

February 19, 2021

Phil Mendelson
Chairman
Council of the District of Columbia
1350 Pennsylvania Ave NW
Washington, DC 20004

Dear Chairman Mendelson:

Thank you for the opportunity to share with the Committee of the Whole the important work that the Office of the Ombudsman for Public Education has accomplished. I look forward to seeing you at our hearing on Wednesday, March 10, 2021. Below you will find responses to the pre-hearing questions.

Warmly,

Serena M. Hayes
Ombudsman for Public Education

1. Please provide, as an attachment to your answers, a current organizational chart for your agency with the number of vacant and filled FTEs marked in each box. Include the names of all senior personnel. Also include the effective date on the chart.

See attached organizational chart.

2. Please provide, as an attachment, a Schedule A for your agency which identifies all employees by title/position, current salary, fringe benefits, and program office as of January 31, 2021. The Schedule A also should indicate all vacant positions in the agency. Please do not include Social Security numbers.

See attached Schedule A.

3. Please list as of January 31 all employees detailed to or from your agency, if any, anytime this fiscal year (up to the date of your answer). For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date the detail began, and the employee's actual or projected date of return.

There are no employees of the D.C. State Board of Education, Office of the Ombudsman for Public Education (OMB), or Office of the Student Advocate (OSA) detailed to or from the agency.

4. (a) For fiscal year 2020, please list each employee whose salary was \$125,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and any bonus pay.

Posn Nbr	Title	Name	Salary
44826	Executive Director	Hayworth, John-Paul C.	\$132,898.94

83159	Ombudsman	Hayes, Serena M.	\$128,750
86202	Chief Student Advocate	Davis, Daniel B.	\$128,750

No employees of the State Board, OMB, or OSA received overtime or bonus pay in FY2020.

(b) For fiscal year 2021, please list each employee whose salary is or was \$125,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and any bonus pay as of the date of your response.

Posn Nbr	Title	Name	Salary
44826	Executive Director	Hayworth, John-Paul C.	\$132,898.94
83159	Ombudsman	Hayes, Serena M.	\$128,750
86202	Chief Student Advocate	Davis, Daniel B.	\$128,750

No employees of the State Board, OMB, or OSA received overtime or bonus pay in FY2021.

- Please list, in descending order, the top 15 overtime earners in your agency for fiscal year 2020. For each, state the employee's name, position or title, salary, and aggregate overtime pay.

No employees of the State Board, OMB, or OSA receive overtime pay.

- For fiscal years 2020 and 2021 (through January 31), please provide a list of employee bonuses or special award pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

No employees of the State Board, OMB, or OSA received bonus or special pay in FY2020 or FY2021 thus far. In response to the financial impact of the pandemic, the State Board, OMB, and OSA decided to forgo salary increases and provide that funding back to the Executive Office of the Mayor to help meet reduction targets.

- For fiscal years 2020 and 2021 (through January 31), please list each employee separated from the agency with separation pay. State the amount and number of weeks of pay. Also, for each, state the reason for the separation.

Employee	Amount	No. of Weeks
Employee #1	\$3,169.00	2

No employees of the State Board, OMB, or OSA received separation payments in FY2020 or FY2021.

- For fiscal years 2019, 2020, and 2021 (through January 31), please state the total number of employees receiving worker's compensation payments.

No employees of the State Board, OMB, or OSA received worker's compensation payments in FY2019, FY2020, or FY2021.

9. Please provide the name of each employee who was or is on administrative leave in fiscal years 2020 and 2021 (through January 31). In addition, for each employee identified, please provide: (1) their position; (2) a brief description of the reason they were placed on leave; (3) the dates they were/are on administrative leave; (4) whether the leave was/is paid or unpaid; and (5) their current status (as of January 31, 2021).

Employee	Position	Description	Dates	Paid/Unpaid	Status
Employee #1	Assistant Ombudsman	Performance	11/8-11/25	Paid	Terminated

10. For fiscal years 2020 and 2021 (through January 31), please list, in chronological order, all intra-District transfers to or from the agency. Give the date, amount, and reason for the transfer.

Ln No.	Fiscal Year	MOU with Agency	Date Executed (Last Agency Head Signature)	Termination Date	Amount of MOU	Date Funds Advanced	Purpose of Transfer (Reason why)	Reason for Transfer (Justification for)
1	FY20	MOU with OCTO	12/23/2019	2/1/2020	17,000.00	1/7/2020	Develop two new websites - ERI Toolkit and Teach Representation Matters - for the Office of the Student Advocate	The Office of the Student Advocate would like to design, develop and launch two new websites, one (ERI Toolkit) to amplify the voice of parents and community members, creating a more equitable and inclusive public education system, and to the second (Teach Representation Matters) to provide District residents with information about the demographic makeup of teachers within DC's public schools.
2	FY20	MOU with DPR	8/27/2020	2/24/2020	43.75	Not Advanced	Ward 8 Safe Passage Working	Office of the Student Advocate needed this meeting space to

							Group Meeting	support students, parents, and families through education, one-on-one coaching, resource supports, and training.
3	FY20	MOU with OCTFME	1/31/2020	9/30/2020	5,000.00	3/6/2020	Produce Professional Video promoting "Teacher Retention"	The State Board of Education (SBOE) sought to produce a high quality professional grade video promoting "Teacher Retention" in DC Public Schools (DCPS) and DC public charter schools in the District of Columbia.
4	FY20	MOU with DPW	11/24/2020	9/30/2020	410.15	3/26/2020	Assess Districtwide annual fixed costs for Fleet Share services.	Under the MOU, over 50 agencies transfer funds to the following agencies, to pay certain centralized costs - To the Department of Public Works ("DPW"), to pay for fleet services, including vehicles, parts, and labor.
5	FY21	MOU with OCTO	1/21/2021	9/30/2021	7,271.11	Not yet advanced	Assess Districtwide annual costs for IT services.	This MOU covers OCTO's provision of services to SBOE, which include Cloud Services (4020)-\$2286.11; Dev Ops (2010)-\$4580.00; and EDM (2012)-\$405.00.

11. Please list, in chronological order, every reprogramming of funds into or out of the agency for fiscal years 2020 and 2021 (through January 31). Include a "bottom line" that explains the revised final budget for your agency. For each reprogramming, list the reprogramming number (if submitted to the Council for approval), the date, the amount, and the rationale.

