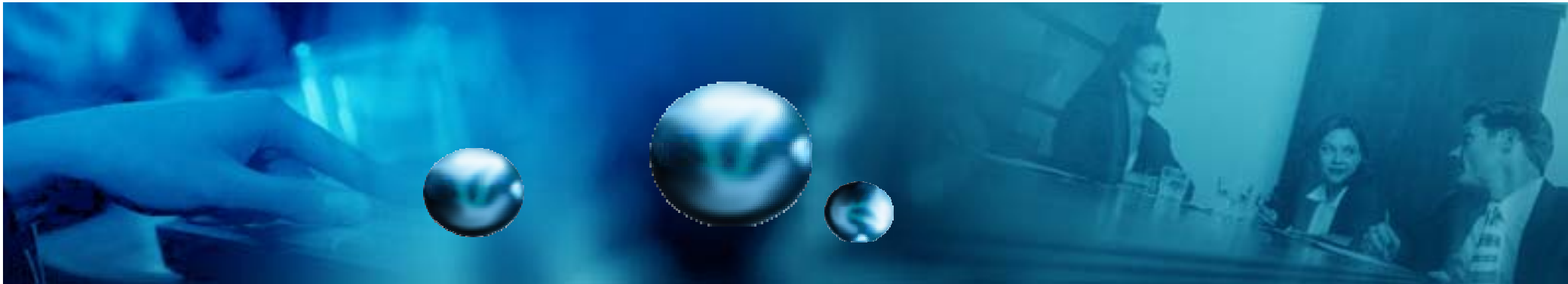
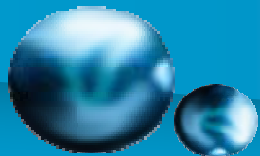


# ***Supplemental Educational Services***



***District Implementation of Choice and SES  
Spring School Improvement Conference  
April 14, 2011***



# Today's Presenters

## **Greg Olszta**

MDE Office of Education Improvement & Innovation  
Education Consultant

## **Zenaida Arraiz-Rivera**

Program Supervisor  
Department of State & Federal Programs  
Detroit Public Schools

## **Special Thanks To:**

- ❑ Supplemental Educational Services Advisory Committee
- ❑ Linda Forward, Director OEII
- ❑ Mark Coscarella, Assistant Director OEII
- ❑ Kristen Neal, OEII Support Staff



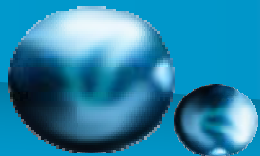
# Adequate Yearly Progress (AYP)

- AYP information has been determined;
- Schools that were Identified last year and didn't make AYP this year will continue to engage in AYP activities according to their level of Identification (formerly called "Phases").



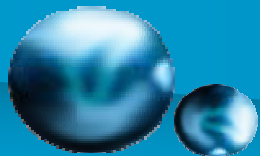
# AYP

- Schools that were Identified last year and made AYP for the first time must still engage in AYP activities during the 2010-11 academic year
- Schools will “hold” or be considered “in delay” at the current level of Identification



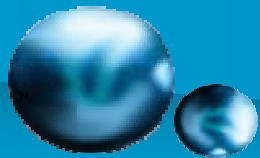
# This is true because...

- NCLB requires schools to meet AYP for two consecutive years to be released from AYP requirements.



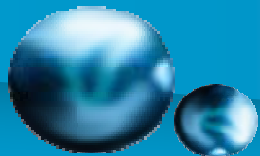
# AYP

ESEA Legislation Label:	Identified for School Improvement		Identified for Corrective Action	Identified for Restructuring
CURRENT AYP PHASE:	PHASE 1	PHASE 2	PHASE 3	PHASE 4 AND ABOVE
NEW AYP STAGE:	Identified for School Improvement	Identified for School Improvement (SES)	Identified for Corrective Action	Identified for Restructuring
Years the school has not made AYP:	No AYP for <i>two</i> consecutive years	No AYP for <i>three</i> consecutive years	No AYP for <i>four</i> consecutive years	No AYP for <i>five</i> or more consecutive years
ESEA Title I, Part A requirements:	<ul style="list-style-type: none"> <li>•Parent Notification</li> <li>•Choice/Transfer</li> <li>•Technical Assistance</li> <li>•Implement Revised School Improvement Plan</li> <li>•Use 10% of School's Title I Allocation for Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>•Parent Notification</li> <li>•Choice/Transfer</li> <li>•Technical Assistance</li> <li>•Implement Revised School Improvement Plan</li> <li>•Use 10% of School's Title I Allocation for Professional Development</li> <li>•Supplemental Educational Services</li> </ul>	<ul style="list-style-type: none"> <li>•Parent Notification</li> <li>•Choice/Transfer</li> <li>•Technical Assistance</li> <li>•Corrective Action Information to Public and Parents</li> <li>•Supplemental Educational Services</li> </ul>	<ul style="list-style-type: none"> <li>•Parent Notification</li> <li>•Choice/Transfer</li> <li>•Technical Assistance</li> <li>•Develop and Implement Restructuring Plan</li> <li>•Supplemental Educational Services</li> </ul>



# By Now You Should Have...

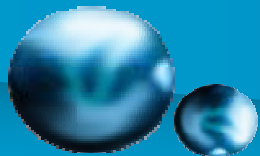
- Sent parental notification about Choice/Transfer and SES:
- Choice/Transfer option to the parents of all students
- SES Services to the parents of eligible students (students that qualify for free or reduced lunch)



# Choice/Transfer

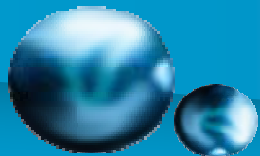
## Choice/Transfer Option





# Choice/Transfer Letters

- Choice/Transfer Option letters were sent sent to all parents of known students by August 15<sup>th</sup> of each year.
- Notification letters to parents explained AYP and the Choice/Transfer school option available to students.



