

# **The Impartial Hearing Reporting System**

## **Help File**

# THE UNIVERSITY OF THE STATE OF NEW YORK

## Regents of The University

MERRYL H. TISCH, <i>Chancellor</i> , B.A., M.A., Ed.D. ....	New York
MILTON L. COFIELD, <i>Vice Chancellor</i> , B.S., M.B.A., Ph.D. ....	Rochester
ROBERT M. BENNETT, <i>Chancellor Emeritus</i> , B.A., M.S. ....	Tonawanda
JAMES C. DAWSON, A.A., B.A., M.S., Ph.D. ....	Plattsburgh
ANTHONY S. BOTTAR, B.A., J.D. ....	Syracuse
GERALDINE D. CHAPEY, B.A., M.A., Ed.D. ....	Belle Harbor
HARRY PHILLIPS, 3rd, B.A., M.S.F.S. ....	Hartsdale
JAMES R. TALLON, JR., B.A., M.A. ....	Binghamton
ROGER TILLES, B.A., J.D. ....	Great Neck
KAREN BROOKS HOPKINS, B.A., M.F.A. ....	Brooklyn
CHARLES R. BENDIT, B.A. ....	Manhattan
BETTY A. ROSA, B.A., M.S. in Ed., M.S. in Ed., M.Ed., Ed.D. ....	Bronx
LESTER W. YOUNG, JR., B.S., M.S., Ed. D. ....	Oakland Gardens
CHRISTINE D. CEA, B.A., M.A., Ph.D. ....	Staten Island
WADE S. NORWOOD, B.A. ....	Rochester

### **Commissioner of Education**

#### **President of the University of the State of New York**

DAVID M. STEINER

### **Associate Commissioner for Special Education**

REBECCA H. CORT

The State Education Department does not discriminate on the basis of age, color, religion, creed, disability, marital status, veteran status, national origin, race, gender, genetic predisposition or carrier status, or sexual orientation in its educational programs, services and activities. Portions of this publication can be made available in a variety of formats, including braille, large print or audio tape, upon request. Inquiries concerning this policy of nondiscrimination should be directed to the Department's Office for Diversity, Ethics, and Access, Room 530, Education Building, Albany, NY 12234. **Requests for additional copies of this publication may be made by contacting the Publications Sales Desk, Room 309, Education Building, Albany, NY 12234.**

# The Impartial Hearing Reporting System Help File

This document is designed to assist users with understanding and navigating the Impartial Hearing Reporting System (IHRS). From basic information about IHRS to closing a case, many answers to your questions may be found here.

## Table of Contents

### Getting Started

<b>Impartial Hearing Process .....</b>	<b>7</b>
Responsibilities for Data Reporting and Monitoring .....	7
Timelines for Impartial Hearings .....	12
<b>Logging On to the Impartial Hearing Reporting System .....</b>	<b>15</b>
Accessing the Help File .....	15
How to Obtain an IHRS Username and Password .....	15
Steps to Log On to IHRS .....	16
How to Troubleshoot Log On Problems .....	19
Changing Password .....	20
Resetting Password .....	21
How to Log Out of IHRS .....	21
<b>Helpful Information .....</b>	<b>23</b>
Browser Basics .....	23
<b>IHRS Basics .....</b>	<b>24</b>
Using the CAL Link, List Box and List of Values Functions .....	24
Finding, Entering and Saving Data .....	25
Success and Error Messages .....	26
Pop-Up Error Messages .....	26
Data Change Requests .....	26
Modifiable Fields Chart .....	27
Screen Navigation .....	28
<b>Using Basic Data Analysis .....</b>	<b>29</b>
Request Date Range .....	29
Navigating Search Results .....	30
Open a Case from Search Results .....	30

<b>Getting Help .....</b>	<b>31</b>
Questions on the Impartial Hearing Process .....	31
Regulatory Information .....	31
Technical Help .....	31
Online Help .....	31
<b>Maintaining a Case</b>	
<b>Opening a Case .....</b>	<b>32</b>
What is a Case? .....	32
When to Enter a Case .....	33
How to Enter a Case .....	33
Steps to Initially Open a Case .....	35
How to Find a Case .....	36
<b>Appointing an IHO .....</b>	<b>38</b>
School District Responsibility .....	38
IHO Responsibility .....	39
First Time District Accesses IHRS – Setting the District Initial Marker .....	39
Accessing the IHO Rotational List .....	41
Contacting an IHO from the IHO Rotational List .....	41
Steps to Enter IHO Contact Information .....	44
Appointing an IHO .....	46
Recuse or Rescind IHO Appointment .....	47
Appointing an IHO Troubleshooting Checklist .....	50
<b>Case Issues .....</b>	<b>51</b>
What is a Case Issue? .....	51
When to Enter a Case Issue? .....	51
When to Enter an Issue Decision .....	52
Case Issues Troubleshooting Checklist .....	55
<b>Resolution Period .....</b>	<b>56</b>
What is a Resolution Period? .....	56
What is a Resolution Meeting and When Does it Occur? .....	56
How to Close a Resolution Period .....	57
Resolution Period Troubleshooting Checklist .....	60
Does Mediation Affect the Resolution Period? .....	61
Mediation Troubleshooting Checklist .....	64

<b>Hearings</b> .....	<b>65</b>
What is a Hearing? .....	65
When to Enter a Hearing .....	65
Hearing Troubleshooting Checklist .....	67
<b>Amendments</b> .....	<b>68</b>
What is an Amendment? .....	68
When to Enter an Amendment .....	68
What Happens to the Timeline When a Case is Amended? .....	68
Steps to Enter an Amendment .....	69
Amendments Troubleshooting Checklist .....	70
<b>Extensions</b> .....	<b>71</b>
What is an Extension? .....	71
How to Enter an Extension .....	72
Troubleshooting Entering Extensions .....	75
Case Extension Form .....	77
<b>Closing a Case</b>	
<b>How to Close a Case</b> .....	<b>78</b>
<b>What May Be Entered After the Case is Closed?</b> .....	<b>81</b>
<b>Closing a Case Troubleshooting Checklist</b> .....	<b>82</b>



# Getting Started – Impartial Hearing Process

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5 (j)

The Regulations of the Commissioner of Education outline the school district's responsibility to report data on impartial hearings to the State Education Department's Office of Special Education. Any district that receives or initiates a request for an impartial hearing must immediately enter the request and record all relevant case information in the web-based Impartial Hearing Reporting System (IHRS). IHRS is a real time system, data entered by the district is immediately recorded and displayed for the purpose of daily monitoring of the timeliness of impartial hearing decisions. The school district's timely data entry is key to accurate reporting.

Confidentiality is assured in IHRS because no student-specific identifying information is captured. IHRS does not record the name of the student, parents or attorneys involved in an impartial hearing case. A case number is assigned upon the school district's entry of a record. This case number is used in all references to the case. In IHRS school districts have access to their own case information and Impartial Hearing Officers (IHO) have access to information in cases to which they are appointed.

## Responsibilities for Data Reporting and Monitoring

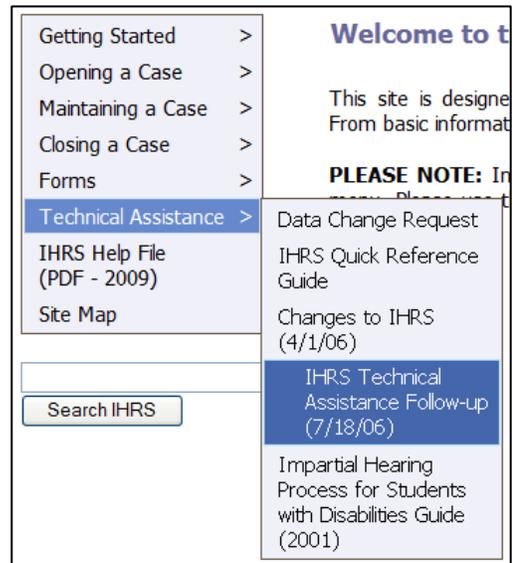
### School District Responsibilities

The school district is responsible for timely reporting of all dates and actions related to an impartial hearing in IHRS throughout the process, from receipt of request to closing the case. The district's policies and procedures relative to impartial hearings and reporting should address each of the items below:

1. Training for all district staff involved in the impartial hearing process (i.e. contacting the IHO, representing the district in the hearing, attending the hearing, entering hearing data to the IHRS etc.). Useful elements to include in the training program are:
  - The Commissioner's Regulations regarding impartial hearings (200.5) which are posted on the State Education Department (SED) website at:  
<http://www.p12.nysed.gov/specialed/lawregs/2001-2005-809.pdf>.
  - Contents of SED's guide to the *Impartial Hearing Process for Students with Disabilities*. This document is posted on the SED website at:  
<http://www.p12.nysed.gov/specialed/publications/policy/ihprocessguide.htm>.
  - Contents of the IHRS Help File. This information is accessed by clicking on the **Help** icon located anywhere in the IHRS site.

- Emphasis on the timelines related to the request, appointment, hearing, extension and decision events of the process. To access this information:

- 1) Click on the **Help** icon located anywhere in the IHRS site to access the online Help File
- 2) Click on **Technical Assistance** listed on the online Help File navigation menu
- 3) Under Technical Assistance click on **IHRS Technical Assistance Follow-up (7/18/06)**.



- Clarification of the responsibility of the district representatives (often the district attorney) and the data entry person in data collection.

2. Identify at least **two** individuals in the district to have access to IHRS to enter impartial hearing data (e.g., primary user and backup user).

- Each IHRS user must have a current username and password to access IHRS.
- To whom do these individuals take data collection/entry concerns (e.g., have not received the data from district attorney or the IHO and/or data is not clear)?

3. Identify the process for handling impartial hearing requests in the district by answering the following questions:

- Who receives and date stamps the request?
- Who enters the information in IHRS?
- Who contacts the IHO? Is this person familiar with the rotational selection process?
- Does the district use IHRS to document all IHO contact and appointments?
- Does the district have a BOE Designee who can immediately appoint the IHO after the district identifies who is next in the rotation and confirms availability? See **Maintaining a Case: Appointing an IHO: School District Responsibility** (p. 38) for more information regarding a BOE Designee.
- How does the person who contacts and notifies the IHO of the appointment document their actions? How is this information communicated to the data collection/entry person?
- If the IHRS is not used to maintain contact information, are these records available upon request?
- Is this process any different if an appointment is rescinded or the IHO recused him or herself?

- Does the appointment letter to the IHO include the name and fax number of the data collection/entry person, so the IHO may fax hearing information directly to them?
  - Does the district forward the compensation policy to the IHO with each appointment?
  - Does the district forward the data collection policy to the IHO with each appointment? The district data collection policy outlines the district's expectation for communication of required extension and decision information.
  - How does the district notify the IHO when the resolution period has ended before the thirty days?
  - How does the district notify the IHO when a case is settled or withdrawn?
4. Develop procedures/policy that clearly outline how the district will fulfill its reporting responsibilities. The policy should include:
- Expectations regarding the timeliness of data communication.
  - Address the use of data collection mechanisms. (Worksheets suggested – see **Maintaining a Case: Extensions: Case Extension Form** (p. 77) as an example in data collection forms for data entry in IHRS.)
  - Ensure the IHO/district representative has contact information for the data collection/entry person in case questions arise pertaining to the collected information.

The district may wish to include the following in its procedure:

- The district may choose to have a policy which requires the district representative participating in the hearing to use the data collection sheets and submit them to the data collection/entry person. This policy may include district staff (i.e. CSE Chair, Director of Pupil Personnel) or district's counsel.
  - It may have a policy in place which requires the IHO to use data collection sheets and submit them to the data collection/entry person. However, if the IHO fails to follow district policy regarding data collection/transmission, this does not relieve the district of its reporting responsibility, particularly since the district is a party to the hearing and presumably the IHO is communicating with both parties at the hearings or by phone or mail.
5. Develop a process to address how the district will handle email notifications generated by IHRS for late appointments or late cases.
- To whom will the superintendent forward notification?
  - Who is responsible for responding to the notifications?

### **Changes in School District Staff Information**

IHRS retrieves contact information from the State Education Department Reference File (SEDREF) when notifying the Superintendent and Director of Special Education (DSE) of impartial hearing case activity. If the Superintendent's or DSE's contact information is changed

or becomes inactive and is not updated in the SEDREF system they may not receive important notifications regarding impartial hearing case activity.

To ensure there are no interruptions in the appropriate staff receiving IHRS notifications the NYSED's Office of Information and Reporting Services (IRS) must be formally notified so that SEDREF can be updated. Office of Special Education staff do not have authorization to change school district staff contact information in SEDREF. If there has been a change in staff, staff contact information or the information entered in SEDREF is incorrect please see the following:

- For changes to the school district superintendent, notification must be submitted on district letterhead and signed by the former or new superintendent. Please include the staff person's name, title, phone number, email address and indicate that it is a staff contact information change. The notification may be sent via fax to (518) 474-4351, as an email attachment to **SEDREF@mail.nysed.gov** or by post mail to:

New York State Education Department  
Office of Information and Reporting Services  
89 Washington Avenue, Rm. 865 EBA  
Albany, New York 12234

- For changes to the DSE's contact information the district may submit notification by email to **SEDREF@mail.nysed.gov**. Please include the staff person's name, title, school district name, phone number, email address and indicate that it is a staff contact information change.

## **Impartial Hearing Officer Responsibilities**

The Impartial Hearing Officer (IHO) is responsible for communicating all hearing related information to both parties. This communication includes but is not limited to:

- Response to a request to rule on the sufficiency of a request,
- Response to a request to amend the due process complaint,
- Scheduling of hearing dates and closure of the record,
- Response to each request for an extension, in writing, to both parties. A suggested reporting form is available for IHOs to use to submit extension information to the school districts. See **Maintaining a Case: Extensions: Case Extension Form** (p. 77).
- The IHO must render and mail his or her written decision to both parties no later than 14 days after the record close date.
- The IHO must render a written decision regarding pendency prior to determining any other issue relating to the evaluation, identification or placement of a student. See **Maintaining a Case: Hearings: What is a Hearing?** (p. 65) for more information regarding pendency.

## **Office of Special Education Responsibilities**

The Office of Special Education monitors the timeliness of impartial hearing officer appointments and the timeliness of decisions on a daily basis.

### **Late Appointment Monitoring**

The district has a responsibility to enter an impartial hearing request immediately upon receipt and to initiate appointment of a hearing officer within two days of receipt of the request.

Failure to appoint a hearing officer or failure to enter the appointment data in IHRS results in the following:

- Initial notification to the school district superintendent and director of special education that the appointment is overdue.
- Second notification to the school district superintendent and director of special education that the appointment continues to be overdue if after the initial notification the district has still not appointed an IHO.
- Contact with the superintendent to review the activity with district staff and to set a timeline to address the late appointment, a letter is sent to the superintendent to confirm the agreed upon timeline.
- Failure to meet the agreed upon timeline results in a referral of the issue to New York State Education Department's Special Education Quality Assurance (SEQA) for noncompliance.

### **Late Decision Monitoring**

The district has a responsibility to enter issue, hearing, extension and other case information as it occurs. Failure to report time sensitive data may result in the appearance of noncompliance. The case information in IHRS is reviewed daily to ensure compliance with the required regulatory timelines. The Office of Special Education monitoring protocols include notification to the district and IHO of noncompliance in any aspect of the case. The notification processes include:

- An initial notification of a late decision is sent to the school district superintendent, director of special education/pupil services and the IHO when a case is open and the compliance date (the date the decision is due) of a case has passed.
- A second notification of a late decision is sent to the school district superintendent, director of special education/pupil services and the IHO if the initial notification was unsuccessful and the case remains out of compliance.
- The Office of Special Education contacts the district representative, noted on the case, when the initial and second notifications are unsuccessful and the case remains out of compliance. If it is found that the reason the case appears late is due to district failure to enter the case data in a timely or appropriate manner the following steps occur:

- Technical assistance is provided to the district to address the data entry issue. A date for correction of the issues is established with the district. If the correction is not completed by the agreed upon date the district may be contacted again.
  - If the case continues to appear out of compliance, and the contact with district staff has proven unsuccessful, the Office of Special Education contacts the school district superintendent to review the district responsibility on the case and determine a date for correction. A letter is sent to the superintendent documenting the date for correction and outlining the non-compliance issue(s). The SEQA Regional Associate (RA) and RA supervisor receive a copy of the letter.
  - If the issue is not corrected by the date identified in the letter to the superintendent and the case continues to appear out of compliance the district is referred to SEQA for corrective action.
- When the contact with the district determines that the reason the case appears late is due to the IHO's failure to render a decision in a timely manner, the Office of Special Education will contact the IHO to correct the issue. When contact with the IHO fails to correct the noncompliance the Office of Special Education uses a series of Noncompliance Alerts/Notification emails with the IHO. Failure to respond to the Alert/Notifications by bringing the case into compliance with Section 200.5(j)(5) of the Regulations of the Commissioner of Education, may result in an order from the Commissioner to render the decision or other action as outlined in Section 200.21(b) *Procedures for suspension or revocation of impartial hearing officer certification.*

## **Timelines for Impartial Hearings**

The time line for an impartial hearing case begins when the district receives a written due process complaint notice (impartial hearing request) from the parent for an impartial hearing or the school district initiates an impartial hearing. The table below identifies the number of days by which certain activities are expected to be completed.