FY20 REPORT								
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Program Code 3	Program Code 3 Title	Comp Source Group	Comp Source Group Title	Agy Object	Agy Object Title	Date	Amount	Rationale
SB01	STATE BOARD OF EDUCATION	0031	TELECOMMUNICATIONS	0308	TELECOMMUNICATIONS		(7,000.00)	Funds support costs associated with membership fees and computer purchases.
SB01	STATE BOARD OF EDUCATION	0040	OTHER SERVICES AND CHARGES	0425	PAYMENT OF MEMBERSHIP DUES		5,071.00	Funds moved within SBOE's State Board of Education program, from Comptroller Source Group (CSG) 31 (Telecommunications) to CSGs 40 (Other Services and Charges) and 70 (Equipment and Equipment Rental).
SB01	STATE BOARD OF EDUCATION	0070	EQUIPMENT & EQUIPMENT RENTAL	0710	IT HARDWARE ACQUISITIONS	1/24/2020	1,929.00	
Total							0.00	
FY21 REPORT								
Program Code 3	Program Code 3 Title	Comp Source Group	Comp Source Group Title	Agy Object	Agy Object Title	Date	Amount	Rationale
SB01	STATE BOARD OF	0031	TELECOMMUNICATIONS	0308	TELECOMMUNICATIONS	1/26/2021	(8,000.00)	This reprogramming is needed to

	EDUCATION							fund the annual
SB01	STATE BOARD OF EDUCATION	0040	OTHER SERVICES AND CHARGES	0425	PAYMENT OF MEMBERSHIP DUES	5,071.00		NASBE membership dues, SBOE Student Representative stipends, and to replace out-of-warranty computers.
SB01	STATE BOARD OF EDUCATION	0050	SUBSIDIES AND TRANSFERS	0507	SUBSIDIES	1,000.00		
SB01	STATE BOARD OF EDUCATION	0070	EQUIPMENT & EQUIPMENT RENTAL	0702	PURCHASES - EQUIPMENT AND MACHINER	1,929.00		
SB02	OFFICE OF THE OMBUDSMAN	0040	OTHER SERVICES AND CHARGES	0402	TRAVEL - OUT OF CITY	(1,833.33)		
SB02	OFFICE OF THE OMBUDSMAN	0040	OTHER SERVICES AND CHARGES	0408	PROF SERVICES FEES AND CONTR	4,014.97		
SB02	OFFICE OF THE OMBUDSMAN	0040	OTHER SERVICES AND CHARGES	0424	CONFERENCE FEES LOC OUT OF CITY	(2,181.64)		
SB03	OFFICE OF THE STUDENT ADVOCATE	0040	OTHER SERVICES AND CHARGES	0401	TRAVEL - LOCAL	200.00		
SB03	OFFICE OF THE STUDENT ADVOCATE	0040	OTHER SERVICES AND CHARGES	0402	TRAVEL - OUT OF CITY	(2,000.00)		
SB03	OFFICE OF THE STUDENT ADVOCATE	0040	OTHER SERVICES AND CHARGES	0408	PROF SERVICES FEES AND CONTR	2,000.00		
SB03	OFFICE OF THE STUDENT	0040	OTHER SERVICES AND CHARGES	0411	PRINTING, DUPLICATING, ETC	1,681.64		

	ADVOCA TE						
SB03	OFFICE OF THE STUDEN T ADVOCA TE	004 0	OTHER SERVICES AND CHARGES	0424	CONFERENCE FEES LOC OUT OF CITY		(2,181 .64)
SB03	OFFICE OF THE STUDEN T ADVOCA TE	004 0	OTHER SERVICES AND CHARGES	0425	PAYMENT OF MEMBERSHIP DUES		300.00
Total							0.00

12. Please list, in chronological order, every reprogramming within your agency during fiscal year 2020 to date. Also, include both known and anticipated intra-agency reprogramming. For each, give the date, amount, and rationale.

See the response to Question 10 above for full list.

13. For fiscal years 2020 and 2021 (as of January 31), please identify each special purpose revenue fund maintained by, used by, or available for use by your agency. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the programs that generates the funds; (4) the amount of funds generated annually by each source or program; and (5) expenditures of funds, including the purpose of each expenditure. For (4) and (5) provide specific data for fiscal years 2019, 2020, and 2021 (as of January 31) and give starting and ending balances. You may wish to present this information first as a list (for numbers 1-5) and then as separate tables for numbers 4 and 5.

The State Board, OMB, and OSA maintain no special purpose revenue funds.

14. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.) for fiscal years 2019, 2020, and the first quarter of 2021. In addition, please explain the variances between fiscal year appropriations and actual expenditures for fiscal years 2019 and 2020.

FY21					
GAAP Category Title	Council- approved Original Budget	Revised Budget First Quarter of 2021	First Quarter of 2021 Actual Expenditure s	Variances Between Fiscal Year Appropriati ons and Actual	Explanation of Variances

				Expenditures	
PERSONNEL SERVICES	1,828,875.87	1,828,875.87	461,982.71	N/A	N/A
NON-PERSONNEL SERVICES	358,227.74	358,227.74	6,088.93	N/A	
Summary	2,187,103.61	2,187,103.61	468,071.64	N/A	
FY20					
GAAP Category Title	Council-approved Original Budget	Revised Budget	Actual Expenditures	Variances Between Fiscal Year Appropriations and Actual Expenditures	Explanation of Variances
PERSONNEL SERVICES	1,734,302.23	1,734,302.23	1,615,887.11	118,415.12	SBOE spent \$156,318.63 less than budgeted, due to the COVID-19 Pandemic emergency, and the Mayor's Order on Hiring and Spending Freeze of April 5, 2020. Additional unexpended funds were marked for a MOU with DCHR that was never signed.
NON-PERSONNEL SERVICES	425,250.78	273,443.78	235,540.27	37,903.51	
Summary	2,159,553.01	2,007,746.01	1,851,427.38	156,318.63	
FY19					
GAAP Category Title	Council-approved Original Budget	Revised Budget	Actual Expenditures	Variances Between Fiscal Year Appropriations and Actual Expenditures	Explanation of Variances

PERSONNEL SERVICES	1,586,842.67	1,489,542.36	1,452,894.99	36,647.37	SBOE spent \$76,422.85 less than budgeted due to short-term position vacancies and unexpended benefits, and reprogrammings to Non-PS, which were not fully expended.
NON-PERSONNEL SERVICES	263,223.65	318,678.96	278,903.48	39,775.48	
Summary	1,850,066.32	1,808,221.32	1,731,798.47	76,422.85	

Note: Until recently, there was question of whether members of the State Board were eligible for standard benefits under DCHR rules, but the agency was provided funding for those benefits. In most years, the agency would reprogram those funds to non-personnel services near the end of the year in order to move forward with unbudgeted programs and spending related to the mission of the State Board offices or to replace aging technology that was otherwise impossible.