# Choice/Transfer Letters

- Listed available schools, not identified for improvement, to which students may transfer to and their academic achievement record.



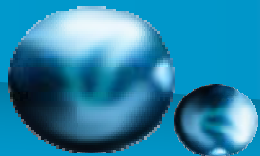
# Choice/Transfer Letters

- Where schools not identified for improvement are not available within the district, agreements with other district to accept students under Choice should have been negotiated with other districts.



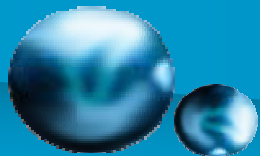
# Choice/Transfer Letters

- Noted that transportation to the schools may be paid for subject to certain cost limitations.



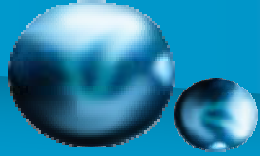
# Choice/Transfer Letters

- Drafts of proposed Choice/Transfer letters informing parents about AYP, transfer options, transportation, and the process for transfer requests are due to MDE mid-summer
- MDE provides draft samples in June of each year
- Draft copies of letters are due to MDE in July
- Letters are due to parents **August 15<sup>th</sup>**



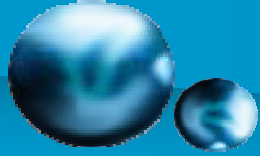
# Web Posting Requirements

- The number of students who were eligible for and who participated in Choice/Transfer option, beginning with data from the 2007–08 school year and for each subsequent year. Year to year data should remain posted.
- This information was provided to districts in January 2011 and will be updated and provided when available in the Fall.



# Web Posting Requirements

- a list of available schools to which eligible students may transfer and posted at least 14 days before the start of the school year
- the procedures and timelines for parents to apply for the Choice/Transfer options available and transportation available



# Web Posting Requirements

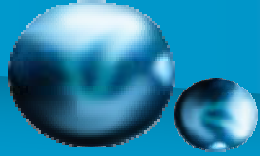
The amount equal to 20 percent of the LEA's Title I, Part A allocation, which is the amount the LEA must spend for choice-related transportation and SES (referred to as the 20 percent obligation).





# Questions...

# Questions regarding Choice/Transfer



# SES Requirements...

## Supplemental Educational Services (SES)



# Parental Notification Letter

- The letter explained that eligible students may be able to receive free tutoring  
(eligible = enrolled and free/reduced lunch)



# SES Letter

- Identified all SES providers approved to serve the district

[www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)

2010-2011 Approved SES Providers by  
District

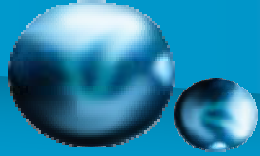


# SES Letter

- Included a description of services, qualifications and demonstrated record of effectiveness of providers

[www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)

2008-09 Extended Provider Profiles



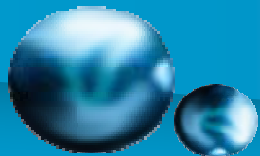
# Why 2008-09 provider data?

- We use the 2008-09 evaluation results because the 2009-10 evaluation will not be completed for some time;
- Why? Because services for 09-10 extended into the summer.



# SES Letter

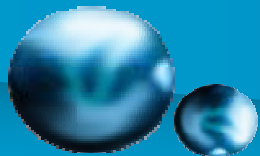
- Described procedures and timelines that parents must follow in selecting a provider
- Explained how the LEA will prioritize if there are not sufficient funds to serve all eligible students (lowest achieving students get services first)



# Reminder

- All students that qualify for free and reduced lunch in the identified building must be offered the opportunity to receive SES
- Individual student achievement does not come into play unless the demand for services exceeds the funds to pay for it





# Reminder

- SES must be offered to eligible students in all grades in the identified building. You may not only offer SES to students in the grades that took the test.
- For example, all eligible 9<sup>th</sup>-12<sup>th</sup> graders in an identified high school are offered SES, not just the 9<sup>th</sup> and 11<sup>th</sup> grade students.