Case Type	IHO Selection Process Initiated	IHO Appointed	Resolution Period	First Hearing Date	Decision Issued
<b>CSE</b>	Within 2 days from receipt of request.	Immediately	A period of no more than 30 days from receipt of request for parent-initiated requests. A Resolution Meeting must occur within 15 days from receipt of request.	Occurs within 14 days of the end of the resolution period for parent-initiated requests and within 14 days from receipt of request for district-initiated requests.	45 calendar days from the end of the resolution period for parent initiated requests; from the receipt date for district initiated requests; unless an extension is granted.
<b>CPSE</b>	Within 2 days from receipt of request.	Immediately	A period of no more than 30 days from receipt of request for parent-initiated requests. The Resolution Meeting must occur within 15 days from receipt of request.	Occurs within 14 days of the end of the resolution period for parent-initiated requests and within 14 days from receipt of request for district-initiated requests.	30 calendar days from the end of the resolution period for parent initiated requests; from the receipt date for district initiated requests; unless an extension is granted.
<b>Expedited</b>	Within 2 days from receipt of request.	Immediately	A period of 15 days from receipt of request for parent-initiated requests. The Resolution Meeting must occur within 7 days from receipt of request.	Occurs within 20 school days from date the hearing request is filed.	10 school days after the hearing. No extensions are granted for expedited requests.

### Other Timelines Associated with the Impartial Hearing Process

- The district must allow an IHO 24 hours to respond to a district contact regarding availability to serve as an IHO.
- In order to ensure that the time lines are accurately implemented the district is responsible for notifying the IHO when:
  - Both parties have agreed, in writing, to waive either the entire resolution period or a remainder of the period.

- Both parties agree, in writing, to continue mediation or either party has withdrawn from mediation. See **Maintaining a Case: Resolution Period: Does Mediation Affect the Resolution Period?** (p. 61) for more information on mediation.
- Both parties have executed a settlement agreement during the resolution period and are closing the case as settled.
- New hearing information must be disclosed to each party at least 5 business days prior to a hearing or 3 business days in the event of an expedited case.

See **Maintaining a Case: Appointing an IHO** (p. 46) for more information regarding contacting and appointing an IHO.

## Logging On to the Impartial Hearing Reporting System

You may access IHRS from any computer with access to the Internet by going to the State Education Department home page at [www.nysed.gov](http://www.nysed.gov). See **Steps to Log On to IHRS** (p. 16).

IHRS is available 24/7; however, technical assistance is provided only during regular business hours 8:30 A.M. to 5:00 P.M., Monday through Friday. Online Help is available to answer most questions regarding IHRS by clicking on the **Help** icons.



## Accessing the Help File

The Help File is an online tool available to answer most questions regarding IHRS and is accessed by clicking on the Help icon located anywhere in the IHRS site. Other features related to the Help File include:

**Tool Tips** – Tool tip links are located on many IHRS screens that link specific areas to a relevant topic in the Help File.

**Downloadable Forms** – Forms are available on the Help File site, to download or use electronically, to assist the user in capturing information during the hearing process for data reporting in IHRS. Quick help guides and the Help File in PDF format are also available for downloading.

**Technical Assistance** - Technical Assistance updates regarding IHRS are reported on the Help File site to inform users of new or revised features, technical assistance memorandums, and other helpful information to assist users in better understanding the system.

## How to Obtain an IHRS Username and Password

The applications accessed through the NYSED Web portal contain critical and sensitive information, so access to the applications must be confidential and secure. A username and password is required before attempting to access IHRS.

If you do not have an IHRS username and password you may contact your delegated administrator for the State Education Department Delegated Account System (SEDDAS). A delegated administrator is a school district staff person assigned by the school superintendent to create and manage user accounts and passwords for their own employees. If you do not know your delegated administrator you may contact the school superintendent.

If after successfully logging on and clicking on the IHRS Main Menu you find that the IHRS menu selections are not visible, you may not be entitled to the IHRS application. You may contact your delegated administrator if he or she has entitlement privileges or you may contact

your entitlement administrator. An entitlement administrator only has authority to entitle a user to a NYSED Web portal application and can not assign user accounts or reset passwords.

If the delegated administrator experiences problems with accessing SEDDAS, assigning a username or resetting a password he or she may contact the NYSED SEDDAS Help Desk by phone: 518-473-8832 or email: [seddas\\_help@mail.nysed.gov](mailto:seddas_help@mail.nysed.gov). The email should include the delegated administrator's name, district and phone number.

## About Usernames and Passwords

A username will consist of your first name and your last name with a period in between and is not case sensitive. A temporary password of eight characters that include random letters and numbers will be assigned to you and is case sensitive. For example:

Username: **Jane.Doe**

Password: **pas12wrđ**

## Assigned Access

After you have received your username and password the delegated administrator or the entitlement administrator will entitle you to access the IHRS application.

Your username determines what information you are allowed to view and which functions you are allowed to perform in IHRS.

**Example:** School district and IHO users are allowed to view case information for their own cases ONLY. They have no access to cases from other school districts.

## Three Tries Only

A user has three (3) attempts to log in. If you are not successful on the third attempt, your password is disabled and you are prevented from logging on in the future. Please contact your delegated administrator to request your password be reset.

## Steps to Log On to IHRS

**Step 1.** Open your browser application (i.e., Internet Explorer or Netscape Navigator).

**Step 2.** Type **<http://www.nysed.gov>** in the Address/Search field on the tool bar at the top of the window and press Enter or click Go.



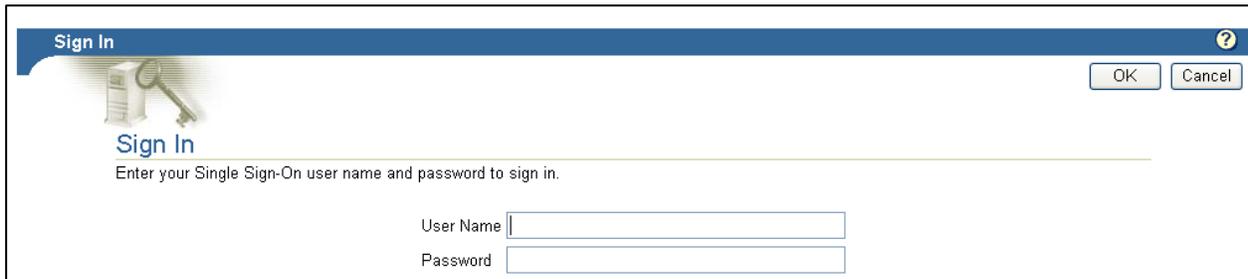
**Step 3.** Click the tab for the NYSED **Business Portal** page in the navigation menu at the top of the screen.



**Step 4.** Click the **Log On** link in the upper right corner of the NYSED Portal page.



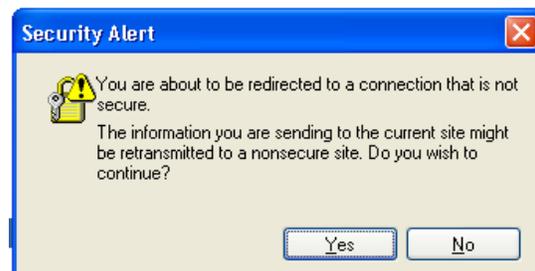
**Step 5.** Type in your Username and Password in the respective fields on the **Sign In** screen.



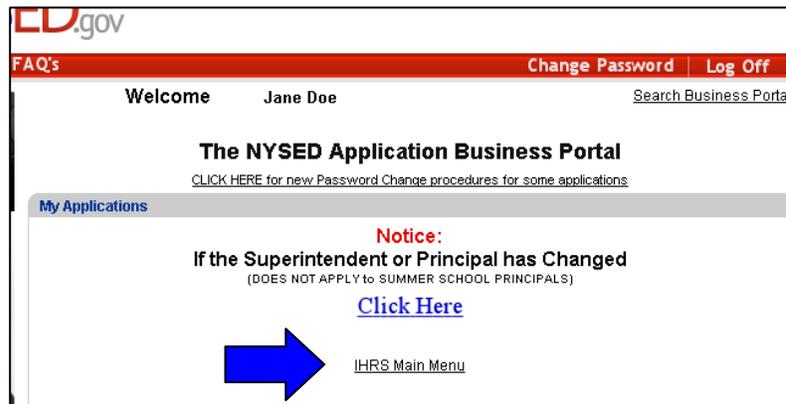
**Please Note:** If this is your first time logging on to IHRS or your password is reset by your delegated administrator you will be prompted to enter your old password and a new password. Enter the temporary password assigned to you by your delegated administrator in the **Old Password** field. Enter a password you will remember that is eight characters long consisting of both alpha and numeric characters in the **New Password** field. Enter the password you have created again in the **Confirm New Password** field.

**Step 6.** Click **OK**.

**Note:** If you receive a Security Alert pop-up message, click on **Yes**.



**Step 7.** You are now logged on. The portal page returns with your username inserted in the Welcome banner and the Log On link in the upper right corner of the Application Portal menu bar has changed to **Log Off**.



**Step 8.** Click **IHRM Main Menu** in the My Applications box. You will be directed to the IHRM Main Menu screen where you will be able to access your IHO Rotational List and create and find cases pertaining to your district.



If the IHRM menu selections (e.g., IHRM Data Entry, Case Maintenance, etc.) are not visible after successfully logging on and clicking on the IHRM Main Menu this may indicate that you are not entitled to the IHRM application. Please contact your SEDDAS delegated administrator or entitlement administrator for entitlement access to IHRM if you experience this problem. See **How to Obtain an IHRM Username and Password** (p. 15) for more information.

## How to Troubleshoot Log On Problems

Use this chart to diagnose and solve problems that occur when you are trying to access IHRS.

Description of Problem	Action to Take
You get a message saying you cannot access your local area network.	This is a local problem. Contact your Network Administrator for assistance.
You get a message saying you can't establish a dial-up connection to your internet service provider.	This is a local problem. Contact your internet service provider for help.
You get a message saying that the page cannot be displayed.	<p>Can you access web pages other than NYSED?            If no, contact your Network Administrator or Internet Service Provider.</p> <p>If yes, check what you have typed in the Address field. Re-type the URL correctly and press Enter or click Go. If the website still does not open, call the Office of Special Education at 518-473-0170 for help.</p>
You get an error message: "Access denied."	You are no longer logged on, return to the NYSED Applications Business Portal screen and click Log On or click on the "Login" icon at the top left corner of the IHRS Main Menu screen. IHRS will automatically log you out if there has been no screen action for 60 minutes.
The menu selections on the IHRS Main Menu screen does not appear.	<ul style="list-style-type: none"> <li>• You are not logged on, return to the NYSED Applications Business Portal screen and click Log On or click on the "Login" icon at the top left corner of the IHRS Main Menu screen.</li> <li>• You are not entitled to access IHRS. Contact your delegated administrator or entitlement administrator for access to the IHRS application.</li> </ul>
You get an error message: "Error: Authentication failed. Please try again."	<ul style="list-style-type: none"> <li>• Your Log On has failed. Check what you have typed in the Username field. Correct as necessary.</li> <li>• Click in the Password field and press the Delete key to clear the field. Re-type your password and click OK. <b>Note:</b> Passwords are case sensitive, check to see if your Caps Lock is on.</li> </ul>
You get an error message: "Error: Authentication failed. Please contact your System Administrator."	You have reached the limit of password attempts allowed by the system. Contact your delegated administrator to reset your password. See <b>How to Obtain a Username and Password</b> (p. 15) for more information.

## Changing Password

Passwords expire after 180 days. You will be notified during the log on process when it is time to change your password. Follow the on-screen instructions. If you forget your password follow the instructions in **Steps to Reset Password** (p. 21). If you have attempted to log on too many times and are locked out of the system, please contact your delegated administrator to have your password reset. See **How to Obtain an IHRS Username and Password** (p. 15) for more information.

### Steps to Change Password

Perform this procedure when you first log in and when you are notified to do so.

**Step 1.** Log onto IHRS. If your password has expired, skip to Step 3.

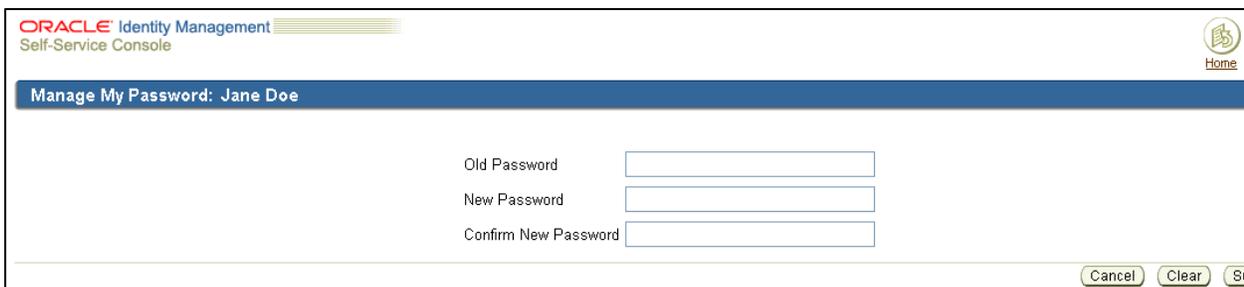
**Step 2.** Click on **Change Password** at the top right corner of the Application Portal menu bar.



**Step 3.** With the **Manage My Password** window open, type your old password in the Old Password field.

**Step 4.** Type your new password in the **New Password** field.

**Step 5.** Type your new password again in the **Confirm New Password** field.

A screenshot of the Oracle Identity Management Self-Service Console. The page title is 'Manage My Password: Jane Doe'. The form contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right, there are buttons for 'Cancel', 'Clear', and 'Submit'.

**Step 6.** Click **Submit**.

- Step 7.** A "Password Change" screen appears indicating that the password is successfully changed. If this does not occur, the resulting error message will provide guidance about next steps.



- Step 8.** Click **Done**, you will be brought back to the Application Portal Page as logged on. The next time you log in, you may use the new password.

## Steps to Reset Password

Below are instructions in resetting your password from the SED Application Portal screen:

- Step 1.** Access the SED Application Portal screen by going to [www.nysed.gov](http://www.nysed.gov) and click on the "Business Portal" tab.
- Step 2.** To reset your password click on "Reset Password" which is slightly left of the Log On button on the Application Portal.
- Step 3.** On the Reset Password screen you will enter your username (your first name.last name), your email address and either your institution code or BEDS code. Then click GO.
- Step 4.** Another screen will appear verifying your information, click on SUBMIT.
- Step 5.** A temporary password will be sent to your email address. When you receive it, go back to the Application Portal screen and click on the LOG ON button.
- Step 6.** Enter your username and the temporary password.
- Step 7.** Another screen will appear asking for your password again, enter the temporary password. It will also ask you to create a password, you will enter a password that is at least 8 characters long and must include both numbers and letters. It will ask you to confirm the password you just created. After entering this information you will be logged in.

If you cannot reset your password using the instructions above you may also contact your SED Delegated Account System (SEDDAS), Delegated Administrator. If the delegated administrator is not familiar with the system or requires assistance he or she may contact the SEDDAS Help Desk at 518-473-8832 or by email at [seddas\\_help@mail.nysed.gov](mailto:seddas_help@mail.nysed.gov).

## How to Log Out of IHRS



From any screen in IHRS, click the **Logout** link in the upper or lower right corner of the navigation menu. You will be returned to the Portal page. Your username has been removed from the Welcome banner and the Log Off link on the Application Portal menu bar has changed to Log On.