15. Please list all memoranda of understanding (MOU) either entered into by your agency or in effect during fiscal years 2020 and 2021 (through January 31). For each, describe its purpose, indicate the date entered, and provide the actual or anticipated termination date.

Ln No.	Fiscal Year	MOU with Agency	Date Executed (Last Agency Head Signature)	Termination Date	Amount of MOU	Date Funds Advanced	Purpose of Transfer (Reason why)	Reason for Transfer (Justification for)
1	FY20	MOU with OCTO	12/23/2019	2/1/2020	17,000.00	1/7/2020	Develop two new websites - ERI Toolkit and Teach Representation Matters - for the DC State Board of Education (SBOE)	The State Board of Education (SBOE) would like to design, develop and launch two new web sites, one (ERI Toolkit) to amplify the voice of parents and community members, creating a more equitable and inclusive public education system, and to the second (Teach Representation Matters) to provide District residents with information about the

								demographic makeup of teachers within DC's public schools.
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*The agency has struggled to complete MOUs with DCHR for a number of years. Currently, we do not have an MOU for FY2021, nor did we have an executed MOU for FY2020. The numbers noted above are for proposed MOUs sent to DCHR but never executed.

16. D.C. Law requires the Mayor and the Chief Financial Officer to submit to the Council, simultaneously with a proposed budget submission, actual copies of all agency budget enhancements requests, such as the “Form B” for all District agencies (See D.C. Code § 47- 318.05a). In order to help the Committee understand agency needs, and the cost of those needs for your agency, please provide, as an attachment to your answers, all budget enhancement requests submitted by your agency to the Mayor or Chief Financial Officer as part of the budget process for fiscal years 2019, 2020, and 2021.

Please see attachments.

17. Please list all currently open capital projects for your agency (as of January 31st) including those projects that are managed or overseen by another agency or entity. Include a brief description of each, the total estimated cost, expenditures to date, the start and completion dates, and the current status of the project. Also, indicate which projects are experiencing delays and which require additional funding.

The State Board, OMB, and OSA do not have capital budgets. The State Board is working with the Department of General Services to update the Old Council Chambers. Discussions on updating Old Council Chambers have been ongoing since 2019, but the project itself has not yet begun.

18. Please list all pending lawsuits that name your agency as a party. Please identify which cases on the list are lawsuits that potentially expose the city to significant liability in terms of money and/or change in practices. The Committee is not asking for your judgment as to the city’s liability; rather, we are asking about the extent of the claim. For those claims identified, please include an explanation about the issues for each case.

The State Board, OMB, and OSA are not the subject of any pending lawsuits.

19. (a) Please list and describe any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed at any time in fiscal years 2020 or 2021 (through January 31).

There are no investigations, studies, audits or reports that were completed in FY2020 or FY2021 for the State Board, OMB, OSA, or any of their employees. The State Board did participate in the DC Auditor’s process in the completion of the Public Education Data Audit.

- (b) Please list and describe any ongoing investigations, audits, or reports of your agency or any employee of your agency.

There are no investigations, studies, audits or reports ongoing for the State Board, OMB or OSA, nor on any of its employees.

20. How many grievances have been filed by employees or labor unions against agency management? Please list each of them by year for fiscal years 2019, 2020, and 2021 (through January 31). Give a brief description of each grievance, and the outcome as of January 31, 2021. Include on the chronological list any earlier grievance that is still pending in any judicial forum.

No grievances have been filed by employees or labor unions against agency management.

21. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY20 and FY21, to date, whether or not those allegations were resolved.
- No allegations were received by the agency in FY2020 or FY2021.
 - The agency's Sexual Harassment Officer (SHO) is John-Paul Hayworth. Employees may file allegations with the SHO or through the Office of Human Rights. Allegations would be investigated immediately and thoroughly by the SHO. The agency has displayed the District's policy prohibiting sexual harassment in conspicuous locations. The display also includes contact information for the SHO. The agency has also mandated completion of the sexual harassment training modules in PeopleSoft.
22. In table format, please list the following for fiscal years 2020 and 2021 (through January 31, 2021) regarding the agency's use of SmartPay (credit) cards for agency purchases: (1) individuals (by name and title/position) authorized to use the cards; (2) purchase limits (per person, per day, etc.); and (3) total spent (by person and for the agency).

Fiscal Year	Total Spent	Name	Title	Daily Purchase Limit
FY20	61,855.43	Caitlin Peng	Program Associate	Single Purchase Limit for Services: \$2,500
FY21 Q1	8,234.31			Single Purchase Limit for Goods: \$5,000 Monthly Cycle Limit: \$20,000

23. Please provide a list of all procurements for goods or services for use by your agency over \$10,000 for fiscal years 2020 and 2021 (through January 31). Give a brief explanation of each, including the name of the contractor, purpose of the contract, and the total dollar amount of the contract. Exclude from this answer purchase card (SmartPay) purchases.

Fiscal Year	Contractor, PO#	Amount	Purpose
FY20	BAYNE PO616516	41,350.00	LLC The D.C. State Board of Education (SBOE) seeks an analysis on the reasons why public-school teachers in the District of Columbia are leaving. The analysis must include the use of an exit survey of teachers, focus groups and structured interviews, and other survey methodology to contribute to a nuanced understanding as to why teachers have left their positions in the District of Columbia Public Schools (DCPS) system and public charter schools over the past two school years, and what could have been done to have helped them stay. The analysis may be informed by the review of existing teacher exit survey data and/or research.
FY20	NATIONAL ASSOCIATES, PO627900	25,071.00	INC. National Association of State Boards of Education (NASBE) Annual Membership Dues Invoice Number: 0020097-IN

FY20	ENTERCOM COMMUNICATIONS C PO627902 - \$5,520 PO629431 - \$5,000	10,520.00	Entercom Radio Stations WPGC 95.5; WLZL 107.9; and Radio.com will play on-air commercials informing their audiences, which are primarily District of Columbia residents, about the services offered by the Office of the Student Advocate (\$5,520) and the Office of the Ombudsman for Public Education (\$5,000).
FY21	RESONANT EDUCATION LLC PO638740	32,000.00	The D.C. State Board of Education (the State Board) seeks a vendor (Research Partner) with experience conducting surveys with educators about educational issues in order to produce a research report related to the experience of the District's current teacher workforce in both traditional public and public charter schools. The survey should raise relevant issues and answer important questions related to virtual learning and returning to school given COVID-19, special education, reading instruction, measuring student learning, teacher support and professional development, and other issues to be determined in consultations between the State Board and the Research Partner. A research report providing quantitative and qualitative information on these issues would help the public and the District government identify key educational priorities, better understand these key issues, and/or help identify effective approaches to addressing key educational concerns.