# 20% Set-Aside

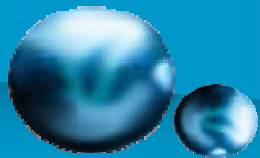
Set-aside 20% of the LEA's Title I funding for both:

- Choice/Transfer
- SES (tutoring offered outside of the regular school day by state-approved providers)



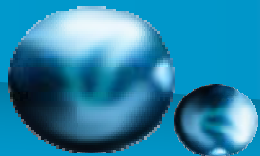
# SES Per-Student Amount

- Changes in the Title I Regulations now require the states to calculate and post this information
- This information is available at [www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)



# What Do We Do Next?

- Fulfill your Choice/Transfer requests
- Determine how much of the 20% is remaining



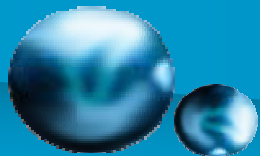
# How Much for SES?

20% set-aside = \$200,000

Choice/Transfer = \$50,000

\$200,000 - \$50,000 = \$150,000 for SES

(Insert the numbers for your LEA)



# How Many Students?

- Determine how many students can be served:

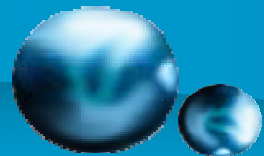
Remaining set-aside ÷ per student allocation =  
number of students who can receive SES



# Example

$$\$150,000 \div \$2,000 = 75 \text{ students}$$

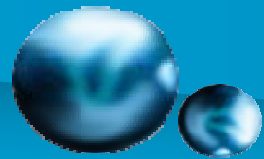
(Insert the numbers for your LEA)



# Preschool

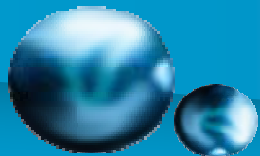
- SES may NOT be offered to preschool students, using the 20% set-aside





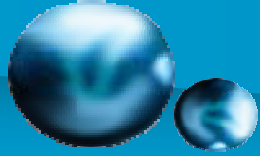
# Enrolling Students in SES

- Parents must have at least 30 days to enroll
- LEAs must make a concerted effort to enroll students in SES
- MDE encourages open enrollment, but...



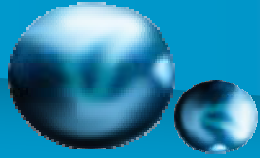
# New for 2009

- The Title I Regulations now require districts to have two “separate and distinct” enrollment windows for SES.
- The district decides when this will happen (i.e. fall/early winter, fall/spring, fall/summer, etc.)



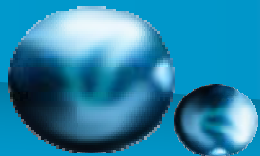
# Enrolling Students in SES

- You may use last year's free & reduced lunch info for 30 operating days after the school year starts
- New free & reduced status is effective upon approval of application



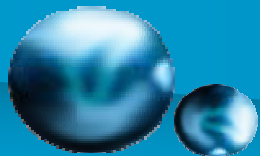
# Enrolling Students in SES

- Direct certification information is another source to be used to determine eligibility
- Was provided before the academic year began



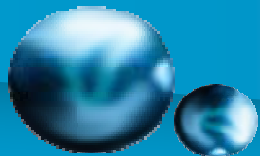
# Enrollment - FERPA

- An LEA may disclose a list of students eligible to receive supplemental educational services to possible providers only with the prior written consent of the students' parents. LEAs must comply with the prior written consent requirements of the Family Educational Rights and Privacy Act (FERPA)



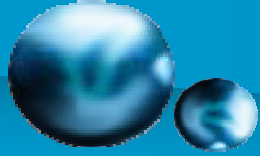
# Enrollment - FERPA

- A supplemental educational service provider is prohibited from disclosing to the public the identity of any student who is eligible for, or receiving, supplemental educational services without the written permission of the student's parents



# Enrollment – Suggestions

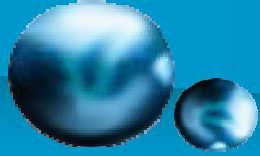
- Include a parental consent line on the supplemental educational services application form, so that parents can provide consent to share information with providers at the same time that they express their interest in receiving services



# Enrollment - Suggestions

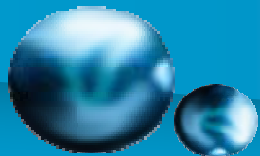
- Ask providers to give the LEA stamped envelopes containing information about the program to be mailed by the LEA to parents of eligible students. Before doing so, the LEA could let the provider know *how many* students are eligible, but not the names.





# Enrollment - Suggestions

- Give providers “directory information” on all students in the school district (whose parents have not opted out of “directory information”) and allow providers to send a mailing to all parents of students in the district.



# Enrollment - Suggestions

- Hold an “open house” or “provider fair” and invite parents to come meet with providers about their supplemental educational service programs



# Provider Fairs

- ALL providers must be given equitable access to schools, fairs, parents and students
- ALL providers approved to serve the district (including those identified as “statewide”) must be invited to participate



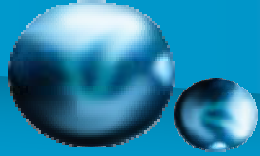
# Provider Fairs

- YOU are in charge of provider fairs
- Ensure all guidelines are followed – including Ethics and Assurances
- Only written materials may be disseminated to parents—no candy, pencils, notepads, totebags, or any other promotional items may be given to parents or others



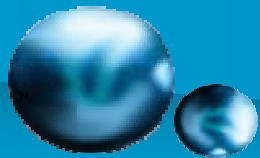
# Enrollment - Suggestions

- Provide information about SES services and providers to parents in school newsletters



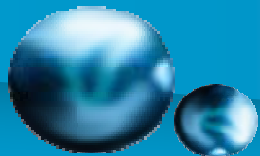
# Enrollment - Suggestions

- Leave information about each provider at eligible schools for parents to review when they visit the school. Many providers have brochures and promotional materials that can be left at school sites for parents to read.



