

ATTACHMENT 1
Cluster Area I: General Supervision
Dispute Resolution – Complaints, Mediations, and Due Process Hearings Baseline/Trend Data
(Place explanations to Ia, Ib, and Ic on the Table, Cluster Area I, *General Supervision*, Cell I, *Baseline/Trend Data*)

Ia: Formal Complaints*						
(1) July 1, 2002 - June 30, 2003 (or specify other reporting period: ___/___/___ to ___/___/___)	(2) Number of Complaints	(3) Number of Complaints with Findings	(4) Number of Complaints with No Findings	(5) Number of Complaints not Investigated – Withdrawn or No Jurisdiction	(6) Number of Complaints Completed/Addressed within Timelines	(7) Number of Complaints Pending as of: 3/10/04 <i>(enter closing date for dispositions)</i>
TOTALS	395	254	3	119	243	14

*The number of complaints completed/addressed within timelines includes intakes for which there has been issued either a closing letter, letter of finding, or letter of extension within 60 days of MASSDE's receipt of the complaint.

Ib: Mediations					
(1) July 1, 2002 - June 30, 2003 (or specify alternate period: ___/___/___ to ___/___/___)	Number of Mediations		Number of Mediation Agreements		(6) Number of Mediations Pending as of: 6/30/03 <i>(enter closing date for dispositions)</i>
	(2) Not Related to Hearing Requests	(3) Related to Hearing Requests	(4) Not Related to Hearing Requests	(5) Related to Hearing Requests	
TOTALS	553	80	451	51	29

Ic: Due Process Hearings				
(1) July 1, 2002 - June 30, 2003 (or specify alternate period: 7/1/02 to 6/30/03)	(2) Number of Hearing Requests	(3) Number of Hearings Held <i>(fully adjudicated)</i>	(4) Number of Decisions Issued after Timelines and Extension Expired	(5) Number of Hearings Pending as of: 1/27/04 <i>(enter closing date for dispositions)</i>
TOTALS	668	27 decisions	20	68**

**Note: In addition there are 45 cases which are technically still 'pending', but in which orders to show cause have been sent.