24. (a) Please describe how your agency manages and limits its mobile, voice, and data costs, including cellular phones and mobile devices.

The SBOE manages cellular phones and mobile devices for the State Board, OMB, and OSA. Costs are monitored monthly through our financial reporting process from the Administrative Support Specialist to the directors of the State Board, OMB and OSA.

(b) In table format if the answer is more than 20 lines, and as an attachment, please provide the following information for fiscal years 2020 and 2021 (through January 31), regarding your agency's use of cellular phones and mobile devices: (1) individuals (by name and title/position) authorized to carry and use such devices; (2) total annual expense (FY) for each individual's use; and (3) justification for such use (per person). If the list is more than 20 individuals, group the answer by program, giving the total number of FTEs for that program as well as the number of cellular phones and mobile devices.

Count	Program	CONTACT_NAME	ASSET_TAG	FUNCTION	FY20	FY21 (Q1)	Justification
1	OMB	Crystal Williams	Assistant Ombudsman	Cellular Phone	604.77	144.78	Central office staff
2	OMB	Serena Hayes	Ombudsman for Public Education	Hotspots	40.23	73.69	Telework

3	OMB	Serena Hayes	Ombudsman for Public Education	Hotspots	40.23	73.69	Telework
4	OMB	Serena Hayes	Ombudsman for Public Education	Cellular Phone	651.41	144.78	Central office staff
5	OMB	Serena Hayes	Ombudsman for Public Education	Hotspots	279.84	111.69	Telework
6	OMB	Serena Hayes	Ombudsman for Public Education	Hotspots	279.84	111.91	Telework
7	OMB	Serena Hayes	Ombudsman for Public Education	Hotspots	280.28	123.69	Telework
8	OMB	Stephanie Arias	Program Associate	Cellular Phone	665.52	144.78	Central office staff
9	OMB	Ryvell Fitzpatrick	Assistant Ombudsman	Cellular Phone	665.52	144.78	Central office staff
10	OMB	Stephen Mogar	Fellow	Cellular Phone	0.00	43.78	Telework
11	OMB	Dante Taylor	Fellow	Cellular Phone	0.00	43.78	Telework
12	OMB	Keegan Cary	Fellow	Cellular Phone	0.00	43.78	Telework
13	OSA	Phillip Copeland	Student Advocate	Cellular Phone	637.92	135.87	Central office staff
14	OSA	Renatta Landrau	Program Associate	Cellular Phone	637.92	135.87	Central office staff
15	OSA	Dan Davis	Chief Student Advocate	Cellular Phone	568.03	135.87	Central office staff
16	OSA	Tyra Beamon	Fellow	Cellular Phone	0.00	43.78	Telework
17	OSA	Desmond Rudd	Fellow	Cellular Phone	0.00	43.78	Telework
18	SBE	Alexander Jue	Senior Policy Analyst	Cellular Phone	612.60	135.87	Central office staff
19	SBE	Darren Fleisher	Policy Analyst	Cellular Phone	100.48	144.78	Central office staff
20	SBE	John-Paul Hayworth	Executive Director	Cellular Phone	622.10	135.87	Central office staff
21	SBE	Jessica Sutter	Ward 6 Representative	Cellular Phone	664.98	144.78	Elected official
22	SBE	John-Paul Hayworth	Executive Director	Hotspots	493.76	111.69	Shared use
23	SBE	Milayo Olufemi	Press Secretary	Cellular Phone	650.31	144.78	Central office staff
24	SBE	Caitlin Peng	Program Associate	Cellular Phone	664.43	144.78	Central office staff

25	SBE	Rhoma Battle	Budget, Operations Specialist	Cellular Phone	0.00	43.78	Central office staff
26	SBE	Allister Chang	Ward 2 Representative	Cellular Phone	0.00	43.78	Elected official
27	SBE	Rachel Duff	Fellow	Cellular Phone	0.00	43.78	Telework
28	SBE	Jhoselin Contreras	Fellow	Cellular Phone	0.00	43.78	Telework

25. (a) Does your agency have or use one or more government vehicle? If so, for fiscal years 2020 and 2021 (through January 31), please list any vehicle the agency owns, leases, or has assigned to it. You may group the vehicles by category (e.g., 15 sedans, 33 pick-up trucks, three transport buses, etc.); and (6) what employee discipline resulted, if any.

The State Board, OMB, and OSA do not own any vehicles. We do have access to D.C. fleet vehicles.

(b) Please list all vehicle accidents involving your agency's vehicles for fiscal years 2019, 2020, and 2021 (through January 31). Provide: (1) a brief description of each accident; (2) the type of vehicle involved; (3) the name and title/position of the driver involved; (4) the justification for using such vehicle; and (5) whether there was a finding of fault and, if so, who was determined to be at fault.

The agency does not maintain vehicles. No accidents were reported in FY2019, FY2020, or FY2021 by any employees of the State Board during official duties or while using DC fleet vehicles.

26. Please list every lawsuit against the agency that was settled or decided by a trial court in FY 2020 and FY 2021 to date. Briefly describe each and the sanction, if any.

The State Board, OMB, and OSA were not the subject of any lawsuits in FY2020 or FY2021.

27. D.C. Law requires the Mayor to pay certain settlements and judgements from agency operating budgets if the settlement is less than \$10,000 or results from an incident within the last two years (see D.C. Code § 2-402(a)(3)). Please itemize each charge-back to your agency for a settlement or judgment pursuant to D.C. Code § 2-402.

No charge-backs were submitted to the agency.

28. (a) D.C. Law prohibits chauffeurs, take-home vehicles, and the use of SUVs (see D.C. Code §§ 50-203 and 50-204). Is your agency in compliance with this law?

Yes, the State Board, OMB and OSA are in full compliance.