# Selection of Providers

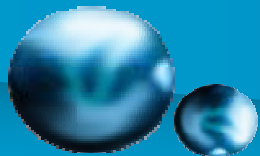
- Parent Driven
- **Must be unbiased!!!!**



# Selection of Providers

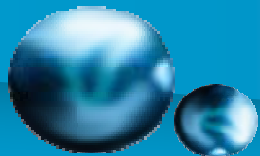
- LEA employees who have any type of relationship with a provider should not be making recommendations
- LEA should have one contact person per building for parents who request a recommendation





# Selection of Providers

- LEA/Building representatives should not be completing the portion of the application that identifies the provider
- Provider selection is parent-driven



# Parent Selection

- Parents may select any provider from the State-approved list, as long as that provider is able to provide services in or near the area served by the LEA
- This includes approved providers that use e-learning, online, or distance learning technology to provide supplemental educational services



# Selection of Providers

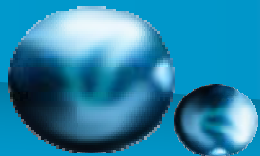
- Providers should not be filling out tutor selection forms!!!!
- Use of preprinted (typed or handwritten) selection forms is a violation of the SES Code of Ethics and Assurances



# What if we have low participation ?

Annual notification (letters) are the only requirement for choice/transfer and SES

**BUT...**



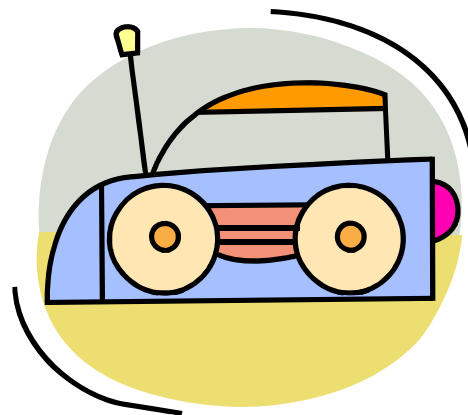
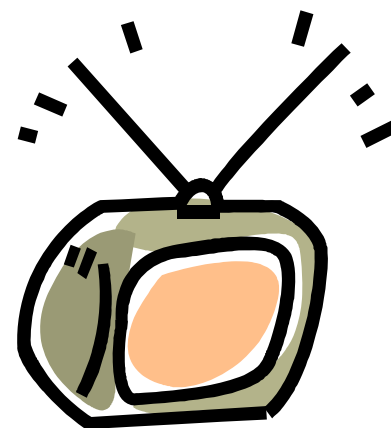
# Unspent funds

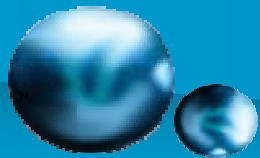
- Rolling remainder of 20% back into other Title I programs requires LEA documentation of:
  - Multiple notifications of SES using
  - Multiple methods in
  - Multiple languages (if applicable)



# Types of Notifications

- Newspaper
- Radio
- Television
- Bulletin Boards
- Conferences

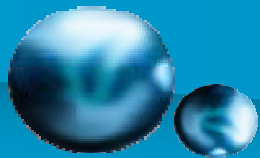




# Types of Notifications

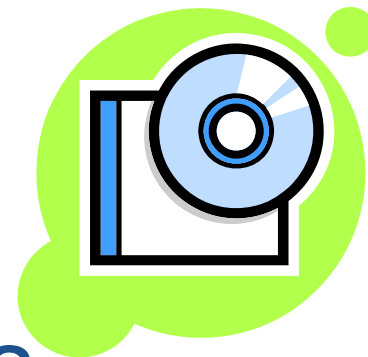
- Websites
- Community Partnerships
- Flyers
- Posters
- Open Houses



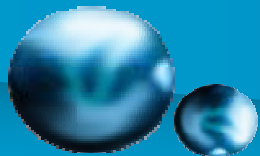


# Types of Notifications

- Parent Groups
- Provider Fairs
- Enrollment Forms to Providers
- Pamphlets
- DVD







# Types of Notifications

- Be sure to document and keep on file hardcopies and/or electronic files of all notification provided to parents, providers and community.



# Reallocating the 20%

In January, MDE will ask each LEA if any of the 20% will not be utilized for Choice/Transfer and SES. LEAs may be allowed to reallocate the set-aside at that time.