# Getting Started – Helpful Information

## Browser Basics

### Web Browser

IHRS may be displayed by the following web browsers:

- Internet Explorer, version 5.x or higher
- Netscape Navigator, version 4.5 or higher
- Mozilla Firefox (full IHRS functionality not proven)
- The AOL browser will not support IHRS.

### Download Progress

Response time will vary based on how you connect to the internet. Dial-up access to an internet service provider (ISP) is much slower than cable modem or DSL access.

The download progress bar at the bottom of the browser window displays the status of each page download. Please do not click again until the page is completely downloaded.



### Add To Favorites

You may mark the Portal page with a bookmark or as a Favorite. This will allow you to open this page automatically without typing the URL each time you want to log in to IHRS.

### Timeout

IHRS will automatically log you out if there has been no screen action for 60 minutes. You will know you have been timed out if you receive an "Access Denied" message with the login prompt. Click the login prompt to log in again.

### Print Web Pages

You can print anything displayed on your screen by clicking: **File** and **Print** from the menu bar at the top of the browser window.



# Getting Started – IHRS Basics

## Using the CAL Link, List Box and List of Values Functions

### Calendar

Type all dates using the eight-digit format MM/DD/YYYY or select the date from the Calendar pop-up window. The Calendar opens with today's date as the default.

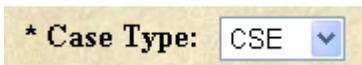
- Click << to move the calendar display one YEAR prior to the displayed year.
- Click < to move the calendar display one MONTH prior to the displayed month.
- Click >> to advance the calendar display one YEAR after the displayed year.
- Click > to advance the calendar display one MONTH after the displayed month.
- Click **Today** to display today's date.



### To select a date:

1. Select the correct month from the list box.
2. Select the correct year in the year field.
3. Click the correct number in the calendar grid. The date is inserted in the data entry field. Future dates can be entered only for future events (hearings, corrective actions).

### List Box



Case Type Field and List Box

A list box is a standard Windows convention for selecting pre-determined values. A default value is automatically inserted into a list box field. For example, the default value for Case Type is CSE. You will need to change the value to CPSE for a Committee on Pre-School Special Education case.

### To select a list box value:

1. Click on the down arrow to expand the list to view all available values.
2. Click on the value you want to select to insert it into the field.

### List of Values (*List*)



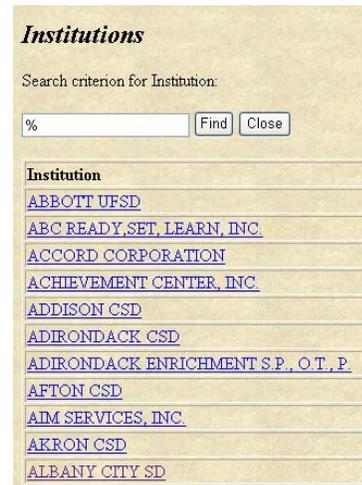
Institution Field and List link

List of Values (*List*) is similar to the List Box in that it provides you with a list of pre-defined values from which to choose.

**To select a value from a list:**

1. Click on the *List* link to the right of the field to open the window with the list of values for that field.
2. Click the blue underlined value you want to select, the *List* window closes and the selected value is inserted in the field.

When a *List* is very long, you can search for a value instead of scrolling through the list. If you are not sure of the spelling, you can use the % wild card. The wild card represents any value. For example, in the Institution List Values Window:



Institution List Values Window

- Type **%Park%** in the search field at the top of the window if you want to find a school district that has “Park” anywhere in its name. This is the most effective use of the % wild card in most cases.
- Type **%Park** in the search field at the top of the window if you want to find a school district ends with “Park” preceded by anything.
- Type **Park%** in the search field at the top of the window if you want to find a school district that starts with “Park” followed by anything.

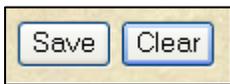
Enter this:	To find this:
%Park%	Hyde Park West Park City Parkersburg
%Park	Hyde Park
Park%	Parkersburg

**Finding, Entering and Saving Data**

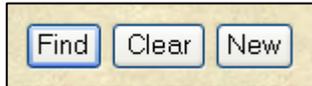


To enter a new record (e.g., opening a new case) or enter new data to a sub-record (e.g., IHO Appointment, Hearings, Extensions, etc.) click on the **New** button where applicable. New or changed information on a data entry window is not permanent until you click the **Save** button.

You may modify some fields in a case record that has previously entered and saved information. Should you need to change the information you have entered back to the information that was previously saved click **Revert**. The Revert button is only available in records where information was previously entered and saved and data fields are modifiable. The Revert button will not “undo” saved information. See **Data Change Requests** (p. 26) for further information on modifiable fields and changing saved data.



To clear data you have entered in blank data fields (e.g., fields in a new case record) or data you have entered in search fields on a query screen (e.g., searching for a case record in Case Maintenance) click on **Clear**. The Clear button is only available on new case records where information has not been saved yet and on query screens. Once the information is entered and saved, it is now a record and may be modifiable, in which case, you will then see the Revert button rather than the Clear button. The Clear button will not “undo” any data once entered and saved. See **Data Change Requests** (below) for further information on modifiable fields and changing saved data.



To find a record you have previously entered (e.g., searching for a case record in Case Maintenance or Case Query) enter your search criteria and click the **Find** button. See **Getting Started: Using Basic Data Analysis** (p. 29) for more information on searching for records in IHRS.

## Success and Error Messages

**Success!** (in green) will appear at the top of the screen to acknowledge that the new information you entered was saved.

**Error!** (in red) will appear at the top of the screen indicating that the new information was NOT saved. This may be because required information is missing or the information entered is invalid. You must correct the missing or invalid information before you can save.

**Note:** If you do not receive either a “Success” message or a resulting error message click **Refresh** on your browser’s tool bar to confirm your data was entered.

## Pop-Up Error Messages

A pop-up message in a separate window may appear indicating an error has occurred with instructions on how to correct the error. If you receive a pop-up error message box, click **OK** to close the box and make the correction as instructed.

## Data Change Requests

Most fields in IHRS cannot be changed once they are saved, therefore, accurate data entry is important. If you create a case in error or enter incorrect data, you may email a data change request to: [specedih@mail.nysed.gov](mailto:specedih@mail.nysed.gov). Please include in your request the case number and a brief, detailed message of the error or incorrect data you wish to have deleted. Please contact the Office of Special Education at 518-473-0170 if you have any questions regarding changing information in IHRS.

## Modifiable Fields

The chart below indicates what data in IHRS may be revised.

Data Entry Screen	Data Element	MAY BE REVISED		
		By the District at Any Time	By the District Before Case is Closed	By SED
Case Maintenance	Case ID			X
	School District		X	
	Request Date			X
	Requestor		X	
	Expedited			X
	Case Type			X
	Student Placement Type		X	
	Student Classification Type		X	
	District Rep Name	X		
	District Rep Phone	X		
	District Rep Extension	X		
	District Rep E-Mail	X		
	District Case Number	X		
	Pendency Placement		X	
	Pendency Order Date		X	
	Pendency Appealed		X	
	Settlement/ Withdrawn Date			X
	Transcript Sent Out Date		X	
Actual Record Closed Date		X		
Actual Decision Date			X	
IHO Contact	IHO ID		X	
	Contact Date		X	
	Contact Time		X	
	Contact Method		X	
	Result Date		X	
	Result Time		X	
	Contact Result		X	
	Declined Other Reason		X	
IHO Appointment	IHO ID		X	
	BOE Appointment Date			X
	Rescinded Date		X	
	Rescinded Reason		X	
	Recusal Request Date		X	
	Requestor		X	
	Recusal Reason		X	
	Granted			X
Recusal Effective Date			X	
Hearings	Hearing Date		X	
	Held		X	
Issues	Issue Type			X
	Issue Decision		X	
	District Action Required			X
	District Action Description			X
	Action Date Specified By IHO			X
Actual Action Completion Date			X	

Data Entry Screen	Data Element	MAY BE REVISED		
		By the District at Any Time	By the District Before Case is Closed	By SED
	Issue Appealed To SRO	X		
Extensions	Extension Request Date		X	
	Requestor		X	
	Extension Reason		X	
	Extension Reason Other		X	
	Extension Decision Date			X
	Granted			X
	Denial Reason		X	
	New Record Close Date			X
	New Decision Date			X

## Screen Navigation

Navigate through IHRS using the main toolbars at the top and bottom of all the windows. Try to avoid using the Forward and Back buttons on your browser bar as this may cause you to lose any unsaved data that you have previously entered.



IHRS Navigation Toolbar

Icon or Link	What it does
<a href="#">Menu</a>	Moves you to the IHO Main Menu
<a href="#">Start New Search</a>	Opens a new search in the area you have selected
<a href="#">List</a>	When performing a Case Query Search, this button will appear on the individual case screen for easy navigation back to the list of query results
<a href="#">Home</a>	Returns you to the Portal page
<a href="#">Help</a>	Opens IHRS Online Help
<a href="#">Logout</a>	Logs your username out of the IH Reporting System

## Getting Started - Using Basic Data Analysis

You can narrow your search by entering multiple search criteria. For example:

- If you type **4/11/2008** in the Request Date search field and click **Find**, you will receive a list of ALL cases in your district with a request date of 4/11/2008 or later.
- If you type **4/11/2008** in the Request Date search field AND select Case Type **CSE** and click **Find**, you will receive a list of only CSE cases with a request date of 4/11/2008 or later. This is a narrower search than the previous search example.

If you leave all search fields blank and click **Find**, you will receive a list of all IHRS cases in your district. (In NYC, you will receive a list of all cases in all NYC school districts).

**Case Maintenance**

THIS IS NOT A DATA ENTRY SCREEN

USE THIS SCREEN TO FIND AN EXISTING CASE or to START A NEW CASE  
To find an existing case, enter the case identifier number in the first field and click "Find".  
If the case number is not known, search for the cases by a different criteria such as request.  
Please refer to Chapter 5 in the Training Guide found in the Help file for other search suggestions.  
Please note, fields designated with an asterisk (\*) are required for data entry only. They are  
\*\*\*A reminder, this field should never contain any personally identifiable information regard

CLICK THE "NEW" BUTTON AT THE BOTTOM OF THE SCREEN TO START A NEW CASE

Enter query criteria for Case Maintenance

Case Identifier:

Institution:  [List](#)

County:  [List](#)

\* Request Date:  CAL to  CAL

\* Expedited?:

Change in Expedited?:

\* Case Type:

\*\*District Case Number:

Case Closed Date:  CAL to  CAL

Case Closure Type:  [List](#)

Decision Received by SED Date:  CAL to  CAL

Extension Indicator:

Case Maintenance Search screen

## Request Date Range

You can search for cases that fall within a date range. For example:

- If you want to find a case that you know has a Request Date of 4/11/2008, type **04/11/2008** in the **Request Date** field and in the **To** date field and click **Find**.
- If you want a list of all cases with a Request Date of 4/11/2008 or after, type **04/11/2008** in the **Request Date** field and leave the **To** date field blank and click **Find**.

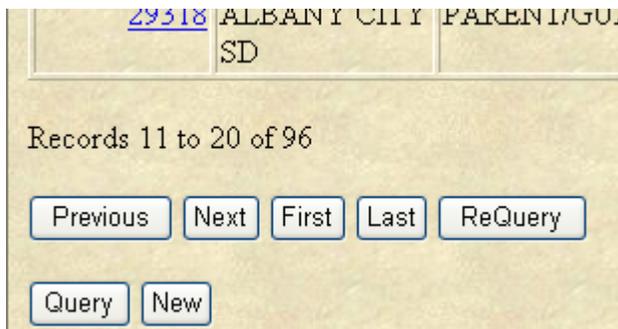
\* Request Date:  CAL to  CAL

Case Maintenance Search screen: Request Date Field

- If you want a list of all cases with a Request Date in April 2008, type **04/01/2008** in the **Request Date** field and **4/30/2008** in the **To** date field and click **Find**.

## Navigating Search Results

- Click the **ReQuery** button to repeat the search.
- Click the **Query** button to return to the search criteria window to conduct another search. All previous search criteria are cleared from the fields. You can also click the Start New Search link at the top or bottom of the window to perform the same task.
- Click the **New** button to create a new case. Use this when the search tells you that you have not yet created the case you were looking for.

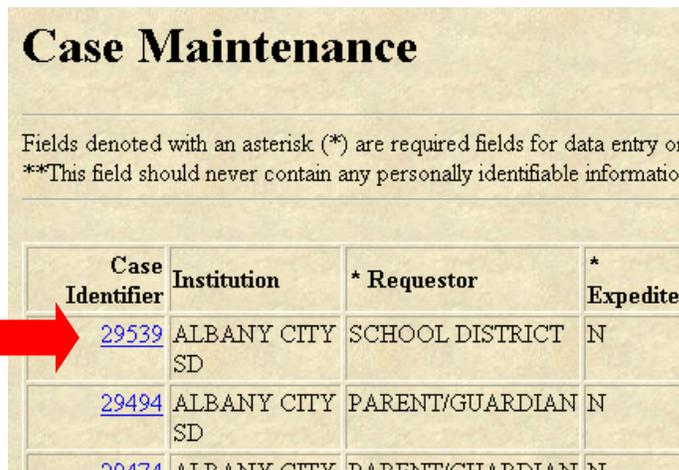


Case Maintenance Search screen:  
Query Navigation Buttons

If there are many cases in the search results list, the following buttons are available to help you navigate through the list.

- Click **Next** to view the next set of cases in the list.
- Click **Previous** to view the previous set of cases in the list.
- Click **First** to view the first case in the list (the top of the list).
- Click **Last** to view the last case in the list (the bottom of the list).

## Open A Case From Search Results



Case Maintenance Search Results Screen

- Click on the **Case Identifier** link to open the Case Maintenance window to view or modify any case information.

Click the **List** link at the top or bottom of the window to return to the search results list from an open case.



IHR Navigation  
Toolbar: List Link

## Getting Help

### Questions on the Impartial Hearing Process

You can contact the Office of Special Education at 518-473-0170 for questions about policy and procedures related to the impartial hearing process.

### Regulatory Information

For Regulations of the Commissioner of Education in relation to Special Education please go to: <http://www.P12.nysed.gov/specialed/lawregs/2001-2005-809.pdf>. The section that refers specifically to the Impartial Hearing Process is 8 NYCRR 200.5.

The SED publication, *Impartial Hearing Process for Students with Disabilities*, is available online at: <http://www.p12.nysed.gov/specialed/publications/policy/ihtprocessguide.htm>  
This document provides detailed information on all aspects of the impartial hearing process including timelines, procedures, and reporting requirements.

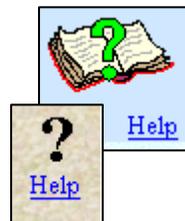
### Technical Help

Always check with your local IT personnel for problems or changes with hardware, software or system access before contacting the Office of Special Education. Call 518-473-0170 or send an email to [spcedih@mail.nysed.gov](mailto:spcedih@mail.nysed.gov) for assistance.

### Online Help

Online Help is available within the Impartial Hearing Reporting System to answer most questions relating to how to use the system.

Click the **Help** icon located on the main menu screen or on any sub menu screen in IHRS.



# Opening a Case

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(j)(3)
- 8 NYCRR Part 201.11

## What is a Case?

**Case Maintenance**

Use this screen to update case information. Please take care in entering your data. If you need to change saved data, refer to the IHRIS System Update in the Help file for System Data Chart for data change policy information.

Also, use this screen to close a case. To close a case, enter a case closed date and case closed type. Once you have entered a case closed date, you will not be able to enter any new data for the case, with the exception of district action data. Fields denoted with an asterisk (\*) are required fields for data entry only.  
 \*\*This field should never contain any personally identifiable information regarding this case.

