













# UPDATE ON CORRECTIVE ACTION PLAN

AUGUST 4, 2015



## Overview

- Parents Coalition filed a complaint with the Oregon Department of Education in 2013.
- Oregon Deputy Superintendent made two findings in Spring of 2014.
- Entered into a board-approved Corrective Action Plan in Spring of 2014.
- □ Retained Moss-Adams, LLP as independent auditor.
- Provided Oregon Department of Education with Corrective Action Plan update July 31.



## Finding Spring 2014

"The district does not meet the minimum standards for instructional time per credit as required by OAR 582-022-1131."

PPS high school courses did not meet the 130 course hour requirement.



## **Corrective Action and Audit**

#### Corrective Action:

Revised 2014-15 schedule to meet 130 hours

#### Audit finding:

- Maintained accurate minute tracker for all courses in high schools
- Auditor reviewed all of the schedules and found no exceptions



### Corrective Action Plan and Audit

 Revised complaint policy and proceduresapproved by the Board of Education in November 2014 and accepted by ODE in December 2014.



#### Corrective Action Plan and Audit

Identified 5 areas to monitor for success of policy revision:

# of people accessing the Ombudsman: 280# of formal complaints and percentage resolved

satisfactorily: 14 complaints with 13 complaints resolved at the district level- one still in process.

# of formal complaints completed within 90 day time frame: 13 formal complaints were completed within time frame and 1 is still pending but within the time frame.



#### Corrective Action Plan and Audit

#### Part of Audit:

# of complaints appealed to ODE for timeframe violations: Zero

% of individuals filing formal complaints reporting that they were informed of their rights under the complaint process and received written responses at every required level: 13 received notice within all timeframes. One complaint did not receive acknowledgement for 17 days because email was not understood to be a complaint until the follow up phone call from the Ombudsman.



#### **Additional Information**

- Ombudsman hired and now reports directly to the Superintendent
- Outreach to families:

"What you need to know..."

PPS website

Pulse Newsletter

Community meetings, including PTAs

Trainings for administrators