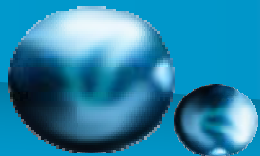
# Reallocating the 20%

- Process will require:
  - Consultation with your MDE regional field services consultant



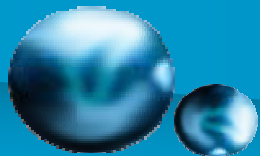
# Reallocating the 20%

- Information that will be required by MDE:
  - Evidence of all notifications
  - Number of students who transferred, number that are receiving SES and costs associated with each



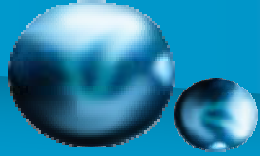
# Reallocating the 20%

- Additional information that will be required by MDE:
  - Amount that will be reserved to continue supporting the students receiving services
  - Other information to be determined-discuss with Office of Field Services Consultant



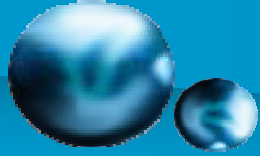
# Tutor Qualifications

- An LEA can not require a teacher to meet the “highly qualified” standards required by the *No Child Left Behind Act of 2001*
- An LEA must hold providers to the qualifications identified in the MDE application to become an approved provider



# New Web Posting Requirements

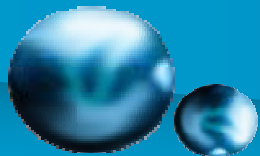
- The Final Title I Regulations now require you to post the following on your website:



# Web Posting Requirements

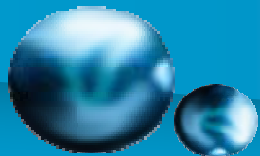
- The number of students who were eligible for and who participated in SES and public school choice, beginning with data from the 2007–08 school year and for each subsequent year;
- This information was provided to districts in January 2011 and will be updated when available for the current year.





# Web Posting Requirements

- A list of SES providers approved to serve the district, as well as the locations where services are provided for the current school year
- You can recreate this page on your own, or link to the MDE page identifying providers by district



# Web Posting Requirements

- A list of available schools to which students eligible for public school choice may transfer for the current school year.
- You should have this information by early summer.



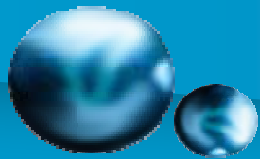
# Monitoring

- An LEA should conduct at least one formal site visit annually for each provider with which the LEA has executed a contract
- The MDE should receive copies of any information related to each formal or informal site visit



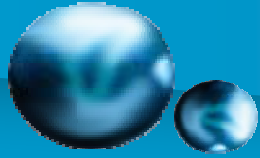
# Monitoring

- A monitoring instrument is included in the SES district guidelines
- Contact MDE if you need a copy
- District materials may be found at the MDE-SES website:  
[www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)



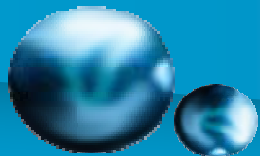
# Specific Achievement Goals

The **LEA** is required “...to develop, in consultation with parents (and the provider chosen by the parents)...” the specific achievement goals for inclusion on the Individualized Learning Plan (ILP).



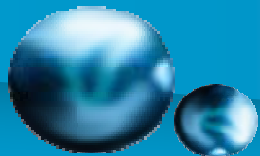
# Clarification from Washington

- On August 20<sup>th</sup>, 2008, The United States Department of Education (USED) sent the following to the state education agencies:



# Federal Policy

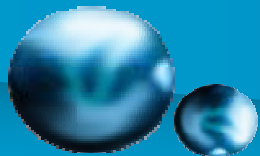
- The LEA is responsible for the creation of the ILP. The LEA may request that providers conduct the ILP process, but the LEA retains final responsibility for completing the ILP.



# Parent signature

- LEAs may not use the lack of a parent signature on the ILP as grounds to deny SES to any child whose parents have otherwise requested services.





# Federal Policy- Consultation

- Consultation with parents in creating the ILP is an integral part of the process. The LEA is responsible for contacting the parent for participation in creation of the ILP. The LEA may request that providers consult with the parents to create the ILP, but the LEA retains final responsibility for the parent consultation.



# Federal Policy -Consultation

- LEAs may not use the lack of parent involvement in the creation and or approval of the ILP as grounds to deny SES to any child whose parents have otherwise requested services.



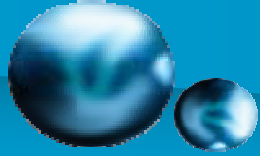
# MDE Policy

- MDE Policy reflects the Federal policy
- Contact MDE for a copy of this-  
contained in a Memorandum to LEAs  
from Sally Vaughn, Deputy  
Superintendent, dated December 15,  
2008.



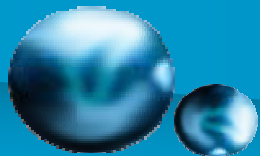
# Computers...

- The Federal policy letter of August 20<sup>th</sup> also contained the following:



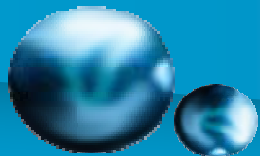
# Computers...

- Technology based providers (those using the internet or other technological means to tutor) may supply students with computers or other equipment to facilitate tutoring.



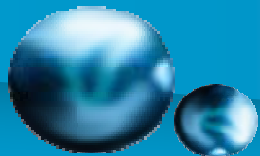
# Computers...

