



Office of Constituent Services

Quarterly Report

Agenda Item B-23

May 27, 2009

Office of Constituent Services



Who are We?

In April 2007 based on the work with Center for Reform of School Systems (CRSS) the Board of Education established the Constituent Services Policy which led to the creation of our office.

Staff

- ▣ Miguel A. Arias, Administrator
- ▣ Kathleen Turnipseed, Ombudsperson

Constituent Services Mission

- Provide an efficient method for families, community members and staff to resolve concerns formally and informally and obtain information.
- Resolve and/or respond to Personnel complaints, Williams Complaints, Uniform complaints, special education complaints, requests for information, Public Records Act requests
- Ensure that the formal complaint processes and timelines are adhered to district wide.
- Support and maintain the process of Board policies revision and review.
- Meet with parents, community members, and advocates to problem solve.
- Provide support to staff in responding to written complaints.



March 2008 Board Presentation

- Trend Data
- Improve response time
- Additional communication to constituents and school sites



First Year to Year Comparison

November 1st, 2007 – January 31st, 2008

Type of Complaint	Filed	Pending	Average for Resolution
Personnel	34	3	34
Uniform	6	1	30
Williams Uniform	26	0	29
Special Education	3	0	27
Requests for Information or Service	39	0	17
Other Complaints	49	0	13
Public Records Act	4	0	10
TOTAL	161	4	23

November 1st, 2008 – January 31st, 2009

Type of Complaint	Filed	Pending	Average for Resolution	Variation
Personnel	31	4	10	-24
Uniform	1	0	11	-19
Williams Uniform	0	0	0	-29
Special Education	0	0	0	-27
Requests for Information or Service	55	3	3	-14
Other Complaints	8	0	3	-10
Public Records Act	10	1	9	-1
TOTAL	105	8	5	-18

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Valenzuela/Williams Year to Year

November 1st, 2007 – January 31st, 2008

General Subject Area	Total # of Complaints	# Resolved	# Unresolved
Textbooks and Instructional Materials	8	8	0
Teacher Vacancy or Misassignment	6	6	0
Facilities Conditions	24	24	0
CAHSEE Intensive Instruction and Services	0	0	0
TOTALS	38	38	0

November 1st, 2008 – January 31st, 2009

General Subject Area	Total # of Complaints	# Resolved	# Unresolved
Textbooks and Instructional Materials	0	0	0
Teacher Vacancy or Misassignment	0	0	0
Facilities Conditions	0	0	0
CAHSEE Intensive Instruction and Services	0	0	0
TOTALS	0	0	0



February 1st, 2009 to April 30th, 2009

February 1st, 2009 April 30th, 2009

Type of Complaint	Filed	Pending	Average for Resolution
Personnel	18	5	22
Uniform	1	0	60
Williams Uniform	0	0	0
Special Education	1	0	4
Requests for Information or Service	113	15	2
Other Complaints	3	1	11
Public Records Act	22	1	5
TOTAL	158	22	15

Current Quarter Trends

- Decreases;
 - Personnel
 - Uniform
- Increases;
 - Informal resolutions
 - Public record requests
- Ombudsperson – Included
- KIPP – 13 RFS and PRA
- No Williams Complaints

Year to Year Comparison

February 1st, 2008 – April 30th, 2008

Type of Complaint	Filed	Pending	Average for Resolution
Personnel	28	5	27
Uniform	5	0	20
Williams Uniform	1	0	12
Special Education	1	0	9
Requests for Information or Service	57	4	10
Other Complaints	59	11	11
Public Records Act	12	0	9
TOTAL	163	20	14

February 1st, 2009 – April 30th, 2009

Type of Complaint	Filed	Pending	Average for Resolution	Variation
Personnel	18	5	22	-5
Uniform	1	0	60	+40
Williams Uniform	0	0	0	-12
Special Education	1	0	4	-5
Requests for Information or Service	113	15	2	-8
Other Complaints	3	1	11	--
Public Records Act	22	1	5	-4
TOTAL	158	22	15	+1

Data Trends

Short-term

- Middle School Spike
 - Modify professional development to address specific areas.
 - Provide training via Principal Mentor Program.
 - Proactive Support

Long-term

- Complaints originating from Advocates
 - Coordinate/Collaborate with departments, school sites, and advocates.
 - Train parents on process for informal resolution.
 - Clarify roles, goals, and process for addressing concerns.

Data

Quality Education Investment Act (19 Schools) {7}

Type of Complaint	Filed
Personnel	7
Uniform	0
Williams Uniform	0
Special Education	0
Requests for Information or Service	3
Other Complaints	2
Public Records Act Request	0
TOTAL	12

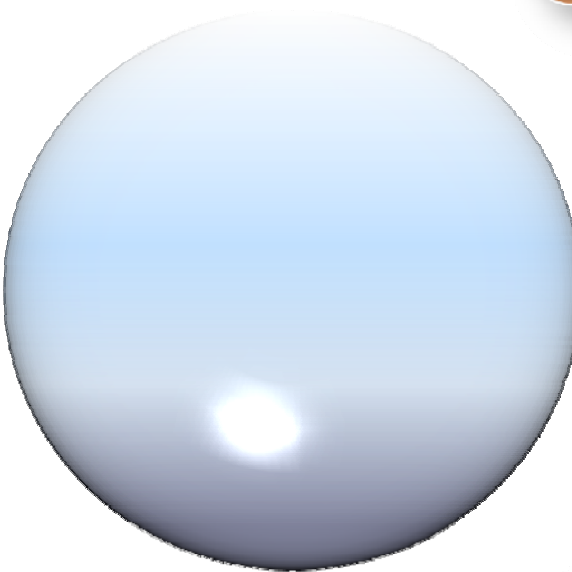






Higher Performing Sites (API 750+) (17 Schools) {7}

Type of Complaint	Filed
Personnel	6
Uniform	0
Williams Uniform	1
Special Education	1
Requests for Information or Service	6
Other Complaints	1
Public Records Act Request	0
TOTAL	15

Strategies and Best Practices

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- Streamlined Services
 - Professional Development
 - Early Intervention/Proactive
 - Reaching Out To Advocates
 - Engaging Parents
 - Central Office and Site Coordination

Areas of future focus

- 
-  Ombudsperson
 -  Board Meeting Inquiries
 -  Advocate Roles
 -  School Site Visits
 -  Professional Development
 -  Data trends for System Improvements