Case Identifier: 29736  
 Institution: 80000066729 List  
 Institution: ALBANY CITY SD  
 \* Request Date: 01/10/2008  
 \* Requestor: PARENT/GUARDIAN  
 \* Expedited?: N  
 Expedited Compliance Date: --Required only when case is expedited.  
 \* Student Placement: CPSE - PRESCHOOL SPECIAL ED SETTING - NOT INT List  
 \* Student Classification: LEARNING DISABILITY List  
 Change in Expedited?: CPSE  
 \* Case Type: SED with  
 \* District Rep Name: JANE DOE  
 District Rep Phone: 5185561234  
 District Rep Extension: 300  
 District Rep Email: JDOE@SCHOOLK12.NY.US  
 Precedence Placement: List  
 \*\* District Case Number:   
 Precedence Order Date: CAL  
 Precedence Appeal Date:   
 Transcript Sent Out Date: CAL  
 Transcript Received In Date: CAL  
 Actual Record Closed Date: CAL  
 Case Closure Type: List  
 Case Closed Date: CAL  
 Compliance date: 03/10/2008  
 Decision Received by SED Date:   
 Save Reset New

**Hearing Officer Contact Data**  
 No Records returned  
 New

**Hearing Officer Appointments**  
 No Records returned  
 New

**Resolution Periods**

Resolution Period Identifier	Resolution Period Start Date	Resolution Period End Date	Resolution Period Result	Resolution Compliance Date
11122	01/10/2008			02/09/2008

Record 1 of 1

**Amendments**  
 No Records returned  
 New

**Hearings**  
 No Records returned  
 New

**Case Issues**  
 No Records returned  
 New

**Case Extensions**  
 No Records returned  
 New

Case Maintenance Data Entry screen

When a school district receives a request for an impartial hearing this request must be entered in the Impartial Hearing Reporting System (IHRIS). A case refers to all information and actions associated with a particular request for an impartial hearing as recorded in IHRIS.

**Case Maintenance**

Use this screen to update case information. Please take care in entering your data. If you need to change saved data, refer to the IHRIS System Update in the Help file for System Data Chart for data change policy information.

Also, use this screen to close a case. To close a case, enter a case closed date and case closed type. Once you have entered a case closed date, you will not be able to enter any new data for the case, with the exception of district action data. Fields denoted with an asterisk (\*) are required fields for data entry only.  
 \*\*This field should never contain any personally identifiable information regarding this case.

Case Identifier: 29736  
 Institution: 80000066729 List  
 Institution: ALBANY CITY SD  
 \* Request Date: 01/10/2008  
 \* Requestor: PARENT/GUARDIAN  
 \* Expedited?: N  
 Expedited Compliance Date: --Required only when case is expedited.  
 \* Student Placement: CPSE - PRESCHOOL SPECIAL ED SETTING - NOT INT List

All data entry in IHRIS is performed or initiated on the Case Maintenance screen. Each case is assigned a unique numeric Case Identifier (ID). All case information is linked to the ID.

**Note:** The entire Case Maintenance form is longer than the display area. Use the vertical scroll bar on the right of the screen to view information at the bottom of the form.

## What is an Expedited Case?

An impartial hearing request dealing with discipline issues pursuant to Section 201.11 is an expedited hearing request. Expedited cases have much shorter time lines and the time lines are based on school days.

When initially entering an expedited request in IHRIS, the school district calculates and enters the compliance date. The school district must calculate the expedited compliance date because it is based on school days and the district has the most accurate information about their school calendar.

The compliance date is 30 school days from the date the district received the expedited request. When calculating the compliance date, day number one is the first school day after the receipt of the request. This date may be changed, if necessary (e.g. due to an unplanned school closing), by submitting a data change request. Please see the section **Data Change Requests** in **Getting Started: IHRS Basics** (p. 26) or more information.

The impartial hearing officer appointed to the case receives an email notification with the expedited compliance date calculated by the school district.

### **What is a CSE Case?**

An impartial hearing request filed on behalf of a school age child is considered a Committee on Special Education or CSE case. The initial time line for a CSE impartial hearing is 45 calendar days.

### **What is a CPSE Case?**

An impartial hearing request filed on behalf of a preschool age child is considered a Committee on Preschool Special Education or CPSE case. The initial time line for a CPSE impartial hearing is 30 calendar days.

### **When to Enter a Case**

The district is expected to enter at least the required information immediately upon receipt of the request for impartial hearing.

### **How to Enter a Case**

#### **Required Fields**

There are certain pieces of information that are required in order to open a case in IHRS. The data entry fields for these required items are marked with an asterisk \*. The fields required to create a new case in IHRS include:

- |                             |                                |
|-----------------------------|--------------------------------|
| * Institution               | * Student Placement            |
| * Request Date              | * Student Classification       |
| * Requestor                 | * Case Type                    |
| * Expedited?                | * District Representative Name |
| * Expedited Compliance Date |                                |

District Representative Phone, Extension and Email are not required fields however, they are helpful in facilitating communication between the district and the Office of Special Education about the case.

See **Steps to Initially Open a Case** (p. 35) for more information on required fields.

## Additional Fields

The following information is usually not completed when entering a new case but may be added at a later time if relevant to the case:

Field Name	Description	Able to Modify Field Once Saved?
<b>District Representative Phone</b>	The district representative's phone number. (You can type only ten (10) characters in a telephone number field. Type only the 10-digit phone number - do not type dashes or parentheses).	Yes
<b>District Rep Extension</b>	The district representative's extension (if applicable).	Yes
<b>District Rep Email</b>	The district representative's email address.	Yes
<b>District Case Number</b>	If the district uses case numbers, the case number the district has assigned. This field should <u>never</u> contain any personally identifiable information regarding the case.	Yes
<b>Pendency Placement</b>	The results of the IHO's pendency order for the placement of the child during the hearing. See <b>Maintaining a Case: Hearings: What is a Hearing?</b> (p. 65) for more information regarding pendency.	Yes
<b>Change in Expedited?</b>	Indicates whether there is a change in the expedited status during an open case. <b>Note:</b> District is not able to enter data in this field and must submit a <b>data change request</b> (see p. 26) to change the expedited status of a case.	No
<b>Pendency Order Date</b>	The date the action, defined in the pendency order, is to be completed.	Yes
<b>Pendency Appealed?</b>	Whether the pendency decision was appealed. (The default value is blank).	Yes
<b>Transcript Sent Out Date</b>	The date the case record was sent out for transcription. District use only.	Yes
<b>Transcript Received Date</b>	The date the final transcript was received. District use only.	Yes
<b>Actual Record Closed Date</b>	The date final briefs are due and submitted to the Impartial Hearing Officer (IHO) by the parties. Found in the decision rendered by the IHO.	Yes
<b>Case Closure Type</b>	The type of closure. Required to close case.	No
<b>Case Closed Date</b>	The date the case was closed. Required to close the case	No
<b>Compliance Date</b>	The date the decision is due from the IHO. Calculated by IHRS for CSE and CPSE cases, entered by the district for expedited cases.	No
<b>Decision Received By SED Date</b>	The date the written decision is received by the State Education Department. Entered by SED.	No

## Steps to Initially Open a Case

- Step 1.** Log onto IHRS.
- Step 2.** Click on **Case Maintenance** under IHRS Data Entry on the IHRS Main Menu.
- Step 3.** On the Case Maintenance Search screen, scroll down and click on the **New** button.



IHRS Main Menu: Case Maintenance Link



Case Maintenance Search Screen: New Button

- Step 4.** Enter the following information:

Required Field Name	Description	Able To Modify Field Once Saved?
* <b>Institution</b>	District's twelve-digit institution code.	Yes
* <b>Request Date</b>	The date the district received the request for an impartial hearing. District policy determines this date.	No
* <b>Requestor</b>	Who requested the hearing.	No
* <b>Expedited?</b>	Indicate whether the case is expedited: the default value is "No."	No
<b>Expedited Compliance Date</b> (* required if "Y" is indicated in the "Expedited?" field above)	The date the decision is due from the IHO on the expedited hearing.	Yes
* <b>Student Placement</b>	The student's placement on the current IEP.	Yes
* <b>Student Classification</b>	The student's classification on the current IEP.	Yes
* <b>Case Type</b>	The type of case (CSE, CPSE).	No
* <b>District Representative Name</b>	The person who the Office of Special Education will contact regarding case data and case activity in IHRS.	No

- Step 5.** Take a look at your data to make sure it is accurate.
- Step 6.** Click **Save**.
- Step 7.** A "Success!" message appears at the top of the screen indicating that the case has been successfully entered. Please take note of the Case Identifier number automatically assigned to the case. If this does not occur, the resulting error message will provide guidance about next steps.

# How to Find a Case

There are two ways to find cases in IHRS:

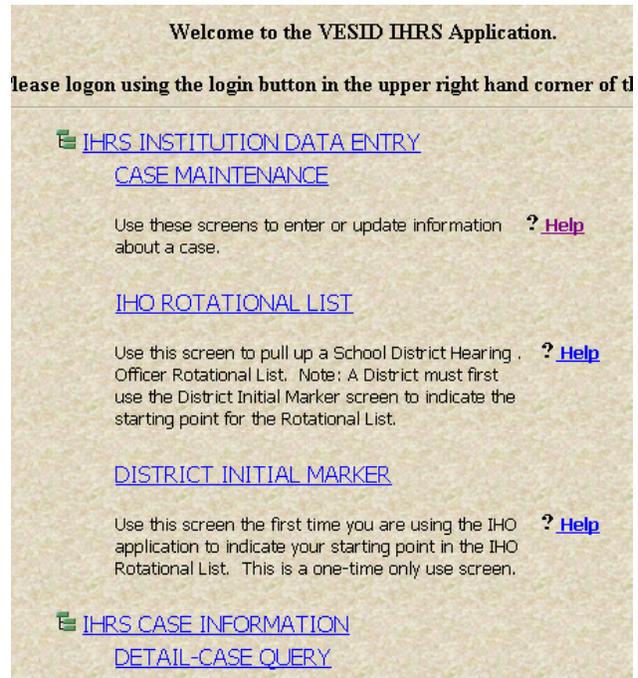
## 1. Case Maintenance

- Under IHRS Institution Data Entry on the IHRS Main Menu
- Use to find a case when you want to add new information.

You can only search for cases from your own district.

## 2. Detail - Case Query

- Under IHRS Case Information on the IHRS Main Menu
- Use to find cases when you just want to view information
- Has more search criteria
- Use to do basic data analysis (See **Basic Data Analysis in Getting Started** (p. 29) for more information.)



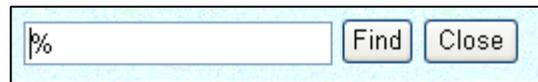
IHRS Main Menu: Case Maintenance and Case Query Links

## Steps to Find and Update a Case Using Case Maintenance

**Step 1.** Log onto IHRS.

**Step 2.** Click on **Case Maintenance** under IHRS Institution Data Entry on the IHRS Main Menu.

**Step 3.** On the Case Maintenance Search screen enter your search criteria by entering values in one or more of the search fields. Type complete values (i.e., the complete institution name); select from the list or use the % wildcard<sup>1</sup> to enter search criteria.



<sup>1</sup> If you are not sure of the spelling, you can use the % wild card. The wild card represents any value.

Enter this:	To find this:
%Park%	Hyde Park West Park City Parkersburg
%Park	Hyde Park
Park%	Parkersburg

**Step 4.** Click **Find**. One of the following results will occur:

Search Result	Next Step
The search results window opens with a list of all cases that met the search criteria.	Review the list to find the case you want to open. Then go to <b>Step 5</b> .
You receive the message: "No Records Returned".	No cases met the search criteria: <ol style="list-style-type: none"> <li>1. Click Query to return to the search criteria window.</li> <li>2. Revise your search by modifying the search criteria as necessary and click Find.</li> </ol>

For more information on entering search criteria see **Getting Started: Using Basic Data Analysis** (p. 29).

**Step 5.** Click on the Case Identifier of the case you wish to open to view or modify. The Case Maintenance screen will open for the selected case.

**Step 6.** Add or update the information.

Case Information to Add or Update	For More Information Go To:
Student Information District Representative Information	See <b>Required Fields</b> , p. 33 in this section
Pendency Information	<b>Maintaining a Case: Hearings: What is a Hearing?</b> (p. 65) and also <b>Additional Fields</b> (p. 34), in this section
Transcript Sent Out/Received Date Decision Received by SED Date	See <b>Additional Fields</b> (p. 34), in this section
IHO Contact and/or Appointment	<b>Maintaining a Case: Appointing an IHO</b> (p. 46)
Resolution Period	<b>Maintaining a Case: Resolution Period</b> (p. 56)
Amendments	<b>Maintaining a Case: Amendments</b> (p. 68)
Hearings	<b>Maintaining a Case: Hearings</b> (p. 65)
Case Issues	<b>Maintaining a Case: Case Issues</b> (p. 51)
Case Extensions	<b>Maintaining a Case: Extensions</b> (p. 71)
Case Closure Information and Actual Record Closed Date	<b>Closing a Case</b> (p. 78)

**Step 7.** Take a look at your data to make sure it is accurate.

**Step 8.** Click **Save**.

**Step 9.** A "Success!" message appears at the top of the screen indicating that the case has been successfully updated. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

# Appointing an IHO

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.2(e)
- 8 NYCRR Part 200.5(j)

## School District Responsibility

- The board of education of each school district must establish administrative policies and procedures for the selection and appointment of an Impartial Hearing Officer (IHO). See **Getting Started: Impartial Hearing Process: Responsibilities for Data Reporting and Monitoring** (p. 7) for more information on school district responsibilities regarding impartial hearings.
- The school district shall begin contacts with IHOs for appointment selection immediately but not later than two business days after receipt of the written request for a hearing.
- The school district shall contact the IHO in alphabetical order according to a rotational list beginning with the first name appearing after the IHO who was last appointed to serve. The district's continuously updated version of the Impartial Hearing Officer Rotational List is available on the Impartial Hearing Reporting System (IHRS). The selection of an IHO from the IHRS rotational list begins with the first name appearing at the top of the list. This list is automatically maintained in rotational order as IHOs appointments are recorded in IHRS. See **Accessing the IHO Rotational List and Contacting an IHO** (p. 41) for more information.

If no IHO has served, the school district shall first set their district's Rotational List Marker. See **First Time District Accesses IHRS – Setting the District Initial Marker** (p. 39).

- The school district must document all IHO contacts in a way that can be independently verified. This is important in the event an IHO (or parent) questions whether the district has appropriately followed the rotational list. Independently verifiable documentation can include requests and responses conveyed via facsimile, electronic mail or certified overnight mail, and telephone contacts that are recorded and confirmed in writing. The school district must ensure there is a mechanism in place to receive the IHO's response within the 24-hour period. The IHRS provides an electronic method of maintaining the required contact documentation. SED encourages the district to use this mechanism. See **Steps to Enter IHO Contact Information** (p. 44).
- During the appointment selection process the school district may ask an available IHO:
  - To ensure that his or her schedule is such that any sufficiency challenges may be determined by the IHO within 5 calendar days upon receipt of request.
  - Whether the IHO will be available to initiate the hearing timeline within 1 calendar day after the conclusion of the Resolution Period or if the school district is unable to

obtain participation of the parent(s) in the resolution meeting after reasonable efforts are made and documented.

- The school district may request the Board of Education (BOE) Designee to appoint an IHO in order to expedite the immediate appointment of an IHO.

## BOE Designee

A board of education may elect to designate the appointment process to one or more of its members so that the appointment can occur immediately. If the board of education does not elect this option, it must immediately (i.e., without delay) convene as a full board to appoint the IHO since an impartial hearing cannot be convened until a board of education appointment is made. The regulations do not permit a delay in the appointment of the IHO. In the event the board does not have a regularly scheduled meeting at the time the IHO is selected, the board of education must convene a special meeting for the purpose of appointing the IHO.

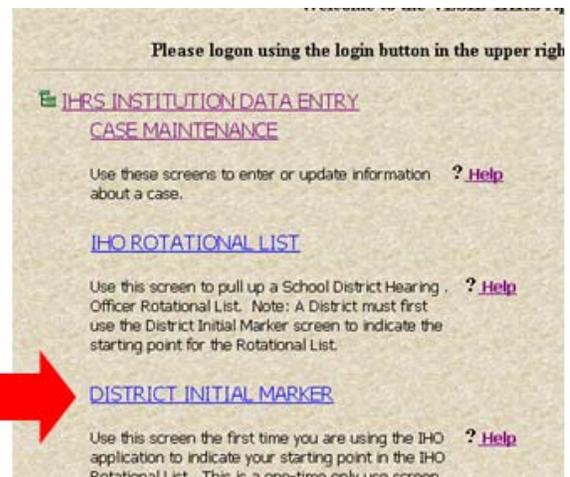
## IHO Responsibility

- The IHO shall respond within 24 hours to a district contact regarding availability to serve as an IHO.
- If the IHO fails to respond the district may move on to the next available IHO.
- The IHO must be available to conclude the hearing process within 45 calendar days unless extensions are granted at the request of either party (30 calendar days for preschool hearings and 15 business days for expedited hearings).