- Students may keep the computers at the completion of tutoring if the primary purpose of those computers is instructional.
- If the primary use of the computers is not instructional, they are not allowable under state policy and are considered incentives.



# MDE Policy

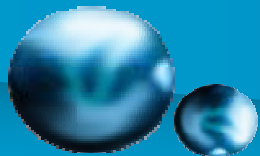
- MDE policy reflects the Federal Policy
- Contact MDE for a copy
- Providers may NOT promote the fact that students may keep computers as inducement to students and parents to enroll with the provider



# Important!

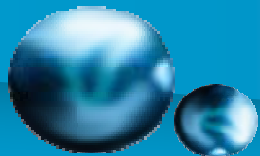
- Districts/PSAs should establish written guidelines for SES providers
- Include in your contracts for providers to sign (as an addendum)





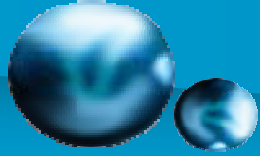
## However...

- LEAs may not impose requirements that relate to whether a provider has an effective educational program
- Under no circumstances may an LEA refuse to offer as an option to parents any provider on the State-approved list because of program design concerns



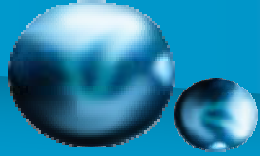
## However...

- an LEA may not require an additional approval or impose additional program design requirements, except the requirement to abide by applicable local health, safety, and civil rights laws



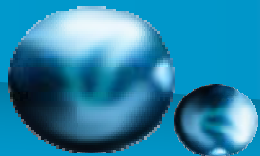
# A Note About Contracts...

- Two basic models LEAs use (offered as a suggestion):



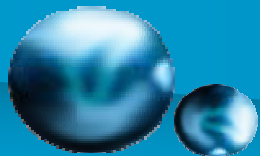
# Model 1: wait for enrollment

- Wait for return of tutor selection/enrollment forms
- Offer contracts only to providers that actually have students signed up for services



## Model 2: Offer to all

- Offer SES contracts to all providers that indicated they would serve your district/PSA
- Include language to the effect “if no students sign up for services with your company... the SES contract is null and void”



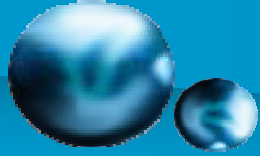
# A Note About Contracts...

- In drafting contracts, LEAs should consider that the per student allocation for SES in the district could change
- Preliminary amounts are provided, and later, Final amounts may differ



# Timeline for Services

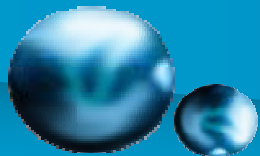
Services should begin by November 1<sup>st</sup> and continue until each student's allocation is exhausted, or the end of the school year



# Attendance/Invoices

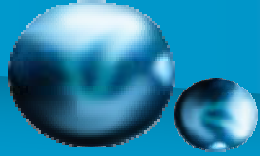
- Contracts should contain information on proper procedures for collecting student attendance and submitting invoices





# Attendance/Invoices

- MDE suggests prescriptive language detailing the timelines and procedures for the submission of attendance and invoice documents
- It is better to have frequent invoices rather than receiving a \$150,000 bill at the cessation of 3 or 4 months of service



# Attendance/Invoices

- MDE also suggests including contractual language that stipulates invoices may not be paid if providers fail to follow district/PSA procedures.



# Hourly Rate

- Providers may not charge more than the maximum hourly rate specified in the application
- LEAs may negotiate lower hourly rates
- These rates have been sent to LEAs



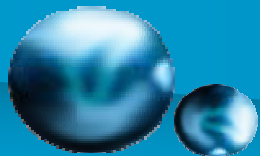
# Hourly Rate

- Districts MAY NOT cap the hourly rate for providers. The provider rate is approved by the State.
- Districts must honor the hourly rate unless they NEGOTIATE a lower rate with providers



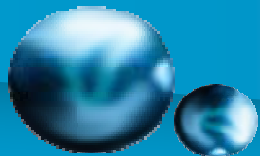
# Building Use

- LEAs may allow providers in the school building, either free of charge or for a reasonable fee.



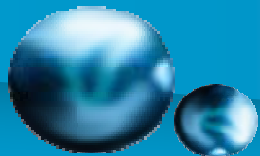
# Building Use

- Use of the school building by providers must be on the same basis and terms as are available to other groups that seek access to the school
- No preference may be given to any provider



# Building Use

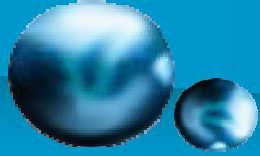
- If many providers are approved to serve an LEA, or if other after-school programs are housed in the LEA's schools, it may not be possible to have all providers use school buildings



# Building Use

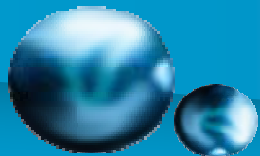
- In this case, the LEA should select providers to operate on-site in a manner that is fair, transparent, and objective (i.e. publicly observed lottery or other random selection process).