(b) Please explain all exceptions, if any, and provide the following: (1) type of vehicle (make, model, year); (2) individuals (name/position) authorized to use the vehicle; (3)

jurisdictional residence of the individual (e.g., Bowie, MD); and (4) justification for the chauffeur or take-home status.

No exceptions are made to this law within the State Board, OMB or OSA.

29. In table format, please provide the following information for fiscal years 2020 and 2021 (through January 31) regarding your agency's authorization of employee travel: (1) each trip outside the region on official business or agency expense; (2) individuals (by name and title/position) who traveled outside the region; (3) total expense for each trip (per person, per trip, etc.); (4) what agency or entity paid for the trips; and (5) justification for the travel (per person and trip).

Conference Dates	Conference Name	Purpose of Payment	Traveler	Amount	Transaction Notes
Oct 9-11, 2019	Education Policy Fellowship Program (EPFP), Regional Forum; Oct 9-11, 2019; Carlisle, PA	Lodging	Ryvell D. Fitzpatrick, Assistant Ombudsman, OMB	107.91	Ryvell Fitzpatrick lodging in Carlisle, PA for conference (Night 1 of 2)
Oct 9-11, 2019	Education Policy Fellowship Program (EPFP), Regional Forum; Oct 9-11, 2019; Carlisle, PA	Lodging	Ryvell D. Fitzpatrick, Assistant Ombudsman, OMB	113.65	Ryvell Fitzpatrick in Carlisle, PA (Night 2 of 2)
Oct 9-11, 2019	Education Policy Fellowship Program (EPFP), Regional Forum; Oct 9-11, 2019; Carlisle, PA	Mileage Reimbursement	Ryvell D. Fitzpatrick, Assistant Ombudsman, OMB	234.32	Mileage Reimbursement
Oct 9-11, 2019	Education Policy Fellowship Program (EPFP), Regional Forum; Oct 9-11, 2019; Carlisle, PA	Per diem	Ryvell D. Fitzpatrick, Assistant Ombudsman, OMB	147.00	Per diem
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	Alexander Jue, Policy Analyst	528.18	NASBE conference hotel stay (Alex Jue)
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual	Per diem	Alexander Jue, Policy Analyst	213.50	Per diem

	Conference; Oct 16-19, 2019, Omaha, NE				
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	Emily Gasoi, Ward 1 Representative	528.18	NASBE conference hotel stay (Emily Gasoi)
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Per diem	Emily Gasoi, Ward 1 Representative	213.50	Per diem
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	Jack Jacobson, Ward 2 Representative	605.69	Hotel for Jack Jacobson for NASBE conference in Omaha. Contains a \$77.51 charge that was erroneously applied to the purchase card by the hotel. A refund for that charge has been processed.
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	Jack Jacobson, Ward 2 Representative	(77.51)	Refund from the Hilton Omaha for a personal charge that the hotel incorrectly made to the purchase card.
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Per diem	Jack Jacobson, Ward 2 Representative	213.50	Per diem
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	John-Paul Hayworth, Executive Director	352.12	NASBE conference hotel stay (2 of 3 nights; Hilton sees this as a single transaction but the card charged it as separate transactions)

Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	John-Paul Hayworth, Executive Director	176.06	NASBE conference hotel stay (1 of 3 nights; Hilton sees this as a single transaction but the card charged it as separate transactions)
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Per diem	John-Paul Hayworth, Executive Director	335.50	Per diem
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Lodging	Ruth Wattenberg, Ward 3 Representative	528.18	NASBE conference hotel stay (Ruth Wattenberg)
Oct 16-19, 2019	National Association of State Boards of Education (NASBE) Annual Conference; Oct 16-19, 2019, Omaha, NE	Per diem	Ruth Wattenberg, Ward 3 Representative	213.50	Per diem
Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Lodging	Alexander Jue, Policy Analyst	697.86	Hotel Reconciliation and Partial Refund for Alex Jue iNACOL Conference in Palm Springs CA (ref Transaction ID 2860528781001)
Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Per diem	Alexander Jue, Policy Analyst	231.00	Per diem
Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Lodging	John-Paul Hayworth, Executive Director	697.86	Hotel Reconciliation and Partial Refund for John-Paul Hayworth iNACOL Conference in Palm Springs CA (ref Transaction ID 2860528782001)
Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Per diem	John-Paul Hayworth, Executive Director	231.00	Per diem

Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Lodging	Matthew Repka, Policy Analyst	697.86	Hotel Reconciliation and Partial Refund for Matt Repka iNACOL Conference Palm Springs CA (Ref Transaction ID 2860528780001)
Oct 28-31, 2019	iNACOL Symposium, Oct 28-31, 2019, Palm Springs, CA	Per diem	Matthew Repka, Policy Analyst	231.00	Per diem
Dec 3-5, 2019	Teacher Retention Leadership Institute; Dec. 3-5, 2019; Denver, CO	Lodging	Alexander Jue, Policy Analyst	335.68	Hotel for Alex Jue for Denver teacher retention conference
Dec 3-5, 2019	Teacher Retention Leadership Institute; Dec. 3-5, 2019; Denver, CO	Airline	Alexander Jue, Policy Analyst, SBOE	113.30	Return trip for Alex Jue from Denver conference
Dec 3-5, 2019	Teacher Retention Leadership Institute; Dec. 3-5, 2019; Denver, CO	Airline	Alexander Jue, Policy Analyst, SBOE	262.00	Travel for Alex Jue to Denver conference
Dec 3-5, 2019	Teacher Retention Leadership Institute; Dec. 3-5, 2019; Denver, CO	Per diem	Alexander Jue, Policy Analyst, SBOE	190.00	Per diem
Dec 5-6, 2019	Education Commission of the States; Dec 5-6, 2019; Denver, CO	Airline	John-Paul Hayworth, Executive Director, SBOE	323.60	Flight for John-Paul to Denver for ECS conference
Dec 5-6, 2019	Education Commission of the States; Dec 5-6, 2019; Denver, CO	Per diem	John-Paul Hayworth, Executive Director, SBOE	114.00	Per diem
Feb 28-29, 2020	Middle States Council for the Social Studies; Feb 28-29, 2020; 903 Dulaney Valley Road, Towson, MD	Registration	Jessica Sutter, Ward 6 Representative, DC State Board of Education	277.50	Purchase for a conference (Middle States Council for the Social Studies Conference) for State Board member Jessica Sutter.
Feb 28-29, 2020	Middle States Council for the Social Studies; Feb 28-29, 2020; 903 Dulaney Valley	Per diem	Jessica Sutter, Ward 6 Representative, DC State	152.50	Per diem

	Road, Towson, MD		Board of Education		
Conferences Cancelled	Institute for Educational Leadership (IEL) Conference, May 27-29, 2020, Los Angeles, CA				

30. Please provide and itemize, as of January 31, 2020, the current number of When Actually Employed (WAE), term, and contract personnel within your agency. If your agency employs WAE or term personnel, please provide, in table format, the name of each employee, position title, the length of his or her term or contract, the date on which he or she first started with your agency, and the date on which his or her current term expires.

