

Office of the Ombudsman for Public Education Fiscal Year 2019 Performance Oversight Questions

Program Operations and Community Engagement

- Q1. What were the major accomplishments of the Office of the Ombudsman for Public Education in FY19 and to date in FY20?
- Q2. Identify any legislative, statutory, or regulatory requirements that the Office of the Ombudsman lacks sufficient resources to properly implement. Please note any operational or logistical barriers to your office's operations.
- Q3. Provide the Committee with the mission, vision, goals, and services for the Office of the Ombudsman for Public Education.
- Q4. Provide the Committee with the operational guidelines for the Office of the Ombudsman.
- Q5. Does the Ombudsman have the resources necessary to execute her duties? If not, describe the areas in which resources are lacking.
- Q6. Describe the Office of the Ombudsman's stakeholder engagement and outreach efforts for FY19 and to date in FY20.
- Q7. Regarding complaints to the Office of the Ombudsman, provide the Committee with the following information for FY19:
- a. Number of complaints received and completed;
 - b. Number of complaints examined and resolved informally;
 - c. Number of complaints examined and resolved formally;
 - d. Complaints dismissed;
 - e. Number of complaints pending;
 - f. Number of recommendations made;
 - g. Number of recommendations followed; and,
 - h. A description of the most frequent issues handled by the Ombudsman's office.
- Q8. Describe the Office of the Ombudsman's process for prioritizing, waitlisting, and referring cases.
- Q9. Please discuss policy recommendations included in the Ombudsman's annual report. Provide information on how to best implement policy recommendations included in the report. What has been the response to the Ombudsman's annual report from other education agencies?
- Q10. Besides in person meetings with a translator and translated brochures, what other ways does the Office of the Ombudsman for Public Education comply with the Language Access Act?

- Q11. Are the Office of the Ombudsman's information technology needs met? If not, what areas are in need of attention (i.e. computer support, internet and phone functionality, etc.)?
- Q12. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY19 or FY20 to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).
- Q13. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY19 and FY20, to date, whether or not those allegations were resolved.
- Q14. Please list the administrative complaints or grievances that the agency received in FY19 and FY20, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY19 or FY20 to date, describe the resolution.

Performance Plan

- Q15. Provide the Ombudsman's performance plan/strategic plan for FY19. Did the Office of the Ombudsman for Public Education meet the objectives set forth in the plan? Provide a narrative description of what actions the office undertook to meet the key performance indicators including an explanation as to why any indicators were not met.
- Q16. Provide the agency's performance plan/strategic plan for FY20. What steps has the Office of the Ombudsman for Public Education taken in FY19 and to date in FY20 to meet the objectives set forth in the plan?

Interagency Collaboration

- Q17. What efforts have been made to improve the Office of the Ombudsman for Public Education's functions in FY19 and FY20 to date? Describe efforts to collaborate with boards and agencies to engage in District education initiatives and include in your response specifically any partnerships or collaborations with the following:
- a. Office of the State Superintendent of Education;
 - b. Office of the Deputy Mayor for Education;
 - c. DC Public Schools;
 - d. DC Public Charter Schools;
 - e. DC Public Charter School Board;
 - f. Office of Human Rights' Citywide Youth Bullying Prevention Program; and
 - g. DC Public Libraries.

*FY2019 Performance Oversight Questions
Office of the Ombudsman for Public Education*

- Q18. Describe the Office of the Ombudsman for Public Education's relationship with the State Board of Education and any improvements that can be made.
- Q19. Describe the Office of the Ombudsman for Public Education's relationship with the Office of the Student Advocate and any improvements that can be made.