# SES Data Reporting

- CEPI SES Portal (unless your district uses a privately purchased SES management system – contact MDE if this is the case)
- <https://cepi.state.mi.us/ses/login.aspx?ReturnUrl=%2fses%2fdefault.aspx>



# SES Data Reporting

- Person from district/PSA entering data must fill out an SES security agreement
- <https://cepi.state.mi.us/SES/docs/TitleISESSecurityDistrictSchool.pdf>



# SES Data Reporting

- Form is sent to CEPI
- Questions: **[cepi@michigan.gov](mailto:cepi@michigan.gov)**



## SES | Login

### Login to the SES

Welcome to the Title I Supplemental Educational Services (SES) Application developed by the Center for Educational Performance and Information (CEPI). The SES is designed to collect information about the Title I supplemental services provided to students in Title I schools whose phase of improvement is phase 2 or higher in Michigan.

In order to access the SES, you must hold a valid MEIS account and have submitted a security agreement form signed by your district's superintendent.

For more information, please choose from the following options:

- [SES User's Guide](#) PDF
- [SES Security Agreement Form](#) PDF
- [Obtaining a MEIS Account](#)

If you experience any problems accessing the application, please contact the CEPI Customer Support at [CEPI@michigan.gov](mailto:CEPI@michigan.gov) or call 517-335-0505 and follow the prompts. Please provide your name, telephone number (including area code and extension), district code, and district name(if applicable) along with your message.

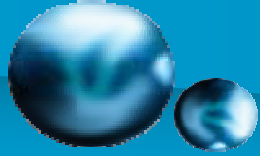
#### MEIS Login

User Name:

Password:

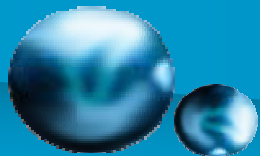


[Forgot your password?](#)



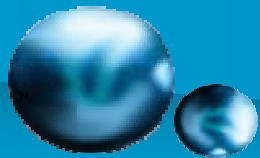
# SES Data Reporting

- Database is pre-populated with all SES eligible students



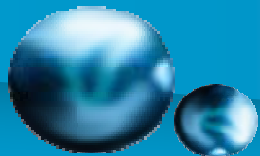
# SES Data Reporting

- Two data capture points:
  - initiation of services (check box next to student name to indicate if he/she is receiving services)
  - at completion of services



# Who do we report on?

- Every student that received services.



# Important!

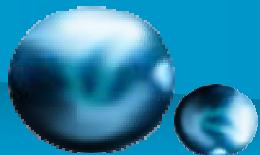
- Make sure every student that received services was assigned to the correct provider (or providers).
- Make sure every student that received services has his or her hours of service finalized, including subjects he/she was tutored in.





# Portal

Grade	UIC	Name	Date Of Birth	Gender	SRSD Exit Code	Provider	Subject Hours
12	[REDACTED]	[REDACTED]	1/17/1989	M	19	<div> <input type="text"/> <input type="button" value="v"/> </div> <div> <div>M</div> <div>RE</div> <div>O</div> </div> <div> <a href="#">Assign Another Provider</a> <div>Total hours</div> <div>0</div> </div>	
12	[REDACTED]	[REDACTED]	1/18/1993	F	08	<div> <input type="text"/> <input type="button" value="v"/> </div> <div> <div>M</div> <div>RE</div> <div>O</div> </div> <div> <a href="#">Assign Another Provider</a> <div>Total hours</div> <div>0</div> </div>	
07	[REDACTED]	[REDACTED]	8/2/1995	F	19	<div> <input type="text"/> <input type="button" value="v"/> </div> <div> <div>M</div> <div>RE</div> <div>O</div> </div> <div> <a href="#">Assign Another Provider</a> <div>Total hours</div> <div>0</div> </div>	
12	[REDACTED]	[REDACTED]	10/28/1990	M	19	<div> <input type="text"/> <input type="button" value="v"/> </div> <div> <div>M</div> <div>RE</div> <div>O</div> </div> <div> <a href="#">Assign Another Provider</a> <div>Total hours</div> <div>0</div> </div>	
11	[REDACTED]	[REDACTED]	11/30/1991	M	19	<div> <input type="text"/> <input type="button" value="v"/> </div> <div> <div>M</div> <div>RE</div> <div>O</div> </div> <div> <a href="#">Assign Another Provider</a> <div>Total hours</div> <div>0</div> </div>	