For more information on IHO responsibilities, please see **Getting Started: Impartial Hearing Process: Responsibilities for Data Reporting and Monitoring** (p. 7).

## First Time District Accesses IHRS – Setting the District Initial Marker

The district sets its rotational marker ONE TIME ONLY and occurs before the district enters their first impartial hearing case. The marker sets the starting point in your district rotational list in IHRS. Thereafter, the marker is moved automatically when you appoint an IHO to a case. The appointed IHO moves to the bottom of the list and the next IHO in the list moves up to the top of the list.



IHRS Main Menu screen: District Initial Marker

## Steps to Set District Initial Marker

**Step 1.** Log onto IHRS

**Step 2.** On the IHRS Main Menu screen, find and click on **District Initial Marker** located under the IHRS Data Entry header.

A list of IHOs will appear, if your district's rotational list marker has not been set you will see an "N" under the **Marker** column by each IHO name.

If you do not see a list of IHO's after clicking on **District Initial Marker**, please contact the Office of Special Education at 518-473-0170 or [spcedih@mail.nysed.gov](mailto:spcedih@mail.nysed.gov) for assistance.

**Step 3.** Find and click on the **IHO Identifier** number for the last IHO appointed to a case for your district.

If your district has never had an impartial hearing, click on the first **IHO Identifier** number on the list.

**Step 4.** Next to the **Marker:** field, click the arrow on the drop down box and select "Y".

**Step 5.** Take a look at your selection to make sure it is accurate.

**Step 6.** Click **Save**.

**Step 7.** A "Success!" message appears at the top of the screen indicating that the district rotational list marker has been successfully set. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message, click **Refresh** on your browser's toolbar to confirm your data was entered and saved.

**Step 8.** Click on **Menu** on the navigation bar at the top of the screen to return to the IHRS Main Menu.

**District Rotational List Marker**

IHO Identifier	First Name	Middle Name	Last Name	Suffix	Company Name	Marker
52	JOAN	B.	ALEXANDER			N
61	STUART		BAUCHNER			N
81	HENRY		DOWSKI			N
83	RIVONA		EHRENREICH			N
98	JAMES		HENDRA			N
99	CRAIG		HILL			N
106	MARTIN		KEHOE	III		N
116	MICHAEL		LAZAN			N
121	EDWARD		LUBAN			N
537	JAMES		MCKEEVER			N
134	GAYLE	T.	MURPHY			N

**District Rotational List Marker**

IHO Identifier: 52  
 First Name: JOAN  
 Middle Name: B.  
 Last Name: ALEXANDER  
 Suffix:  
 Company Name:  
 Marker:

District Rotational List Marker screen:  
IHO Identifier Marker screen

## Accessing the IHO Rotational List

Each school district must appoint from a current rotational list of certified and active IHOs in New York State. The district-specific rotational list in IHRS is designed to help districts meet this regulatory requirement (except New York City where they maintain their own IHO rotational list).

The IHO Rotational List is specific to your school district, that is, you will not be able to access a list of IHOs serving another school district.

Each IHO may be eligible to serve in one or more counties, a county listing is shown for each IHO by clicking on the IHO ID associated with the IHO's name on the list.

### Steps to Access IHO Rotational List

**Step 1.** Log onto IHRS

**Step 2.** On the IHRS Main Menu screen, find and click on **IHO Rotational List** located under the IHRS Case Information header.

A list of IHOs will appear starting with the next IHO available for appointment at the TOP of the list.

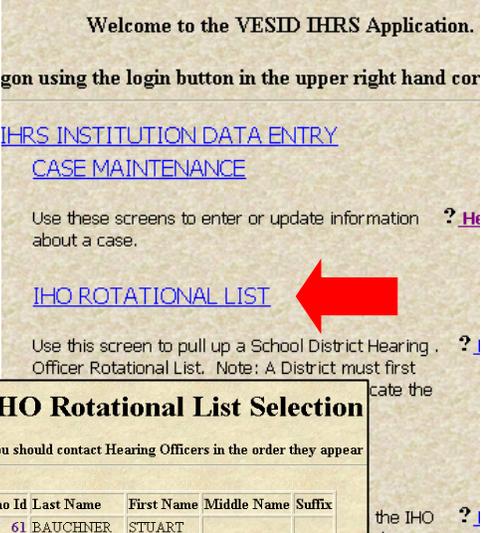
The district must contact the IHO in the order displayed on this list.

**Step 3.** Click on **Menu** on the navigation bar at the top of the screen to return to the IHRS Main Menu.

**Note:** If a list of IHOs does not appear after clicking on IHO Rotational List from the IHRS Main Menu screen this may mean that your district's initial marker has not been set. See **First Time District Accesses IHRS – Setting the District Initial Marker**, (p. 39) for more information.

### Contacting an IHO from the IHO Rotational List

The **IHO Rotational List** screen is used to identify which IHOs are next in line to be contacted for appointment. The name of the most recently appointed IHO will appear at the bottom of the list. **Contact the IHO at the top of the rotational list first, then proceed down the list in order.**



Welcome to the VESID IHRS Application.

Log on using the login button in the upper right hand corner.

[IHRS INSTITUTION DATA ENTRY](#)

[CASE MAINTENANCE](#)

Use these screens to enter or update information about a case. ? Help

[IHO ROTATIONAL LIST](#) ←

Use this screen to pull up a School District Hearing Officer Rotational List. Note: A District must first create the

**IHO Rotational List Selection**

You should contact Hearing Officers in the order they appear

Iho Id	Last Name	First Name	Middle Name	Suffix
<a href="#">61</a>	BAUCHNER	STUART		
<a href="#">81</a>	DOWSKI	HENRY		
<a href="#">83</a>	EHRENREICH	RIVONA		
<a href="#">98</a>	HENDRA	JAMES		
<a href="#">99</a>	HILL	CRAIG		
<a href="#">106</a>	KEHOE	MARTIN		III
<a href="#">116</a>	LAZAN	MICHAEL		
<a href="#">121</a>	LUBAN	EDWARD		
<a href="#">537</a>	MCKEEVER	JAMES		
<a href="#">134</a>	MURPHY	GAYLE	T.	
<a href="#">70</a>	REJINO	ERLINDA		
<a href="#">182</a>	TURETSKY	AARON		
<a href="#">186</a>	WALSH	JAMES		
<a href="#">52</a>	ALEXANDER	JOAN	B.	

Records 1 to 14 of 14

ReQuery

IHRS Main Menu and IHO Rotational List

**Note:** Districts are discouraged from printing a copy of the IHO Rotational List for reference, as IHO names may be added or deleted from the list though out the year. Instead, the Office of Special Education recommends logging onto the IHRS for each new case.

This window is updated automatically when:

- You appoint an IHO (The appointed IHO moves to the bottom of the list).
- The Office of Special Education adds a new IHO to your county.
- The Office of Special Education inactivates/reactivates an existing IHO in your county.

**IHO Rotational List Selection**

You should contact Hearing Officers in the order they appear on the screen.

Iho Id	Last Name	First Name	Middle Name	Suffix
61	BAUCHNER	STUART		
81	DOWSKI	HENRY		
83	EHRENREICH	RIVONA		
98	HENDRA	JAMES		
99	HILL	CRAIG		
106	KEHOE	MARTIN		III
116	LAZAN	MICHAEL		
121	LUBAN	EDWARD		
537	MCKEEVER	JAMES		
134	MURPHY	GAYLE	T.	
70	REJINO	ERLINDA		
182	TURETSKY	AARON		
186	WALSH	JAMES		
52	ALEXANDER	JOAN	B.	

Records 1 to 14 of 14

ReQuery

IHO Rotational List screen

The school district may simultaneously contact several IHOs to determine their availability, but the selection of the IHO must be based on the rotational list, regardless of which IHO responds first. For example:

1. **IHO 1** was not available; you have left a message for **IHO 1** to return your call regarding appointment. The IHO has 24 hours to respond.
  2. **IHO 2** has declined appointment. You may move on to **IHO 3**.
  3. **IHO 3** was available and has accepted appointment. You notify **IHO 3** that you are waiting to hear from a previous IHO on your district's rotational list and will contact him or her with the result.
- If **IHO 1** calls and declines the appointment or does not respond with 24 hours, you may contact **IHO 3** to arrange the appointment. You may not go back to **IHO 2** for appointment to any later impartial hearing requests your district may receive after this request. In this case, after **IHO 3** is appointed, IHRS will move **IHO 1**, **IHO 2** and **IHO 3**'s name to the bottom of the rotation list.
  - If **IHO 1** calls within 24 hours and accepts the appointment you may make arrangements for the appointment. After appointing **IHO 1** IHRS moves his or her name to the bottom of the rotation list. Notify **IHO 3** that a previous IHO has accepted appointment. **IHO 2** and **IHO 3** remain next on the list for appointments to later impartial hearing requests.

## Steps to Access Contact Information from the IHO Rotational List

**Step 1.** Log onto IHRS

**Step 2.** On the IHRS Main Menu screen, find and click on **IHO Rotational List** located under the IHRS Query header. A list of IHOs will appear starting with the next IHO available for appointment at the **top** of the list.

**IHO Rotational List Selection**

You should contact Hearing Officers in the order they appear on the screen.

Iho Id	Last Name	First Name	Middle Name	Suffix
<a href="#">61</a>	BAUCHNER	STUART		
<a href="#">81</a>	DOWSKI	HENRY		
<a href="#">83</a>	EHRENREICH	RIVONA		
<a href="#">98</a>	HENDRA	JAMES		
<a href="#">99</a>	HILL	CRAIG		
<a href="#">106</a>	KEHOE	MARTIN		III
<a href="#">116</a>	LAZAN	MICHAEL		
<a href="#">121</a>	LUBAN	EDWARD		
<a href="#">537</a>	MCKEEVER	JAMES		
<a href="#">134</a>	MURPHY	GAYLE	T.	

**Step 3.** Click on the **IHO Id** number to access the specific IHO's contact information.

**Step 4.** You may record or print out the contact information to refer to when contacting the IHO. Some IHOs maintain two addresses. Use the **Primary** address first to contact the IHO.

**Impartial Hearing Officers**

IHO Id:	61	First Name:	STUART	Middle Name:	
Last Name:	BAUCHNER	Suffix:		Company Name:	
Inactive?:	N				

**Addresses**

Address Type	Address Line 1	City	State	Zip	Home Phone	Work Phone	Inactive?
<a href="#">PRIMARY</a>	123 MAIN STREET	NY	NY	10025		(212) 555-1234	N

Record 1 of 1

**County Listing**

County Code	County	Inactive?
<a href="#">01</a>	ALBANY	N
<a href="#">03</a>	BROOME	N
<a href="#">10</a>	COLUMBIA	N

*"N" here indicates that the IHO is available for appointment in your county.*

*"N" here indicates that this address is a valid contact address.*

Do not use any address that has a "Y" in the **Inactive?** field in the address line. The **Y** indicates that the address is inactive. See **IHO Inactive?** (p. 44) for more information.

IHO Rotational List: IHO ID Contact Information screen

If you choose to contact the IHO at this time, please be sure to also record the following:

- Contact Date and Time
- Contact Method (i.e., Home Phone, Work Phone, Email)
- Result Date and Time
- Result of Contact (i.e., accepted, declined, no response)

This information may later be recorded in the **Hearing Officer Contact Information** section of the new case you have opened. Although this information is not required it is helpful in keeping an accurate case record in case any questions may arise. Please see **Steps to Enter IHO Contact Information** (p. 44) for more information.

**Step 5.** Click on **Menu** on the navigation bar at the top of the screen to return to the IHRS Main Menu.

## IHO Inactive?

IHOs who have served on the SED list at some point but have become inactive (e.g., removed themselves, deceased, etc.) remain on the list as “inactive.” They are left on the list, as the district may need to access information regarding past cases for data analysis purposes. Inactive IHOs are indicated with a “Y” in the **Inactive?** field.

## Steps to Enter IHO Contact Information

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add IHO Contact information.

**Step 3.** Scroll down to the **Hearing Officer Contact Data** heading and click on the **New** button shown under the heading.

**Step 4.** Click on the **List** button next to the **IHO Identifier** field. An IHO List pop-up window will appear. Click on the **IHO ID** number next to the name of the IHO you wish to select.

**Step 5.** Click on the **CAL** button next to the **Contact Date** field and enter the date you contacted the IHO.

**Note:** For the **Contact Date** and **Result Date** fields please enter a 2 digit month/2 digit day/4 digit year. For example, Result Date: **03/18/2008**.

**Step 6.** Enter the **Contact Time**.

**Note:** For the **Contact Time** and **Result Time** fields please enter (in military time to the nearest half hour) a 2 digit hour, colon (:), 2 digit minute. For example, Result Time: **14:30**.

**Step 7.** Click on the **List** button next to the **Contact Method** field and select the mode of contact. (i.e., Home Phone, Work Phone, Fax)

**Step 8.** Take a look at your data to make sure it is accurate.

Case Maintenance data entry screen:  
Hearing Officer Contact Data

Hearing Officer Contact Data entry screen and Contact Methods list

Meth Code	Contact Method
1	HOME PHONE
2	WORK PHONE
3	FAX
4	EMAIL
5	POSTAL MAIL

Contact Methods list

**Step 9.** Click **Save**.

**Step 10.** A "Success!" message appears at the top of the screen indicating that the IHO Contact information has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message, click **Refresh** on your browser's toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** (p. 50) for more information.

**Step 11.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

### Steps to Enter IHO Contact Information Once the IHO has Returned the District's Contact Regarding an Appointment

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add IHO Contact information.

**Step 3.** Scroll down to the **Hearing Officer Contact Data** heading and click on the **IHO Identifier** button next to the name of the IHO you wish to edit shown under the heading.

#### Hearing Officer Contact Data

IHO Identifier	First Name	Middle Name	IHO Last Name	Suffix	Contact Date	Contact Method	Result Date	Contact Result
 52	JOSEPH		SMITH		01/01/08 10:30	WORK PHONE	01/02/08 09:30	ACCEPTED IN TIME

Record 1 of 1

**Step 4.** Click on the **CAL** button next to the **Result Date** field and enter the date the IHO responded. Click on the **List** button next to the **Result Time** field and enter the time the IHO responded. See **Step 6** and **Step 7** above.

**Step 5.** Click the **List** button and select a **Contact Result**. (i.e., Accepted, Declined, No Response). If the IHO has declined appointment for other reasons than those listed please enter a brief reason for declination in the **Declined Other Reason** field.

#### Contact Results

Search criterion for Core Code:

Core Code	Contact Result
<a href="#">1</a>	ACCEPTED IN TIME
<a href="#">2</a>	ACCEPTED LATE
<a href="#">3</a>	DECLINED - PERSONAL
<a href="#">4</a>	DECLINED - PROFESSIONAL
<a href="#">5</a>	DECLINED - CONFLICT OF INTEREST
<a href="#">6</a>	DECLINED - REIMBURSEMENT POLICY
<a href="#">7</a>	DECLINED - OTHER
<a href="#">8</a>	NO RESPONSE

Case Maintenance data entry screen:  
Hearing Officer Contact Data and Contact Results list

**Step 6.** Take a look at your data to make sure it is accurate.

**Step 7.** Click **Save**.

**Step 8.** A "Success!" message appears at the top of the screen indicating that the IHO Contact information has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message, click **Refresh** on your browser's toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** (p. 50) for more information.

**Step 9.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

## Appointing an IHO

You must complete contact and contact result information for all contacted IHOs before recording the appointment of an IHO.

The board of education must immediately appoint the IHO who was selected from the rotational list. A board of education may designate one or more of its members to appoint the IHO on behalf of the board, see **BOE Designee** (p. 39). An IHO must accept within 24 hours to be appointed.

### Steps to Enter an IHO Appointment

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add an IHO appointment.

**Step 3.** Scroll down to the **Hearing Officer Appointments** heading and click on the **New** button shown under the heading.

**Step 4.** Click on the **List** button next to the **IHO Identifier** field, an IHO List pop-up window will appear. Click on the **IHO Id** of the IHO the Board of Education (BOE) approved for appointment.

**Step 5.** Click on the **CAL** button next to the **BOE Appointment Date** field and enter the date the BOE approved the IHO appointment.



