

Service Scorecard

Special Education											
Director: Susan Mitchell											
SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
Provide principals with tools to effectively evaluate and support their special education teachers (RSP, SDC).	Site Leaders and Teachers	N/A	N/A	N/A				85%	90%	95%	100%
Provide special education teachers with consistent and comprehensive professional development so that they may best serve their students with more effective instruction and remain compliant.	Site Leaders, Teachers and Students	N/A	N/A	N/A				85%	90%	95%	100%
Provide paraprofessionals with consistent, comprehensive professional development to best serve special education students.	Site Leaders, Teachers, Paraprofessionals and Students	N/A	N/A	N/A			40%	85%	90%	95%	100%
Provide principals with effective tools to support special education staff regarding completion of the initial IEP Evaluations with the legal timelines to remain in compliance. (survey)	All	77.10%	N/A	N/A			40%	85%	90%	95%	99.50%
Reduce disproportionate identification and representation of any subgroup of students.	All	N/A	N/A								
Provide principals with effective tools to support special education staff regarding completion of the annual and tri-annual IEP Evaluations within the timeline. (survey)	All	N/A	96.92%	97.18%			25%	98.10%	98.20%	98.30%	99.50%
The Special Education Department staff responds to my site requests in a timely manner (survey).	All	N/A	N/A	N/A			60%	85%	90%	95%	100%
Assists sites in creating and maintaining compliant Special Education programs (survey)	Site Leaders and Teachers	N/A	N/A				50%				
Provides technical assistance to district and site administrators to resolve non-compliant audit findings related to Special Education. (survey)	District and site leaders	N/A	N/A	N/A			25%				

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Provides guidance to site administrators in creating meaningful adult transition classes (survey)	Site leaders and Teachers	N/A	N/A	N/A			10%				
Reduce the number of non-public school placements.	Parents and District	N/A	N/A	N/A							
BUDGET											
Budget to Actual (OVER) UNDER											
Run regular (monthly, bi-monthly) department budget reports to monitor progress											
Cost Savings											
CUSTOMER SERVICE (Survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											
Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION											
SUPPORTING STUDENT ACHIEVEMENT (Survey)											