# Portal

Grade	UIC	Name	Date Of Birth	Gender	Exit Code	Provider	Subject Hours
12	[REDACTED]	[REDACTED]	1/17/1989	M	19	<div>CEPI - Data Submission https://cepi.state.mi.us/SES/submission/StudentForm.aspx?bcode=406</div> <div> <input type="text"/> <ul style="list-style-type: none"> <li>A to Z In Home Tutoring LLC</li> <li>Academic Achievement Tutoring Services</li> <li>Ace It! Detroit</li> <li>Developing Math Concepts, LLC</li> <li>EduTech Mobile Learning Center</li> <li>Get it Done</li> <li>IMAGE Personal Success Training</li> <li>Learning Disabilities Clinic, Inc.</li> <li>Math Savvy Institute</li> <li>Mathnasium The Math Learning Center</li> <li>McCully's Educational Resource Center</li> <li>Metropolitan Certified Teachers Association</li> <li>Sylvan Learning Center - Dearborn</li> </ul> </div>	M <input type="text"/> RE <input type="text"/> O <input type="text"/> hours 0
12	[REDACTED]	[REDACTED]	1/18/1993	F	08	<div> <input type="text"/> <ul style="list-style-type: none"> <li>Get it Done</li> <li>IMAGE Personal Success Training</li> <li>Learning Disabilities Clinic, Inc.</li> <li>Math Savvy Institute</li> <li>Mathnasium The Math Learning Center</li> <li>McCully's Educational Resource Center</li> <li>Metropolitan Certified Teachers Association</li> <li>Sylvan Learning Center - Dearborn</li> </ul> </div>	M <input type="text"/> RE <input type="text"/> O <input type="text"/> hours 0
07	[REDACTED]	[REDACTED]	8/2/1995	F	19	<div> <input type="text"/> <ul style="list-style-type: none"> <li>Sylvan Learning Center - Dearborn</li> </ul> </div>	M <input type="text"/> RE <input type="text"/> O <input type="text"/> <a href="#">Assign Another Provider</a> Total hours 0
12	[REDACTED]	[REDACTED]	10/28/1990	M	19	<div> <input type="text"/> <ul style="list-style-type: none"> <li>Sylvan Learning Center - Dearborn</li> </ul> </div>	M <input type="text"/> RE <input type="text"/> O <input type="text"/> <a href="#">Assign Another Provider</a> Total hours 0



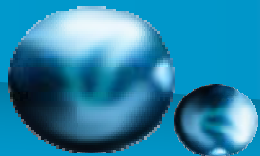
# Complaint Process

- Complaints should first be reviewed and investigated by the district prior to referring the complaint to MDE
- Referral of complaints by the district to MDE should include copies of all documentation which supports the complaint



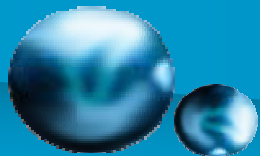
# Complaint Process

- Complaints must be submitted in writing (hard copy or email) to MDE, and MDE will launch a formal investigation.
- The written complaint process, including a complaint form, may be found at: [www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)



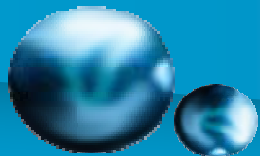
# Complaint Process

- LEAs may not prevent an approved provider from serving in the LEA.
- LEAs may request from the MDE that a provider be removed or suspended from the LEA for reasonable cause.



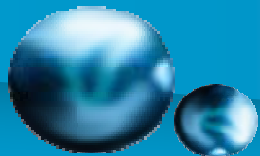
# Common Reasons for Complaints

- Failure to serve districts named in the application
- Failure to follow the SES assurances
- Violations of the SES Code of Ethics, e.g. use or payment of unallowable incentives for student recruitment; distribution of preprinted SES enrollment forms by providers; falsified billing



# Complaint Resolution

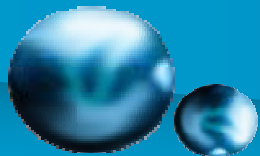
- Complaints brought to MDE “out of the chain of command” will be referred back to the LEA for investigation first
- LEAs are encouraged to investigate complaints



# Investigation/Resolution Timeline

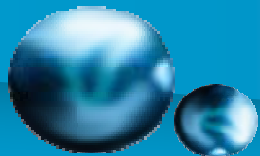
- A letter will be sent by mail or email to the involved parties notifying them of the impending investigation within ten (10) business days of receipt of the complaint.





# Investigation methods:

- site visits
- conducting interviews
- conducting telephone investigations
- gathering testimony



# Investigation methods

- examining records
- collecting documentation
- conducting hearings
- taking any other appropriate actions to gather facts and information necessary to reach conclusions



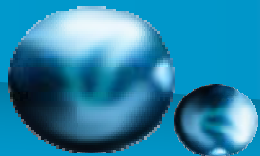
# Complaint Resolution

- The Director of the Office of Education Improvement & Innovation or designee, shall determine, within sixty (60) days of initiating the investigation, that the investigation proceedings are complete and thorough and approve a report that indicates findings of:



# Resolution - continued

- violation or no violation
- responsible parties (in violation); or
- corrective actions in cases of violation



## Final Note:

- All decisions and corrective actions issued by the department are final.
- There is no appeal process



# References: SES Guidance

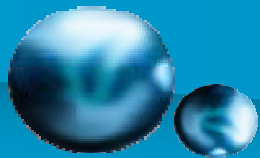
These documents may be found on the MDE-SES website:

- [Title I, Part A-Section 1116\(e\)](#)
- [Federal Non-Regulatory Guidance](#)
- [District Guidelines for Supplemental Educational Services](#)



# Questions...

## Questions regarding SES



# Contact Information

**Greg Olszta**

*SES Consultant*

**Michigan Department of Education**

517-241-4715

[MDE-SES@michigan.gov](mailto:MDE-SES@michigan.gov)

[www.michigan.gov/mde-ses](http://www.michigan.gov/mde-ses)