Case Maintenance data entry screen:  
Hearing Officer Appointments

A screenshot of a web application interface for entering appointment data. The title is "Hearing Officer Appointments". Below the title, it says "CASE IDENTIFIER: 29234". Underneath, it says "Enter values for new Hearing Officer Appointments record". There are four input fields: "IHO Identifier:" with a "List" button, "BOE Appointment Date:" with a "CAL" button, "Rescinded Date:" with a "CAL" button, and "Rescinded Reason:" with a dropdown menu. At the bottom, there are "Save" and "Clear" buttons.

Hearing Officer Appointments data entry screen

**Note:** Information in the **Rescinded Date** and **Rescinded Reason** fields should only be entered if the district has rescinded the IHO's appointment. Please see **Steps to Rescinding an IHO Appointment** (p. 49) for more information.

**Step 6.** Take a look at your data to make sure it is accurate.

**Step 7.** Click **Save**.

**Step 8.** A "Success!" message appears at the top of the screen indicating that the IHO appointment has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message, click **Refresh** on your browser's toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** (p. 50) for more information.

**Step 9.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

## Recuse or Rescind IHO Appointment

### Recusal of IHO Appointment

The IHO may recuse him or herself from a case. As per the Administrative Law Judge Manual, the IHO must recuse him or herself after appointment if the IHO has a personal bias or prejudice or familiar relationship concerning a party or witness, or personal knowledge of disputed evidentiary facts concerning the proceeding.

If either party to the hearing believes there is a potential conflict of interest or concern regarding impartiality with the IHO who has been appointed, they may ask the IHO to recuse him or herself. The IHO must hear the argument and decide whether or not to be recused.

- In the event the IHO is recused from the hearing the school district must select and appoint another IHO immediately.
- In the event the IHO is not willing to be recused, either party to the hearing may appeal such decision to the State Review Office (SRO) once the final decision of the IHO has been rendered on the case.

### Steps to Recuse an IHO Appointment

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add IHO recusal data.

**Step 3.** Scroll down to the **Hearing Officer Appointments** heading and click on the **IHO Identifier** of the IHO to be recused shown under the heading.

**Hearing Officer Appointments**

IHO Identifier	First Name	Middle Name	Last Name	Suffix	BOE Appointment Date	Rescinded Date	Recusal Indicator
<a href="#">52</a>	JOSEPH		SMITH		01/10/2008	01/21/2008	
<a href="#">70</a>	JANE		TORRES		01/21/2008		

Case Maintenance data entry screen: Hearing Officer Appointments

**Step 4.** Click on the **New** button under the **Hearing Officer Recusal Data** section.

**Step 5.** Click on the **CAL** button next to the **Recusal Request Date** field and enter the date the party has requested the IHO recusal.

**Step 6.** Click on the **List** button next to the **Requestor** field and enter the party requesting the IHO recusal.

**Step 7.** Enter a brief recusal reason in the **Recusal Reason** field.

**Step 8.** Click on the drop down arrow on the **Recusal Granted?** field and indicate whether the recusal was granted by entering a "Y" or "N".

**Step 9.** Click on the **CAL** button next to the **Recusal Effective Date** field and enter the date the recusal was granted.

**Step 10.** Take a look at your data to make sure it is accurate.

**Step 11.** Click **Save**.

**Step 12.** A "Success!" message appears at the top of the screen indicating that the IHO recusal has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Hearing Officer Appointments**

CASE IDENTIFIER: 29234

IHO Identifier:  [List](#)

First Name: JANE

Middle Name:

Last Name: TORRES

Suffix:

BOE Appointment Date: 01/21/2008

Rescinded Date:  [CAL](#)

Rescinded Reason:

Recusal Indicator:

**Hearing Officer Recusal Data**

No Records returned

**Hearing Officer Recusal Data**

CASE IDENTIFIER: 29234

Enter values for new Hearing Officer Recusal Data record

Recusal Request Date:  [CAL](#)

Requestor:  [List](#)

Recusal Reason:

Recusal Granted?:

Recusal Effective Date:  [CAL](#)

Hearing Officer Appointments data entry screen: Hearing Officer Recusal Data

**Note:** If you do not receive either a "Success" message or a resulting error message, click **Refresh** on your browser's toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** (p. 50) for more information.

**Step 13.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

## Rescinding an IHO Appointment

If by mutual agreement of the parties, the IHO who has been appointed is deemed incapacitated or otherwise unavailable or unwilling to continue the hearing or issue the decision, the board of education must rescind the appointment of the IHO and immediately appoint another IHO in accordance with the rotational selection and appointment procedures described above.

### Steps To Rescind an IHO Appointment

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add IHO rescind data.

**Step 3.** Scroll down to the **Hearing Officer Appointments** heading and click on the **IHO Identifier** of the IHO to be rescinded shown under the heading.



IHO Identifier	First Name	Middle Name	Last Name	Suffix	BOE Appointment Date	Rescinded Date	Recusal Indicator
52	JOSEPH		SMITH		01/10/2008	01/21/2008	

Record 1 of 1

Case Maintenance data entry screen: Hearing Officer Appointments

**Step 4.** Click on the **CAL** button next to the **Rescinded Date** field and enter the date the BOE rescinded the IHO appointment.

**Step 5.** Click on the drop down arrow on the **Rescinded Reason** field and select the reason the appointment was rescinded.

**Step 6.** Take a look at your data to make sure it is accurate.

**Step 7.** Click **Save**.

**Step 8.** A "Success!" message appears at the top of the screen indicating that the IHO rescind data has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.



**Hearing Officer Appointments**

CASE IDENTIFIER: 29234

IHO Identifier: 52 [List](#)

First Name: JOSEPH

Middle Name:

Last Name: SMITH

Suffix:

BOE Appointment Date: 01/10/2008

Rescinded Date: 01/21/2008 [CAL](#)

Rescinded Reason:

Recusal Indicator:

INCAPACITATED  
UNAVAILABLE  
UNWILLING  
DISTRICT ERROR

Hearing Officer Appointments data entry screen

**Note:** If you do not receive either a “Success” message or a resulting error message, click **Refresh** on your browser’s toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** below for more information.

**Step 9.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

On the Case Maintenance data entry screen, under the **Hearing Officer Appointments** section, you will see a **Recusal Indicator** of “Y” next to the IHO’s name whose appointment was rescinded.

Hearing Officer Appointments							
IHO Identifier	First Name	Middle Name	Last Name	Suffix	BOE Appointment Date	Rescinded Date	Recusal Indicator
<a href="#">52</a>	JOSEPH		SMITH		01/10/2008	01/21/2008	
<a href="#">70</a>	JANE		TORRES		01/21/2008		Y

Records 1 to 2 of 2

Case Maintenance data entry screen: Hearing Officer Appointments

## Troubleshooting Checklist:

✓ **When entering IHO Contact data, did you:**

	Check that all outstanding contact data, such as Result and Result Date/Time? You will not be able to enter appointment data if all contact data is not entered.
	Check whether case is closed? You will not be able to enter any data (except Issue Appealed to SRO and Actual Action Completion Date fields in Case Issues) after a case is closed.

✓ **When entering IHO Appointment data, did you:**

	Check whether there are any existing appointments? A case can not have more than one active appointment.
	Ensure that the BOE Appointment Date is not before the case request date or is future-dated?

✓ **When entering IHO Appointment recusal or rescission data, did you:**

	Ensure the date of new IHO appointment does not overlap the dates of other IHO appointments that have been rescinded or recused?
	Check whether the IHO appointment has been previously rescinded or recused? An appointment cannot be recused after it has been rescinded and an appointment that has been previously rescinded cannot be recused.

## Case Issues

### What is a Case Issue?

A parent or a school district may initiate a hearing on matters relating to the identification, evaluation or educational placement of a student with a disability, or the provision of a free appropriate public education to the child. These matters become the case issues addressed in the impartial hearing.

The following are the types of case issues that may be entered in the Impartial Hearing Reporting System (IHRS):

- Bilingual/Monolingual
- Classification
- Discipline – Expedited
- Discipline – Non-Expedited
- Evaluation
- IEP/Program
- Independent Evaluation
- NYC Only: Placement – Nickerson
- Other Reimbursement
- Other/Unspecified
- Parent Tuition Reimbursement
- Placement
- Procedures
- Transportation

### Rules About Issues

Issues may only be entered in open cases.

- Each impartial hearing case with a case closure type of Settled or Actual Decision must have at least one issue recorded.
- Once selected and successfully saved, an issue type may not be modified.
- When the Impartial Hearing Officer (IHO) renders a decision there is a separate decision for each issue (e.g., Support Parent, Support School District).

After a case is closed the following issue information may be entered:

- The date the district completes an action that the IHO directed the district to perform as part of a decision.
- Whether an issue has been appealed to the State Review Office (SRO).

Please see **Closing a Case: What May Be Entered After the Case is Closed?** (p. 81) for more information on entering issue information after the case is closed.

### When to Enter a Case Issue

Case issues may be entered in IHRS as soon as the case is opened. The issues may be taken from the impartial hearing request.

## Steps To Enter a Case Issue

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add a case issue.

**Step 3.** Scroll down to the **Case Issues** heading and click on the **New** button shown under the heading.

**Step 4.** Click on the **List** button next to the **Issues Type** field and choose an issue type.

**Step 5.** Take a look at your data to make sure it is accurate.

**Step 6.** Click **Save**.

**Step 7.** A "Success!" message appears at the top of the screen indicating that the case issue has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

Please see the **Troubleshooting Checklist** (p. 55) for more information.

**Step 8.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main menu.

## What to Do if the Issue Type Needs to be Changed

If an Issue Type is entered incorrectly you may select **Data Entry Error** in the Issue Decision list menu, Save and then click New to enter the correct issue type.

If an issue is changed as a result of clarification during the meeting you may select **Issue Changed Due To Further Clarification** in the Issue Decision list menu, Save and then click New to enter the clarified issue.

## When to Enter an Issue Decision

Issue Decisions are taken from the written decision submitted to the district by the IHO after the hearing. The IHO renders a separate decision for each issue (e.g., Support Parent, Support School District).

**Amendments**  
No Records returned  
[New](#)

**Hearings**  
No Records returned  
[New](#)

**Case Issues**  
No Records returned  
[New](#)

**Case Issues**  
[CASE IDENTIFIER: 18932](#)  
Use this screen to record issue information. Only enter actual cases

Enter values for new Case Issues record

Issue Type:	<input type="text"/>	<a href="#">List</a>
Issue Decision:	<input type="text"/>	<a href="#">List</a>
Expedited Issue Decision Date:	<input type="text"/>	<a href="#">CAL</a>
Change in Placement?:	<input type="text"/>	
District Action Required?:	<input type="text"/>	
District Action Description:	<input type="text"/>	
Action Date Specified By IHO:	<input type="text"/>	<a href="#">CAL</a>
Actual Action Completion Date:	<input type="text"/>	<a href="#">CAL</a>
Issue Appealed To SRO?:	<input type="text"/>	

[Save](#) [Clear](#)

Issue Decisions are not entered for settled or withdrawn cases since it is not necessary for the IHO to render a decision on issues that are withdrawn or settled by the parties.

## Issue Decisions

Issue Decisions	Description	Special Considerations
<b>Data Entry Error</b>	The district has made a data entry error, the issue is not appropriate to the case.	
<b>Dismissed</b>	The IHO decision orders the issue dismissed.	It is possible that during the hearing process a case may be dismissed. In the event the IHO renders a written decision, the Issue Decision "Dismissed" is entered for each Case Issue Type and the Case Closure Type is entered as "Actual Decision". See <b>Closing a Case: Steps to Close a Case: Case Closure Types</b> (p. 79) for more information.
<b>Independent Decision</b>	The IHO decision supports neither party, it directs a different action than requested.	
<b>Issue Changed Due To Further Clarification</b>	The initial issue entered is incorrect and has been changed after discussion by the parties.	
<b>Remand To Committee</b>	The IHO determines that the issue returned to the CSE for action.	
<b>Settled In Resolution Session</b>	The issue was resolved in resolution session and does not proceed to hearing.	
<b>Stipulation Agreement</b>	The IHO and the parties have negotiated an agreement on this issue that is stipulated as part of the decision.	If a written decision was rendered by the IHO and specific issues result in an Issue Decision of Stipulation/Agreement the Case Closure Type of "Actual Decision" is selected. See <b>Closing a Case: Steps to Close a Case: Case Closure Types</b> (p. 79) for more information.
<b>Support Parent</b>	The IHO decision supports the parent's position.	
<b>Support School District</b>	The IHO decision supports the school district's position.	
<b>Support, In Part, School District And Parent</b>	The IHO decision supports both parties in part.	
<b>Withdrawn</b>	The requestor has withdrawn the request for an impartial hearing.	

## Steps to Enter an Issue Decision

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add an issue decision.

**Step 3.** Scroll down to the **Case Issues** heading and click on the **Issue Type** link.

### Case Issues

Issue Type	Issue Decision	District Action Required?	Issue Appealed
<a href="#">IEP/PROGRAM</a>			
<a href="#">PLACEMENT</a>			

**Step 4.** Click on the **List** button next to the **Issue Decision** field and choose an issue decision.

### Case Issues

Use this screen to record issue information. Only enter an issue decision if it is based on cases

Enter values for new Case Issues record

Issue Type:	<input type="text"/>	<a href="#">List</a>
Issue Decision:	<input type="text"/>	<a href="#">List</a>

➔

### Issue Decisions

Search criterion for Issue Decision:

%

Issue Decision
<a href="#">DATA ENTRY ERROR</a>
<a href="#">DISMISSED</a>
<a href="#">INDEPENDENT DECISION</a>
<a href="#">ISSUE CHANGED DUE TO FURTHER CLARIFICATION</a>
<a href="#">REMAND TO COMMITTEE</a>
<a href="#">SETTLED IN RESOLUTION SESSION</a>
<a href="#">STIPULATION/AGREEMENT</a>
<a href="#">SUPPORT PARENT</a>
<a href="#">SUPPORT SCHOOL DISTRICT</a>
<a href="#">SUPPORT, IN PART, SCHOOL DISTRICT AND PARENT</a>
<a href="#">WITHDRAWN</a>

**Step 5.** Enter the **Expedited Issue Decision Date**.

If the case is not expedited skip to **Step 7** below.

**Step 6.** In an expedited case click on the drop down box for **Change In Placement?** and select "Y" or "N" indicating whether the expedited issue decision resulted in a change in placement for the student.

**Step 7.** Click on the drop down box for **District Action Required?** and select "Y" or "N" indicating whether the IHO required the district to complete an action related to the issue. **Note:** "Y" is the default value.

**Step 8.** Enter a brief description defining the scope of the required action in the **District Action Description** field.

**Step 9.** Enter the date the action must be completed by the district in the **Action Date Specified By IHO** field.

### Case Issues

Use this screen to record issue information. Only enter an issue decision if it is based on cases

Enter values for new Case Issues record

Issue Type:	<input type="text"/>	<a href="#">List</a>
Issue Decision:	<input type="text"/>	<a href="#">List</a>
Expedited Issue Decision Date:	<input type="text"/>	<a href="#">CAL</a>
Change in Placement?:	<input type="button" value="v"/>	
District Action Required?:	<input type="button" value="v"/>	
District Action Description:	<input type="text"/>	
Action Date Specified By IHO:	<input type="text"/>	<a href="#">CAL</a>

**Step 10.** Take a look at your data to make sure it is accurate.

**Step 11.** Click **Save**.

**Step 12.** A "Success!" message appears at the top of the screen indicating that the issue decision has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

**Step 13.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main menu.

Please see the **Troubleshooting Checklist** below for more information.

### Troubleshooting Checklist:

✓ **When entering a Case Issue, did you:**

	Enter Issue Type only when closing a case as Settled or Withdrawn?
	Enter an issue of "Discipline-Expedited" for expedited cases only?
	Enter only non-expedited issues for a non-expedited case?

✓ **When entering an Issue Decision, did you:**

	Enter an Issue Type?
	Indicate whether a District Action is required?
	Enter a District Action Description if a district action was required?
	Enter an Expedited Issue Decision Date <u>only</u> when entering an issue decision for an expedited issue ("discipline-expedited")?
	Enter whether there was a change in placement if the issue decision was for an expedited case?

