Complaint	21	1.3	0.1	86
Complaints Withdrawn or Dismissed	107	6.4	2.3	1,565

#### Mediations

Mediation Requests Total	841	50.7	11.7	7,806
Mediations Held	841	50.7	8.1	5,377
Due Process-Related Mediations	36	2.2	3.7	2,449
Due Process-Related Mediation Agreements	27	1.6	1.7	1,158
Mediations Not Related to Due Process	805	48.5	4.4	2,928
Mediation Agreements Not Related to Due Process	677	40.8	3.4	2,252
Total Mediation Agreements	704	42.4	5.1	3,410
Mediations Not Held (Including Pending)	0	0.0	3.6	2,429

#### Due Process Complaints

Due Process Complaints Filed	592	35.7	20.7	13,828
Resolution Meetings Held	400	24.1	13.0	8,704
Resolution Meeting Agreements	25	1.5	2.9	1,912
Fully Adjudicated Hearings	26	1.6	2.1	1,370
Hearings Held within 45-Day Timeline	25	0.2	0.5	332
Decisions within 45-Day Timeline	3	1.3	1.3	865
Decisions within Extended Timelines	22	1.5	1.8	1,197
DP Complaints Pending	0	0.0	2.5	1,683
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	566	34.1	16.1	10,775

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	31	1.9	0.4	289
EHR Resolution Meetings Held	24	1.4	0.3	167
EHR Resolution Meeting Agreements	1	0.1	0.1	98
EHR Fully Adjudicated Hearings	2	0.1	0.1	37
EHR Change of Placement Ordered	1	0.1	0.0	13

Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2005-06

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	479	29.4	8.7	5,798
Reports Issued Total	324	19.9	6.2	4,165
Reports with Findings	256	15.7	4.3	2,905
Reports within 60-Day Timeline	226	13.9	4.9	3,287
Reports within Extended Timelines	36	2.2	0.9	586
Total Reports within Timelines	262	16.1	5.8	3,873
Written State Complaints Pending	72	4.4	0.4	271
Complaints Pending a Due Process Complaint	21	1.3	0.2	142
Complaints Withdrawn or Dismissed	83	5.1	2.0	1,362

#### Mediations

Mediation Requests Total	772	47.5	11.4	7,666
Mediations Held	772	47.5	8.0	5,335
Due Process-Related Mediations	44	2.7	3.7	2,480
Due Process-Related Mediation Agreements	31	1.9	2.5	1,659
Mediations Not Related to Due Process	728	44.8	4.3	2,854
Mediation Agreements Not Related to Due Process	613	37.7	3.4	2,273
Total Mediation Agreements	644	39.6	5.9	3,932
Mediations Not Held (Including Pending)	0	0.0	3.1	2,085

#### Due Process Complaints

Due Process Complaints Filed	568	34.9	21.8	14,583
Resolution Meetings Held	442	27.2	5.5	3,678
Resolution Meeting Agreements	212	13.0	2.5	1,705
Fully Adjudicated Hearings	17	1.0	2.6	1,718
Hearings Held within 45-Day Timeline	16	0.2	0.6	382
Decisions within 45-Day Timeline	3	0.8	1.6	1,060
Decisions within Extended Timelines	13	1.0	2.2	1,442
DP Complaints Pending	228	14.0	3.7	2,466
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	323	19.9	15.5	10,399

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	37	2.3	0.4	251
EHR Resolution Meetings Held	34	2.1	0.1	97
EHR Resolution Meeting Agreements	1	0.1	0.1	43
EHR Fully Adjudicated Hearings	2	0.1	0.0	30
EHR Change of Placement Ordered	1	0.1	0.0	6

#### Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* Except for *EHR Change of Placement Ordered*, all EHR data points are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).



2015-16

			Comparator	
	Massachusetts		50 States	
	Number Reported	Events Per 10K*	Events Per 10K*	Number Reported
<b>Written State Complaints</b>				
Written State Complaints Filed	579	34.4	8.0	5,301
Reports Issued Total	394	23.4	4.9	3,284
Reports with Findings	262	15.6	3.2	2,154
Reports within 60-Day Timeline	394	23.4	4.6	3,047
Reports within Extended Timelines	0	0.0	0.3	174
Total Reports within Timelines	394	23.4	4.8	3,221
Written State Complaints Pending	36	2.1	0.2	147
Complaints Pending a Due Process Complaint	10	0.6	0.1	55
Complaints Withdrawn or Dismissed	149	8.9	2.8	1,870

#### Mediations

Mediation Requests Total	1,132	67.3	12.3	8,227
Mediations Held	703	41.8	9.4	6,263
Due Process-Related Mediations	33	2.0	5.0	3,360
Due Process-Related Mediation Agreements	21	1.2	3.0	1,981
Mediations Not Related to Due Process	670	39.8	4.4	2,903
Mediation Agreements Not Related to Due Process	587	34.9	3.2	2,146
Total Mediation Agreements	608	36.1	6.2	4,127
Mediations Not Held (Including Pending)	429	25.5	2.9	1,964

#### Due Process Complaints

Due Process Complaints Filed	568	33.8	26.0	17,325
Fully Adjudicated Hearings	7	0.4	1.2	833
Hearings Held within 45-Day Timeline	7	0.1	0.3	216
Decisions within 45-Day Timeline	1	0.4	0.8	529
Decisions within Extended Timelines	6	0.4	1.1	745
DP Complaints Pending	188	11.2	8.8	5,890
DP Complaints Withdrawn, Dismissed or Resolved Without a Hearing	373	22.2	15.9	10,602

#### Expedited Due Process Hearing Requests (EHR)\*\*

EHR DP Complaints Filed	10	0.6	0.5	336
EHR Fully Adjudicated Hearings	0	0.0	0.0	24
EHR Change of Placement Ordered	0	0.0	0.0	6

#### Notes:

\* "Per 10K" values are computed by dividing the number of events by childcount (3-21 years) times 10,000; these "per capita" rates allow comparisons of activity across states.

\*\* EHR data collection and reporting was optional prior to SY 2005-06, when it became a required subset of Due Process Complaints. All EHR data points (except *EHR Change of Placement Ordered*) are included in the numbers reported for Due Process Complaints.

For questions regarding this report, contact Diana Cruz at: [cadre@directionservice.org](mailto:cadre@directionservice.org).