The State Board, OMB, and OSA employee part-time, paid fellows to augment the work of its full-time staff. Due to the limited nature of DCHR classification categories, they are generally considered to be When Actually Employed personnel. Each office hires between two to three fellows at any given time. Fellows are paid by the hour. In Fiscal Year 2021, we increased the rate of pay to \$17/hr. Each office determines the hiring procedure (within DCHR guidelines), fellowship duties, and term of office.

31. What efforts has your agency made in the past year to increase transparency? Explain.

The Office of the Ombudsman has made efforts to increase transparency by publishing a newsletter distributed to families, expanding resources to social media platforms, and publishing and the presentation of our annual reports. Additionally, the office of the Ombudsman has testified at hearings and publish our hearing testimony. The office developed and published a survey concerning special education during distance learning. The office periodically meets with education leaders to share amalgamated data and case trends.

32. What efforts will your agency be making to increase transparency? Explain.

The Office of the Ombudsman is always looking to increase transparency. Notably, we are looking to examine the ways that we can participate in more meaningful data sharing with the public while also safeguarding our duty to preserve confidentiality. In collaboration with the State Board of Education and the Office of the Student Advocate, the Office of the Ombudsman is redesigning our website to increase user-friendliness and better explain to public how we serve them.

33. Please identify any legislative requirements that your agency lacks sufficient resources to properly implement. Explain.

The Office of the Ombudsman currently has the minimum resources needed to properly implement its legislative requirements. However, prior to the shift to distance learning in March of 2020, the office was understaffed to meet caller demand and needed a third assistant ombudsman. As students return to in-person learning, we anticipate that caller demand will increase to its normal volume. Should that happen, the office will once again be in a position where it is unable to meet demand.

34. Please identify any statutory or regulatory impediments to your agency's operations.

The Office of the Ombudsman has no statutory or regulatory impediments to its operations.

35. Did your agency receive any FOIA requests in fiscal year 2020? If yes, did the agency file a report of FOIA disclosure activities with the Secretary of the District of Columbia? If available, please provide a copy of that report as an attachment. Also state here the total cost incurred by your agency for each fiscal year 2019, 2020, and 2021 (as of January 31) related to FOIA.

The agency received nine (9) FOIA requests in FY2020. The report was filed with the Secretary, a copy is attached. The agency did not charge any fees for FOIA in FY2020.

36. For purposes CBE agency compliance purposes, what is your agency's current adjusted expendable budget; how much has been spent with SBEs; and what percent of your agency's expendable budget was spent with SBEs? Further, where SBEs were not available, how much has been spent with CBEs, and what percent of CBE spending, relative to your current expendable budget? How many CBE waivers (including dollar amount) did the agency submit? What efforts has the agency taken to reduce the number of CBE waivers submitted? What is the CBE spending goal for your agency per the DSLBD SBE Opportunities Guide (Green book)? Give this answer for fiscal years 2019, 2020 and 2021 (through January 31).

Line	Question	2019	2020	2021 (Q1)	Notes
1	What is your agency's current adjusted expendable budget?	111,344.57	148,469.57	260,710.13	
2	How much has been spent with SBEs?	62,751.63	59,634.15	5,811.17	
3	What percent of your agency's expendable budget was spent with SBEs?	112.72%	80.33%	4.46%	Final for FY20 is pending city-wide closeout, which will result in a higher percent spent due to budget reductions for COVID-19.
4	Where SBEs were not available, how much has been spent with CBEs?	62,751.63	59,634.15	5,811.17	
5	What percent of CBE spending, relative to your current expendable budget?	56.36%	40.17%	2.23%	
6	How many CBE waivers (including dollar amount) did the agency submit?	None	None	None	There are no SBOE contracts exceeding \$250,000.

7	What efforts has the agency taken to reduce the number of CBE waivers submitted?	N/A	N/A	N/A	
8	What is the CBE spending goal for your agency per the DSLBD SBE Opportunities Guide (Green book)?	55,672.29	74,234.79	130,355.07	Q1 for FY21 is pending Q1 closeout, which will result in a lower goal due to the inclusion of two more exception requests totaling \$10,000 for language translation services.

37. Please provide, as an attachment, a copy of your agency’s current annual performance plan as submitted to the Office of the City Administrator.

As an independent agency, the State Board, OMB and OSA do not submit performance plans to the Office of the City Administrator.

38. (a) What are your agency’s key performance indicators and what has been your agency’s performance (for each of these KPIs) in fiscal year (or calendar year) 2019, 2020, and 2021 (through the first quarter)?

The State Board, OMB, and OSA do not participate in the mayor’s key performance indicators program as the independence of our agency can make it difficult to align our mission and goals with that of the mayor. However, we have had conversations with the mayor’s KPI team about utilizing their system to enhance our own.

- (b) What KPIs have been dropped (or changed) since 2020? List each specifically and explain why it was dropped or changed.

As noted above, the State Board, OMB, and OSA do not have KPIs, per se, but regularly update internal goals.

39. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in fiscal years 2020 and 2021.

The Office of the Ombudsman’s top five priorities are (1) effective case management, (2) meaningful data sharing, (3) stakeholder engagement, (4) increase families’ awareness of the office, and (5) continue efforts to improve educational outcomes by effecting systemic change. Each of these goals are discussed below:

Effective Case Management

- Responding efficiently to complaints and concerns raised by families,
- Promoting strong customer care, and
- Adding a third Assistant Ombudsman (should funding permit).

Meaningful Data Sharing

- Designing workshops for families and schools related to common complaints brought to the office,
- Adding a position for a data analyst (should funding permit), and
- Using data trends to inform workshops facilitated by other agencies and offices.

Stakeholder Engagement

- Continuing to partner with agencies on issues that connect with the work of the Office of the Ombudsman, including serving on advisory committees.