# Resolution Period

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(h)
- 8 NYCRR Part 200.5(i)
- 8 NYCRR Part 200.5(j)(2)
- 8 NYCRR Part 200.5(j)(3)

## What is a Resolution Period?

Resolution Periods				
Resolution Period Identifier	Resolution Period Start Date	Resolution Period End Date	Resolution Period Result	Resolution Period Comp Date
<a href="#">11056</a>	04/25/2008			05/25/2008

Record 1 of 1

Case Maintenance Screen: Resolution Periods Data

A Resolution Period occurs when a parent initiates a due process complaint (impartial hearing request). It is a maximum 30-day period beginning the day the district received the due process complaint from the parent(s). The resolution period for a parent-initiated expedited request is 15 days from receipt of the expedited due process complaint. There is no resolution period with district-initiated requests, the impartial hearing begins immediately.

A Resolution Period is an opportunity for the parent(s), member(s) of the committee on special education and a representative of the school district, who has decision-making authority on behalf of the school district, to meet and discuss the complaint and facts that form the basis of the complaint and to reach a possible agreement before the impartial hearing takes place.

The Impartial Hearing Reporting System (IHRS) automatically enters the resolution period in Case Maintenance based on the request date entered by the district. The determination of the date received in the district's office (e.g., fax or postal mail) is subject to district policy. The Resolution Compliance Date (the date the resolution period ends) is calculated by IHRS.

## What is a Resolution Meeting and When Does it Occur?

A resolution meeting is an opportunity for the parent(s) and district representatives to discuss the complaint and facts that form the basis of the complaint and to reach a possible agreement before the impartial hearing takes place.

The School district is required to hold a resolution meeting within 15 days of receiving the due process complaint notice from the parent. For **expedited** impartial hearings the school district is required to hold a resolution meeting within seven days of receiving notice of the due process complaint from the parent.

The district's failure to hold the resolution meeting within the timeframes described above may result in the parent's petitioning the Impartial Hearing Officer (IHO) to proceed to hearing immediately and waive the remainder of the resolution period.

## Steps to Add a Resolution Meeting

- Step 1.** Log into IHRS.
- Step 2.** Find and open the specific case you wish to add resolution meeting information.
- Step 3.** Scroll down to the **Resolution Periods** heading.
- Step 4.** Click on the **Resolution Period Identifier** number for the resolution period you wish to edit (there is only one resolution period, unless the parent-initiated case is amended).
- Step 5.** Click the **New** button shown under the **Resolution Meetings** heading.

The image shows two overlapping screenshots of a web application interface. The top screenshot is titled "Resolution Periods" and displays the following information: "CASE IDENTIFIER: 29317", "Resolution Period Identifier: 10706", "Resolution Period Start Date: 02/08/2008", "Resolution Period End Date: [input field] CAL", "Resolution Period Result: [input field] List", and "Resolution Compliance Date: 03/09/2008". Below this information are "Save" and "Revert" buttons. The bottom screenshot is titled "Resolution Meetings" and shows "No Records returned" with a "New" button and a "Mediation" link. A modal window titled "Resolution Meetings" is open, prompting the user to "Enter values for new Resolution Meetings record". It contains a "Resolution Meeting Date" field with a "CAL" link, a "Held?" dropdown menu with "Y" and "N" options, and "Save" and "Clear" buttons.

Resolution Period and Resolution Meeting Data Entry Screen

- Step 6.** Click on the **CAL** link and enter the resolution meeting date.
  - a. You may enter a meeting ahead of time if it has been scheduled but not yet held. If you are entering a meeting date in the future, click on the blank selection above "Y" in the dropdown box associated with the **Held?** field.
  - b. If you are entering a meeting date for a meeting that was held enter "Y". Enter "N" if the meeting was scheduled but not held.
- Step 7.** Take a look at your data to make sure it is accurate.
- Step 8.** Click **Save**.
- Step 9.** Click the **Case Identifier: [Case No.]** link below the **Resolution Meeting** heading to return to the **Case Maintenance** screen. Once in Case Maintenance to view resolution meeting information entered clicking on the resolution identifier number. Click **Menu** to return to the IHO Main Menu.

## How to Close a Resolution Period

Once a Resolution Period is created in a case, **no** further case information (other than Resolution Meeting data) may be entered until the resolution period is closed. For example, extensions may not be entered or a case may not be closed until the Resolution Period Result and Resolution End Date are entered.

A resolution period may be waived or shortened by agreement of both parties. Please see **Resolution Period Results** (p. 59) for further clarification. Both parties are required to notify

the IHO in writing if, at any time, the resolution period is waived. Should the parties fail to notify the IHO of a resolution period waiver the district may request a data change to adjust the Resolution Period End Date to reflect when the IHO received notification and the 45-day timeline began. Please see **Getting Started: IHRS Basics: Data Change Requests** (p. 26) for more information on submitting requests to change data and **Getting Started: Impartial Hearing Process: Timelines for Impartial Hearings** (p. 12) for more information on the 45-day timeline.

The resolution period may be ended due to an insufficient request. If the IHO is asked to rule on the sufficiency of a request and deems the request insufficient the case may either be closed or the IHO may allow the parent a specified amount of time to revise (amend) the request. If a revised request is submitted, and an amended date is entered in IHRS, a new resolution period is created in the case. Please see **Maintaining a Case: Amendments** (p. 68) for more information regarding amending a request.

## Steps to Enter a Resolution Period End Date and Result

- Step 1.** Log into IHRS.
- Step 2.** Find and open the specific case you wish to add the resolution period information.
- Step 3.** Scroll down to the **Resolution Periods** heading.
- Step 4.** Click on the **Resolution Period Identifier** number you wish to edit (there should only be one resolution period assigned unless the case is parent-initiated and is amended).
- Step 5.** Check that all Resolution Meeting information has been entered. Please see **Steps to Add a Resolution Meeting** (p. 57) for further instructions.

A Resolution Period can not be closed until all Resolution Meeting information is entered except when the Resolution Period Result is:

- Request Withdrawn
- Continue Mediation – Hearing Timeline On Hold
- Waived By Both Parties – Entire Period

**Note:** Selecting Resolution Period Results **Written Settlement Agreement** and **Request Withdrawn** will close the Resolution Period *and* the case after which no further information may be entered. Enter all resolution meeting information before selecting these Resolution Period Results.

**Resolution Periods**

CASE IDENTIFIER: 29317

Resolution Period Identifier: 10706  
 Resolution Period Start Date: 02/08/2008  
 Resolution Period End Date:   
 Resolution Period Result:   
 Resolution Compliance Date: 03/09/2008

**Resolution Meetings**

Resolution Meeting Identifier	Resolution Meeting Date	Held?
2721	02/19/2008	

Resolution Period Data Entry Screen  
**Resolution Period Results**

Search criterion for Resolution Result:

%

**Resolution Result**

- [CONTINUE MEDIATION - HEARING TIMELINE ON HOLD](#)
- [PARTIAL AGREEMENT - PROCEED TO HEARING](#)
- [PROCEED TO EXPEDITED HEARING - 15 DAYS ELAPSED](#)
- [PROCEED TO IMPARTIAL HEARING - 30 DAYS ELAPSED](#)
- [PROCEED TO IMPARTIAL HEARING AT PARENT REQUEST](#)
- [REQUEST WITHDRAWN](#)
- [WAIVED BY BOTH PARTIES - ENTIRE PERIOD](#)
- [WAIVED BY BOTH PARTIES - REMAINDER OF PERIOD](#)
- [WRITTEN SETTLEMENT AGREEMENT](#)

Resolution Period Results List

- Step 6.** Click the **CAL** button and enter the **Resolution Period End Date**.
- Step 7.** Click on the **List** button next to the Resolution Period Result field and select a **Resolution Period Result**. *Please see the **Resolution Period Results** chart in this section for more information on Resolution Period Results.*
- Step 8.** Take a look at your data to make sure it is accurate.
- Step 9.** Click **Save**.
- Step 10.** A "Success!" message appears at the top of the screen indicating that the resolution period data has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.
- Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.
- Step 11.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the **Case Maintenance** screen or click on **Menu** to return to the **IHRS Main Menu**.

## Resolution Period Results

Resolution Period Result	Description
<b>Continue Mediation – Hearing Timeline On Hold</b>	At the end of the 30-day resolution period both parties have agreed in writing to continue mediation and delay the beginning of the impartial hearing.
<b>Partial Agreement – Proceed To Hearing</b>	The district and the parent(s) have come to an agreement on at least one issue, the remaining issue(s) proceeds to hearing. An issue decision of "settled in resolution session" is entered in the Case Issues section. Please see <b>Maintaining a Case: Case Issues</b> (p. 51) for more information.
<b>Proceed To Expedited Hearing – 15 Days Elapsed</b>	The parties have not reached an agreement and the 15 calendar day resolution period for the expedited case has elapsed.
<b>Request Withdrawn</b>	The party who initiated the hearing has withdrawn the request. There is written documentation of the withdrawal. <i>Choosing this selection will automatically close the case as "Withdrawn" on the date entered for the Resolution Period End Date.</i> See also, <b>Closing a Case: How to Close a Case</b> (p. 78) for more information on closing a case.
<b>Waived By Both Parties – Entire Period</b>	The district and the parent(s) agree to waive the entire resolution period and begin the hearing process immediately. This may occur within two calendar days of the beginning of the resolution period.
<b>Waived By Both Parties – Remainder Of Period</b>	The district and the parent(s) agree to waive the remainder of the resolution period and begin the hearing process immediately. This may occur after two calendar days of the beginning of the resolution period and before the resolution period compliance date.

Continued on next page

## Resolution Period Results

Resolution Period Result	Description
<b>Proceed To Impartial Hearing – 30 Days Elapsed</b>	The 30 calendar day resolution period has elapsed or the district is unable to obtain the participation of the parents in the resolution meeting and the 30 calendar day resolution period has elapsed. In the latter situation the district may request the IHO dismiss the case due to lack of parent participation; if dismissed, the district will enter the dismissal date as the case close date and “Dismissed at School District Request” as the case closure type. See also, <b>Closing a Case: How to Close a Case</b> (p. 78) for more information on how to close a case.)
<b>Proceed To Impartial Hearing At Parent Request</b>	The district failed to hold a resolution meeting within 15 days of receipt of the request and the parent requested the IHO begin the impartial hearing immediately.
<b>Written Settlement Agreement</b>	The district and the parent(s) have reached a written and signed settlement agreement within the 30-day resolution period. The IHO will not render a written decision. <i>Choosing this selection will automatically close the case as “Settled” on the date entered for the Resolution Period End Date (provided the issue decision Settled in Resolution period is entered).</i> See also, <b>Closing a Case: How to Close a Case</b> (p. 78) for more information.

## Troubleshooting Checklist

✓ **When updating or closing a Resolution Period, did you:**

	Enter the Resolution Period End Date <i>and</i> Result to close a Resolution Period?
	Check to ensure the Resolution Period End Date is within the Resolution Start Date and Compliance Date range?
	Enter a Case Issue Type if entering a Resolution Period Result of “Written Settlement Agreement”?
	Enter at least two Case Issue Types if entering a Resolution Period Result of “Partial Agreement – Proceed To Hearing”?
	Indicate whether a Resolution Meeting was held or not? (A Resolution Period can not be closed until all Resolution Meeting information is entered <u>except</u> on the occasions when the Resolution Period Result is “Request Withdrawn”, “Continue Mediation – Hearing Timeline On Hold” or “Waived By Both Parties – Entire Period”.)
	Check to ensure that the resolution meeting date entered falls within the Resolution Period Start Date and Compliance Date range?
	Check to ensure all Resolution Meeting information has been entered before entering a Resolution Period Result of “Request Withdrawn” or “Written Settlement Agreement?” These results will close the Resolution Period <i>and</i> the case, after which no further information may be entered.

## Does Mediation Affect the Resolution Period?

Mediation may occur concurrently with the impartial hearing process, including during the resolution period.

If the parties are involved in mediation during the resolution period and choose to continue mediation, a written agreement to continue mediation may put a hold on the start of the impartial hearing timeline. In this case the district must enter the mediation case number, assigned by the agency providing the mediation, in IHRS.

The hold on the impartial hearing time line continues until the mediation resolves the issues or one of the parties withdraws from the mediation. If the issues are resolved in mediation the case is closed as withdrawn. If one or both of the parties withdraws from the mediation, the impartial hearing time line begins and the case proceeds to hearing.

## How to Enter Mediation Data

**Step 1.** Enter a mediation case number by clicking on the Mediation link located either at the bottom of the Resolution Period data entry screen (or at the bottom of the Case Maintenance screen) to verify that the parties are engaged in mediation.

- The mediation case number may be acquired from the agency providing the mediation (it is a two letter, two or more integer case number).

**Step 2.** Take a look at your data to make sure it is accurate.

**Step 3.** Click **Save**.

**Step 4.** A "Success!" message appears at the top of the screen indicating that the mediation data has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

**Step 5.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

**Resolution Periods**

[CASE IDENTIFIER: 27204](#)

Resolution Period Identifier: 7525  
Resolution Period Start Date: 08/01/2007  
Resolution Period End Date:  [CAL](#)  
Resolution Period Result:  [List](#)  
Resolution Compliance Date: 08/31/2007

Save Revert

**Resolution Meetings**

No Records returned

New

[Mediation](#)

**Mediation**

[CASE IDENTIFIER: 29317](#)

Enter values for new Mediation record

Mediation Case Number

Save Clear

Resolution Period and Mediation Data Entry Screens

## How to Enter a Mediation Hold

- Step 1.** Log into IHRS.
- Step 2.** Find and open the specific case you wish to add the mediation hold information.
- Step 3.** Scroll down to the **Mediations** heading to ensure a mediation record was previously entered. If not, follow steps in **How to Enter Mediation Data** (p. 61) before continuing the following steps to enter a mediation hold.
- Step 4.** If a mediation record is entered, scroll to the **Resolution Periods** heading and click on the **Resolution Period Identifier** number.

**Step 5.** Enter the **Resolution Period End Date** (equal to the Resolution Compliance Date).

**Step 6.** Enter the **Resolution Period Result** of "Continue mediation – hearing timeline on hold".



**Resolution Period Results**

Search criterion for Resolution Result:

%

Resolution Result
<a href="#">CONTINUE MEDIATION - HEARING TIMELINE ON HOLD</a>
<a href="#">PARTIAL AGREEMENT - PROCEED TO HEARING</a>
<a href="#">PROCEED TO EXPEDITED HEARING - 15 DAYS ELAPSED</a>
<a href="#">PROCEED TO IMPARTIAL HEARING - 30 DAYS ELAPSED</a>
<a href="#">PROCEED TO IMPARTIAL HEARING AT PARENT REQUEST</a>
<a href="#">REQUEST WITHDRAWN</a>
<a href="#">WAIVED BY BOTH PARTIES - ENTIRE PERIOD</a>
<a href="#">WAIVED BY BOTH PARTIES - REMAINDER OF PERIOD</a>
<a href="#">WRITTEN SETTLEMENT AGREEMENT</a>

Resolution Period Results List

**Step 7.** Take a look at your data to make sure it is accurate.

**Step 8.** Click **Save**.

**Step 9.** A "Success!" message appears at the top of the screen indicating that the mediation data has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

**Step 10.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

- When the use of mediation has delayed the beginning of the hearing time line, a case compliance date of "ON HOLD" will appear. It will not be possible to enter extensions or issue decisions; hearings may be entered as scheduled but you will not be able to indicate whether they were held.

<b>Compliance Date:</b>	ON HOLD
<b>Case Closed Type:</b>	

- If an amendment is entered and saved, the Mediation Hold is removed and a new Resolution Period is automatically entered. Please see, **Maintaining a Case: Amendments** (p. 68) for more information regarding amendments.
- Expedited cases cannot be put on Mediation Hold.

## How to Close Mediation

**Step 1.** Log into IHRS.

**Step 2.** Find and open the specific case you wish to add the mediation information.

**Step 3.** There are two ways you can get to the **Mediation** screen:

- 1) Scroll down to the bottom of the Case Maintenance screen. Click on the **Mediation** link found under the Case Extensions header.
- 2) Scroll down to the Resolution Periods heading and click on the Resolution Period Identifier number. Click on the **Mediation** link found underneath the Resolution Meetings heading.

**Step 4.** Once at the Mediation Screen, click on the **List** link to display the **Mediation Hold Result**. Select the applicable result:

- **Withdrawn:** If the mediation is successful there is no need to proceed to impartial hearing. The district enters the Mediation Hold Result of "Withdrawn" – this will automatically close the case.
- **Proceed to Hearing:** If the mediation is not successful and the case proceeds to hearing the district enters the **Mediation Hold Result** of "Proceed to Hearing".

