



1 FTE | 150 CASES

SY 2013-14: OFFICE INFANCY

CASEWORK: SERVICE ENHANCEMENT
Prioritized improving quality of our services to families and calibration of office procedure to align with international Ombudsman best practice.

Policy Influence: Establishing Expertise
Refined data analysis assessing barriers our 469 families endured to include topical recommendations on school discipline, school safety, special education, and engagement.

Initiated quarterly meetings with DCPS to influence change within the largest LEA.

Invited to GW Law School Discipline project on school suspensions. Leveraged office's work with families with discipline problems to recommend changes to DCPS' Chapter 25 discipline regulations.

Invited to participate in broader policy discussions that aligned with the issues raised in second ombudsman report: Washington Bar Association bullying panel, Every Student, Every Day Coalition, Latin American Youth Center, and moderated parent engagement panel for the DC STEM Network.

OUTREACH
Increased accessibility of our office by translating brochures into 6 most spoken languages other than English in the District: Spanish, Chinese, Korean, Amharic, Vietnamese, and French.

Diversified outreach strategy and disseminated informational materials to all DC Public Libraries and most DPR facilities.

Initiated and implemented office's first written Ombudsman processes and procedures.



2 FTE | 469 CASES

SY 2013-14: OFFICE INFANCY

OFFICE INFRASTRUCTURE: INITIATION
Began with desk, laptop, and phone.
1 FTE - The Ombudsman.

Developed intake process, and with limited budget, utilized Google Drive for case management.

Secured funding for 1 additional FTE: Associate Ombudsman.

OUTREACH: INTRODUCTION
Introduced key partners to our office: Advocates for Justice and Education, Children's Law Center, Ward Councils, and the Capitol Hill Public School Parents Organization.

Established our office's utility by orienting the District to our services and initiating advocacy for the existence of our office.

POLICY INFLUENCE: AMPLIFYING FAMILY VOICE
Reinforced utility of office by publishing first report within 6 months of office opening. Proposed general systemic recommendations based on trends from the 150 families we served.



2.5 FTE | 478 CASES

SY 2015-16: GROWTH MINDSET

BRANCHING OUT
School Year marked by strong caseload, diversified outreach efforts, sustained involvement in education policy discussions, and evolving partnerships with government agencies and community based organizations.

PROGRAM QUALITY ENHANCEMENTS
Harvard Program Evaluation in Year 3. Harvard team interviewed over 50 stakeholders to provide insight on impressions of office. Key findings included a strong desire for the office to engage in more systemic advocacy.

Collaborated with Harvard Negotiation and Mediation Clinic to design a special education mediation system that contributed to fewer cases routed to formal court and administrative mechanisms.

Initiated Quarterly Reports with SBOE members to assist Board in enhancing policy influence within the District and help inform SBOE's constituent outreach.

DATA QUALITY ENHANCEMENTS
Upgraded case management system resulting in resolving special education cases 1 month faster, 70% increase in same day response to inquiries, enhanced performance management of employees, such as number of days to resolve case, and enhanced reporting and analysis capabilities. Upgrades resulted in increased requests for reports to entities such as Government Accountability Office and the Council Committee on Education.

OUTREACH ENHANCEMENTS
Enhanced outreach to charters resulting in increased requests from charters for technical assistance around policy reviews to ensure compliance with law and applicable policies.



4 FTE | 380 CASES

SY 2016-17: OPERATING A NATIONAL MODEL

POLICY LEADERSHIP
Developed a nationally recognized education ombudsman office. Provide support to emerging education ombudsman offices across the country: Charlotte, NC, Pasadena, CA, etc.

Invited to speak at 3 national conferences to discuss race, equity, and barriers our students face in accessing public education.

Invited to serve on national panel to discuss creation and governance of education ombudsman offices. Created a toolkit for education ombudsman offices that is available to education ombudsman offices across the country.

Deepened policy analysis in ombudsman annual report to influence District policy in the areas of discipline, special education, response to intervention, and school climate.

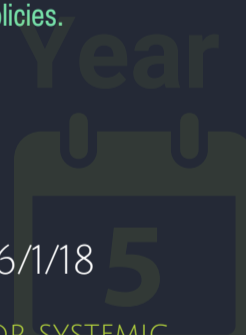
Presented special education dispute resolution system at CADRE conference in Oct. 2017.

FOCUS ON EXCELLENT CUSTOMER SERVICE
Instituted live calling in effort to address needs of the families in real time. The shift to live calling has resulted in a 23% increase in total calls to office and 68% of total calls answered live.

Harvard survey results found that the majority of families and schools were satisfied in our ability to help schools and families. Additionally, our office was seen as both fair and neutral by schools leaders, independent institutions, and government entities.

Decreased time to resolve top complaint categories from 37 days to 17 days.

DATA QUALITY: ENHANCED DATA ANALYSIS
Refined case management system resulting in improved case prioritization, faster issue spotting and generation of stakeholder requested reports.



4 FTE | 400+ CASES AS OF 6/1/18

SY 2017-18: INDIVIDUAL STORIES FOR SYSTEMIC IMPACT

POLICY MOBILIZING
Effort to engage communities in different ways: wrote an op-ed for the Washington City Paper on school choice and school quality; and served as a panelist in a judicial training for all DC Superior Court judges on school-to-prison pipeline.

Invited to speak at *The Atlantic* Live Education Summit as an expert on helping families navigate the DC education system.

Invited speaker at press conference with Chairman Grosso regarding introduction of Student Fair Access to School Act of 2017.

Emerging collaboration with SBOE: for example, currently working with Joe Weedon on Rtl policy plan to improve services to academically at-risk students.

Invited by Camelback Ventures to conduct consulting sessions with school leaders who want to discuss issues around parent and community involvement in New York City.

INCREASING RECOGNITION OF OUR VALUE
Consistent increase in number of calls received, from 150 in SY13-14 to 699 in SY16-17 and 795 calls as of June 1st, 2018. Over the last two years, we have observed a 14% increase in the number of families served and a 37% increase in demand for our services.

As our work has grown, our office has also grown from 1 to 4 FTEs.

More than two dozen cases and requests for assistances were initiated by DCPS, charter LEAs, and other school district personnel school leaders, the highest to date.

Quarterly meetings with Council of the District of Columbia Committee on Education Chairman David Grosso to discuss recommendations for changes to current and future legislation.