Increase Families' Awareness of the Office

- Implementing strategies to optimize the office's visibility and utilization of services to families, and
- Increasing outreach to Spanish-speaking families.

Improving Educational Outcomes by Effecting Systemic Change

- Leveraging our annual report recommendations to increase impact.

40. What were the major accomplishments of the Office of the Ombudsman for Public Education in FY20 and in FY21 (as of January 31)?

The Office of the Ombudsman has continued to devote its resources to directly supporting families and schools. Like every other agency, much of the work of the office in FY 20 is divided by two periods: pre-pandemic and during pandemic. Pre-pandemic, the office experienced continued increase in call volume and case volume. Despite a decline in call volume during distance learning, the office processed the second highest number of cases since its inception. We continued to maintain an excellent handle on the increased demand for our office's service each year as demonstrated by the total number of contacts we receive (emails, voicemails, live calls, and in-person requests) and the total number of cases that we opened throughout the year. Our office received 839 calls in SY19-20 and accepted 511 as cases.

We pivoted to becoming a fully remote office and pivoted our case management to better meet families' needs during distance learning. During distance learning we saw a steep decrease in calls related to "Bullying and Student Safety". Calls related to special education stayed consistent. Consequently, we shifted our case management operations to allow both assistant ombudsmen to manage special education complaints. Pre-pandemic, assistant ombudsmen were assigned discrete topic areas to manage.

The Office undertook several initiatives to support families during the pandemic. The office partnered with SchoolTalk to facilitate community circles for families with differently abled children. Families came together and discussed a variety of topics, such as the highs and lows of distance learning, the intersectionality of racism and special education while building a supportive network. We also provided families with resources to build their emotional vocabulary and have difficult conversations with their children.

The Office proactively sought feedback from families during distance learning. We surveyed families of students receiving special education services that we had worked with in the past two years. The full report is available on our website.

Finally, we resumed our partnership with the Office of the Attorney General. We support one District of Columbia Public School one day per week to provide mediation services regarding truancy issues. In SY 19-20, we mediated 26 ATTEND cases. Through this

partnership, the office connects families to the city's intervention and support services. We also use the opportunity to share information about our services.

41. Identify any legislative, statutory, or regulatory requirements that the Office of the Ombudsman lacks sufficient resources to properly implement. Please note any operational or logistical barriers to your office's operations.

The legislated responsibilities of the office largely include, case management, outreach and engagement, data tracking and reporting. Pre-pandemic, our office was unable to adequately meet caller demand. In last year's performance oversight testimony, we explained that our case volume was so high that we relied on the program associate to supplement the caseload and serve as our honorary third assistant ombudsman.

Since the shift to distance learning, however, we have the appropriate staffing to meet caller demand. However, even during this time, we have been strained to keep up with outreach and engagement. Virtual platforms have increased meeting invitations. To balance the office's other responsibilities, we are selective in the events that we attend. Most notably, our office still struggles to engage ESL families.

As students return to in-person learning, we anticipate that the call volume will return to normal. Once that happens, the office will no longer be positioned to meet its statutory requirements. Without additional staffing, waitlists will be implemented, outreach and engagement will be reduced, as well as consistent data analysis.

42. Does the Ombudsman have the resources necessary to execute her duties? If not, describe the areas in which resources are lacking.

The Ombudsman currently has the minimum resources to execute her duties. However, as stated above, there are capacity concerns should caller demand return to normal in the fall. Additionally, we are looking to improve our database system. Over the last two years, we have made significant improvements by modifying Quickbase. However, we still spend a significant amount of time entering information into the database system, cleaning data, and analyzing data trends. Having a data analyst on staff would be tremendously valuable, as it would increase the assistant ombudsmen's capacity for casework.

43. Describe the Office of the Ombudsman's stakeholder engagement and outreach efforts for FY20 and in FY21 as of January 31.

In FY20 and FY21, the office engaged with stakeholders and conducted outreach. The office continued its advertisement campaign via Metro Stations and on Metrobuses. However, due to the pandemic, the campaign became less effective as very few people were using public transportation. We pivoted and increased our social media engagement. We also initiated radio campaigns, as well as geo-conferencing (a technological system that increases website traction). We also began distributing newsletters to families and held several community circles in collaboration with SchoolTalk.

During the pandemic, the office increased its stakeholder engagement efforts. We have had more touchpoints with education agencies at various levels to ensure that the information we heard from families was consistent, and to learn more about what the other agencies experienced. We conducted virtual conflict management workshops at the

request for LEAs and PCSB. We participated in school-level reopening planning. Additionally, the office participated in working groups, advisory committees at the school-level and agency-levels, including Leading with Pride, DBH's Family and Youth Sub-Committee. And, of course, we attended numerous virtual events hosted during the pandemic.

44. Regarding complaints to the Office of the Ombudsman, provide the Committee with the following information for FY20:
- (a) Number of complaints received and completed: 508
 - (b) Number of complaints examined and resolved informally: 266
 - (c) Number of complaints examined and resolved formally: 92
 - (d) Complaints dismissed: 11
 - (e) Number of complaints pending: 27
 - (f) Number of recommendations made: 100
 - (g) Number of recommendations followed: Unknown. We cannot accurately determine the number of recommendations that were followed by schools, due to limitations with our database system.
 - (h) A description of the most frequent issues handled by the Ombudsman's office.

Prior to distance learning, the three most frequent topic areas were: Bullying and Student Safety, Special Education, and Community and Engagement. During distance learning, however, we stopped receiving complaints related to "Bullying and Student Safety" and saw an increase in "Academic Progress" concerns, as well as "Resource Needs", such as technology. Definitions and case examples follow:

- "Bullying and Student Safety"
 - Definition: Issues in which a student feels harassed or targeted for negative actions by another member of the school community. This includes the legal definition under the Youth Bullying Prevention Act of 2012, as well as a family member's impressions, and sexual assault. Concerns about negative interactions between students also fall into this topic.
 - Case Example: We worked with an aunt whose middle school niece, Ashley, was experiencing bullying on her way to and from school. While Ashley had been involved in several altercations, she felt they were all orchestrated by one student who had an altercation with Ashley earlier in the school year. Our office contacted the school to initiate a bullying investigation and facilitated a meeting to develop a safety plan.
- "Special Education/Disability"
 - Definition: Issues preventing a student from accessing their education due to a student's diagnosed or suspected disability. Special education issues involve students with IEPs, 504 plans, and those suspected of having or in the process of being evaluated for disabilities.
 - Case Examples: The complaints that we receive range from issues of implementation to questions about rights and process. In many cases the issue stems from or is exacerbated by a lack of knowledge about the special education process by one or both parties. For example, we worked with a family that attempted to have their daughter evaluated for dyslexia for four years but was repeatedly told that their child was too young. While the family was eventually able to convince the LEA to evaluate the child, the IEP was developed but never implemented. After the family contacted our office, we were able to assist in

scheduling an IEP meeting. The parents expressed their concerns, and the IEP was finally implemented.

- “Communication and Engagement”
 - Definition: Issues preventing a student from accessing their education due to real or perceived breakdowns in the ability of parties to share information appropriately. Concerns about staff behavior fall into this topic.
 - Case Example: In one case, a mother expressed that her elementary school aged son, Willie, was involved in an altercation at school. His mom was disappointed to only learn of this altercation when her son told her at dismissal. We utilized shuttled diplomacy where the school shared this was a unique situation because it happened just before dismissal. The school committed to contacting her as soon as possible if another incident occurred.

45. Please discuss policy recommendations included in the Ombudsman’s annual report. Provide information on how to best implement policy recommendations included in the report. What has been the response to the Ombudsman’s annual report from other education agencies?

The office developed three mid-year recommendations in SY 2019-20—(1) require the transfer of 504 Plans when students transition to a new school; (2) develop a plan for digitizing archived student records; and (3) revision of DCPS’s “Determining if K-12 Students Need Special Education” policy and increase staff training.

In our annual report, the office made two new recommendations related to special education. The first recommendation is to apply a wholistic approach to special education, specifically when students are classified under the Other Health Impairment category. The second recommendation relates to delayed special education eligibility determinations during distance learning. We recommend three solutions: (1) expand access to parent trainings that might be included in Individualized Education Programs to families who suspect their student might have a disability; (2) increase the use of independent educational evaluations; and (3) develop, improve, and use Response to Intervention as an interim resource pending evaluation.

504 Plans. The implementation of the transfer of 504 Plan is best made by the Office of the State Superintendent for Education, in collaboration with the District of Columbia Schools, charter LEAs. The office has discussed this recommendation with OSSE, and learned that there is conversation amongst school leaders about addressing the issue, even though no decision has been made to explicitly create a system to allow for the 504 record to transfer with the student.

DCPS’s “Determining If K-12 Students Need Special Education”. The issue has been flagged to DCPS. To date, no changes have been made to the policy, and we continue to see evidence of special education coordinators’ misunderstanding of the law in this area.

Wholistic Approach to Special Education. Best practices in special education are best led by OSSE. Collaboration between OSSE, DC’s public schools and public charters, as well as input from medical professionals would be needed to push this recommendation forward. Additionally, the outcomes of cross-sector collaboration in this area could also be used to support the parent resource center being contemplated by OSSE.

Delayed Eligibility Determination. This issue has largely been resolved in our casework due to the use of virtual evaluations. Although we do occasionally hear concerns from families about continued delays.

No traction has been made on the digitization of archived educational records issue, yet.

The office has positive relationships with education leaders in the city. Whenever we reach out, the offices are responsive to our meeting requests, they listen and seek the office's information about families' perspectives and needs. In our annual report from SY 18-19, we recommended the establishment of a citywide Response to Intervention framework. We engaged in conversations with OSSE concerning the recommendation. We were delighted to learn that OSSE, DCPS, and PCSB leaders agreed with us on the importance of streamlining RTI supports across educational sectors. They identified establishing school-wide systems of support including academic and SEL support to "promote LEA development of multi-tiered system of academic and social-emotional student interventions" within the *Roadmap to Improving Educational Outcomes for Students with Disabilities*. Still, there is an opportunity for growth for us to continue collaborating more consistently and discuss the office's recommendations to the extent that they align with the vision of our city's educational policymakers.

46. Are the Office of the Ombudsman's information technology needs met? If not, what areas are in need of attention (i.e. computer support, internet and phone functionality, etc.)?

The Office of the Ombudsman's basic information technology needs are met. We do sometimes experience challenges with limited IT staff dedicated to our office building. As an agency and an office, we sometimes rely on our staff to assist with IT needs.

Additionally, we are continuously looking for ways to improve our database system. We are searching for systems that allow us to track calls and voicemails directly in the system where our cases are also stored. This would reduce time spent managing and updating our system. Also, the possibility for errors in logging and tracking information would be minimized.

47. What efforts have been made to improve the Office of the Ombudsman for Public Education's functions in FY20 and FY21 to date? Describe efforts to collaborate with boards and agencies to engage in District education initiatives and include in your response specifically any partnerships or collaborations with the following:
- (a) Office of the State Superintendent of Education;
 - (b) Office of the Deputy Mayor for Education;
 - (c) District of Columbia Public Schools (DCPS);
 - (d) District of Columbia Public Charter Schools;
 - (e) DC Public Charter School Board;
 - (f) Office of Human Rights' Citywide Youth Bullying Prevention Program; and
 - (g) DC Public Libraries.

The office regularly engages in education initiatives, partnerships, and collaborations with boards and agencies in the District. Our most frequent collaborations involve our casework. We meet with staff and administrators within DCPS, PCSB, and OSSE. On cases involving bullying and student safety, we often collaborate with the Office of the Human Rights'. Most of the policy recommendations from our office involve special education. For that reason, majority of our policy conversations have been held with OSSE. Additionally, the office has strengthened its collaborations with other

ombudsman offices within the city. Finally, we participate in quarterly meetings with K-12 ombudsmen in the Maryland and Virginia. We exchange best practices, as well as information concerning common complaints.

48. Describe the Office of the Ombudsman for Public Education's relationship with the State Board of Education and any improvements that can be made.

The relationship between the State Board of Education and the Office of the Ombudsman for Public Education continues to improve. The administrative functions that the agency provides to our office concerning supplies, equipment, and other purchases have improved. While there are always areas for improvement, we are committed to working collaboratively as an agency.

49. Describe the Office of the Ombudsman for Public Education's relationship with the Office of the Student Advocate and any improvements that can be made.

The Office of the Ombudsman for Public Education has a collaborative relationship with the Office of the Student Advocate. We are deeply supportive of each other's work. Recently, our offices collaborated to revamp the Office of the Student Advocate's "Know Your Rights" workshop for parents of students with disabilities. The Office of the Ombudsman used its data trends, including the most common complaints, to inform the workshop. Our offices continuously search for ways to increase collaboration.