**Case Extensions**  
No Records returned  
New  
• [Mediation](#)

**Resolution Meetings**  
No Records returned  
New  
[Mediation](#)

**Hold Results**  
Search criterion for Description:  
%  Find Close  
Description  
[WITHDRAWN](#)  
[PROCEED TO HEARING](#)

**Mediation**  
[CASE IDENTIFIER: 30778](#)  
Med Id: 204  
Mediation Case Number: MD4567  
Mediation Hold Result:  [List](#)  
Hold Begin Date:  
Hold End Date:  [CAL](#)  
Save Revert New

Mediation Data Entry Screen and Hold Results Screen

**Step 5.** Click on the **CAL** link to enter the **Hold End Date**

**Step 6.** Take a look at your data to make sure it is accurate.

**Step 7.** Click **Save**.

**Step 8.** A "Success!" message appears at the top of the screen indicating that the mediation data has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

**Step 9.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

- A mediation record cannot be updated once closed. Please see **Getting Started: IHRS Basics: Data Change Requests** (p. 26) for more information on correcting data once record is closed.

## Troubleshooting Checklist:

### Mediation

- ✓ **When opening, updating or closing Mediation, did you:**

	Enter a Mediation Case Number assigned by the agency providing the mediation?
	Enter the Mediation Hold End Date <i>and</i> Mediation Hold End Result when closing Mediation?
	Check to ensure the Mediation Hold End Date is not earlier than the Resolution Period End Date?
	Check to ensure the case is not expedited? Expedited cases cannot be put on Mediation Hold.

# Hearings

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(j)

## What is a Hearing?

The term hearing is used in two ways. The impartial hearing process as a whole is often referred to as a hearing. An individual event during the hearing process is also called a hearing. It is the individual hearing event to which this section refers.

School districts are asked to enter the date of any and all hearings scheduled for the impartial hearing process. Once a hearing date is recorded a "Y" or "N" must be entered in the "Held?" field to indicate whether that scheduled hearing event occurred. Leave this field blank until it is known whether the hearing was held or not.

There are three types of hearings:

- **Pendency Hearing** - a hearing for the purpose of resolving any dispute regarding the educational placement of the student during the impartial hearing. The Impartial Hearing Officer (IHO) must render a written decision regarding pendency as soon as possible and prior to determining any other issue relating to the evaluation, identification or placement of a student.
- **Pre-Hearing Conference** - This conference is for the purposes of simplifying/clarifying the issues; identifying witnesses; identifying evidence; establishing date(s) for the completion of the hearing; and addressing other administrative matters. It may be conducted by telephone. The IHO enters a summary of the pre-hearing conference into the record.
- **Hearing** - Both parties agree to participate, with their respective counsel or representative, in a hearing proceeding to present their evidence and witness testimony before the IHO.

Hearing Type
<a href="#">HEARING</a>
<a href="#">PRE HEARING CONFERENCE</a>
<a href="#">PENDENCY</a>

Hearing Types List

## When to Enter a Hearing

A hearing may be entered anytime after the date the IHO was appointed if the process rules listed below are followed:

- **Pendency**

A pendency hearing is the only hearing that may be entered during a resolution period. Results of a pendency hearing may be entered during a resolution period. Pendency hearings may not be entered in an expedited case because expedited hearings deal with placement.

For more information regarding expedited cases, please see **Opening A Case: What is a Case?** (p. 32)

- **Pre-hearing**

When entering a pre-hearing conference, the date of the pre-hearing conference must be after the end of the resolution period. Results of a pre-hearing conference may only be entered after the resolution period.

- **Hearing**

When entering a hearing the date of the hearing must be after the end of the resolution period. Results of a hearing may only be entered after the resolution period.

## Steps to Enter a Hearing

**Step 1.** Log into the Impartial Hearing Reporting System (IHRS).

**Step 2.** Find and open the specific case you wish to add the hearing information.

**Step 3.** Scroll down to the **Hearings** heading.

**Step 4.** Click on the **New** button shown under the Hearings heading.

**Step 5.** Click the **CAL** button and enter the **Hearing Date**.

**Step 6.** Click on the drop down list box in the **Held** field and enter "Y" if the hearing was held, "N" if the hearing was not held. The blank selection above the Y is chosen when entering a hearing to be held at a future date (the "Y" or "N" may be added when the hearing occurs).

**Step 7.** Click on the **List** button next to the **Hearing Type** field and select a hearing type.

**Step 8.** Take a look at your data to make sure it is accurate.

**Step 9.** Click **Save**.

**Step 10.** A "Success!" message appears at the top of the screen indicating that the hearing has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

**Step 11.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main menu.

The screenshot shows a web interface titled "Hearings". At the top, it displays "CASE IDENTIFIER: 29551" with a blue link. Below this is the instruction "Enter values for new Hearings record". The form contains three input fields: "Hearing Date:" with a text box and a blue "CAL" button; "Held:" with a dropdown menu showing a downward arrow; and "Hearing Type:" with a text box and a blue "List" button. At the bottom of the form are two buttons: "Save" and "Clear".

Hearings data entry screen

## Troubleshooting Checklist:

✓ **When entering a Hearing, did you:**

	Make sure a Impartial Hearing Officer appointment has occurred.
	Enter the Resolution Period End Date <i>and</i> Result? Unless it is a pendency hearing, you will be unable to enter a hearing while the case is in resolution.
	Enter "Y" if the hearing was held, an "N" if the hearing was not held, or the blank selection above the "Y" if the hearing is at a future date?
	Ensure that the case is not in mediation? You will be unable to enter a Mediation Hold period.

# Amendments

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(i)(7)

## What is an Amendment?

A due process complaint may be amended by the requestor under the following circumstances:

- The other party consents in writing; or
- The Impartial Hearing Officer (IHO) may grant permission no later than 5 days prior to the first scheduled and held hearing (excluding a pre-hearing conference).

An amendment is a change to the substantive components of a due process complaint including:

- The name of the child
- The address of the residence of the child
- The name of the school the child is attending
- A description of the nature of the problem of the child relating to the proposed or refused initiation or change, including facts relating to the problem
- A proposed resolution of the problem to the extent known and available to the party at the time.

If the party receiving the request believes any of the elements listed above are missing they may ask the IHO to rule whether the request is sufficient. If the IHO deems the request insufficient the case may either be closed based on that ruling (the complainant may re-file at a later date) or the IHO may allow the complainant a specified amount of time to revise the due process complaint (request). If the request is revised, and the revision results in a determination that the request is sufficient, it is entered in the Impartial Hearing Reporting System (IHRS) as an amended request. This allows the timelines for the resolution period and the decision due date to be recalculated.

## When to Enter an Amendment

The district will enter an amendment in those instances where, prior to the first scheduled and held hearing, one of the following occurs:

- A copy of the two parties' agreement to amend the request is received. The date on the agreement is entered as the amended date.
- At least five days prior to the first scheduled hearing the requesting party asks the IHO for permission to amend the request and the IHO grants said permission. The date The IHO granted the request to amend is entered as the amended date.

## What Happens to the Timeline When a Case is Amended?

- If a parent-initiated case is amended during the resolution period, the 30-day resolution period is started again beginning with the date of the amendment. The new resolution

period is initiated to ensure that the parties have opportunity to resolve any new issues in the complaint through a resolution meeting.

- If a parent-initiated case is amended after the resolution period has ended and before the first scheduled hearing is held, a new 30-day resolution period begins using the amended date as the start date of the new resolution period. The new resolution period is initiated to ensure that the parties have opportunity to resolve any new issues in the complaint through a resolution meeting.
- If an amendment is back entered (entered after the hearing has proceeded past the resolution period) and/or the timeline has been extended, the date of the amendment may adversely effect the compliance date of the case. See **Maintaining a Case: Extensions** (p. 71) for more information. IHRS will not accept the amendment. For assistance please contact the Office of Special Education by phone: 518-473-0170 or email: [specedih@mail.nysed.gov](mailto:specedih@mail.nysed.gov).
- If a district-initiated case is amended, there is no effect on the time line as a resolution period is not required.
- If an expedited impartial hearing is amended, there is no effect on the timeline. No new resolution period is created.

## Steps to Enter an Amendment

**Step 1.** Log onto IHRS

**Step 2.** Find and open the specific case you wish to add an amendment.

**Step 3.** Scroll down to the **Amendment** heading and click on the **New** button shown under the heading.

**Step 4.** Click on the **CAL** button and enter the date the request was amended. This date is based on the receipt date of the amendment or the acceptance of the amendment by the IHO.

**Step 5.** Take a look at your data to make sure it is accurate.

**Step 6.** Click **Save**.

**Note:** When amending a case during the resolution period, you will receive a pop-up box after clicking Save indicating, "You have entered amendment information into IHRS that will extend the current Resolution Period. Please see the resolution compliance date and the current compliance date for the adjustments." Click **OK**.



Case Maintenance Screen:  
Amendments

Amendments data entry screen

**Step 7.** A "Success!" message appears at the top of the screen indicating that the Amendment has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a "Success" message or a resulting error message click **Refresh** on your browser's tool bar to confirm your data was entered.

Please see the **Troubleshooting Checklist** below for more information.

**Step 8.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

### Troubleshooting Checklist:

✓ **When entering an Amendment, did you:**

	Check that the Amendment date entered is not before the request date?
	Check whether the Resolution Period End Date and Result is entered if the Amendment Date is after the Resolution Compliance Date?
	Ensure there are no hearings entered as held that are later than the amendment date? You will not be able to enter an amendment in this situation as it may cause hearing dates already entered to fall within a resolution period.
	Ensure there are no extensions entered later than the amendment date? You will not be able to enter an amendment in this situation as it may cause extensions already entered to fall within a resolution period.
	Check whether case is closed? You will not be able to enter any case information (other than Issue Appealed To SRO and Actual Action Completion Date in Case Issues) after a case is closed.

# Extensions

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(j)(5)

## What is an Extension?

Each type of impartial hearing case has a timeline within which the impartial hearing decision must be rendered. An extension is a specific additional period of time beyond the regulatory timeline for the impartial hearing decision due date (in the Impartial Hearing Reporting System (IHRS) this is called the Compliance date). Extensions are granted by the Impartial Hearing Officer (IHO) at the request of one or both of the parties. An extension may move the compliance date by a maximum of 30 days into the future. Only one extension may be granted at a time. Expedited cases can not be extended. Please see **Getting Started: Impartial Hearing Process: Timelines for Impartial Hearings** (p. 12) for more information on timelines.

Extensions may not be granted for school vacations, a lack of availability resulting from the parties' and/or representatives' scheduling conflicts, settlement discussions between the parties or other similar reasons. Agreement of the parties is not a sufficient basis for granting an extension.

School districts are responsible for entering all required extension information in IHRS immediately upon receipt. This is because IHRS is a real time system and is used to monitor the timelines of each impartial hearing case.

## How to Get Extension Information

The school district is responsible for timely reporting of all dates and actions related to an impartial hearing in IHRS. A district must have a policy in place as to how they will ensure that data entry in IHRS occurs in a timely manner. The district policy to secure information for data entry should:

- Address expectations regarding the timelines of data collection and data entry
- Address the use of data collection mechanisms. Worksheets are suggested, see the Case Extension Form included in this section as an example
- Ensure the IHO/district representative/district counsel has contact information for the data entry person. The district has a representative present at all hearings. That representative may be a conduit of information regarding extensions
- Provide guidance as to how the data entry person should proceed if he/she doesn't receive updated hearing information. For example, should they contact the district representative, district counsel or the IHO to get this information?

Extension information (including the reason for the extension, who requested it, the dates the extension was requested and granted, the new record close date and new decision date) is provided, in writing, by the IHO assigned to the case. It is important to note that an IHO may verbally grant an extension but is required to provide the extension information in writing to both parties.

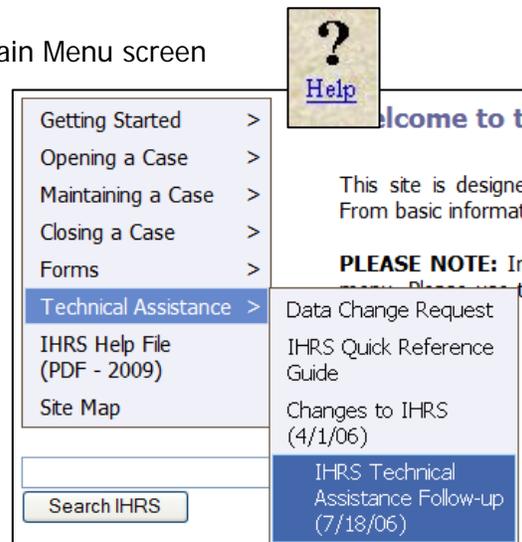
If you do not have the necessary information to enter in IHRS, check with the school district attorney's office, or have the attorney contact the IHO. It is the school district's responsibility to enter case information immediately as it affects the compliance date of the case.

The key to timeliness is securing the extension data and getting it to the data entry person. See **Getting Started: Impartial Hearing Process: Responsibilities for Data Reporting and Monitoring** (p. 7) or more information regarding school district responsibilities.

**Suggestion:** A **Case Extension Form** (p. 77) is included in this section. For your convenience, you may send this form to the impartial hearing officer, district representative or district's attorney to obtain required information for data entry. The district's representative may also bring copies of the form to the hearing and have the IHO complete and sign so that it may be returned to the data entry person immediately.

For further information regarding extensions and how the IHO calculates an extension:

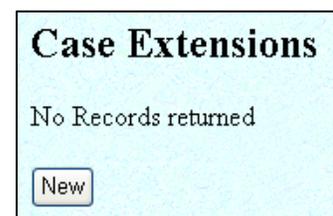
- 1) Click on the IHRS **Help** icon on the IHRS Main Menu screen
- 2) Click on **Technical Assistance** in the Help File navigation menu on the left of the screen
- 3) Then click on the **IHRS Technical Assistance Follow-up (7/18/09)** link



## How to Enter an Extension

### Steps to Enter an Extension

- Step 1.** Log onto IHRS
- Step 2.** Find and open the specific case you wish to add an extension.
- Step 3.** Scroll down to the **Case Extensions** heading and click on the **New** button shown under the heading.



**Step 4.** Complete Extension fields with information provided by the IHO. See the **Extension Fields chart** (p. 74) for field descriptions.

**Case Extensions**

[CASE IDENTIFIER: 30100](#)

Enter information for new Case Extensions record.

Extension Requested Date:	<input type="text"/>	<a href="#">CAL</a>
Requestor:	<input type="text"/>	<a href="#">List</a>
Extension Reason:	<input type="text"/>	<a href="#">List</a>
Extension Reason Other:	<input type="text"/>	
Extension Decision Date:	<input type="text"/>	<a href="#">CAL</a>
Granted?:	N <input type="button" value="v"/>	
Denial Reason:	<input type="text"/>	
New Record Close Date:	<input type="text"/>	<a href="#">CAL</a>
New Decision Date:	<input type="text"/>	<a href="#">CAL</a>

**Step 5.** Take a look at your data to make sure it is accurate.

**Note:** Case extension information cannot be modified by the user once it is saved. See **Getting Started: IHRS Basics: Data Change Requests** (p. 26) for more information on how to submit a data change request.

**Step 6.** Click **Save**.

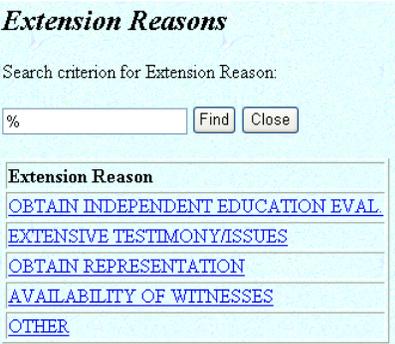
**Step 7.** A “Success!” message appears at the top of the screen indicating that the extension has been successfully entered. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a “Success” message or a resulting error message, click **Refresh** on your browser’s toolbar to confirm your data was entered and saved.

Please see **Troubleshooting Entering Extensions** (p. 75) for more information.

**Step 8.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main Menu.

## Extension Fields

Extension Field	Description
<b>Extension Requested Date</b>	The date the party/parties request the extension.
<b>Requestor</b>	The category of person who requested the extension (e.g. Parent, District, Emancipated Minor).
<b>Extension Reason</b>	<p>Why the extension was requested. Select value from <i>List</i> (shown below).</p>  <p><i>Extension Reasons</i></p> <p>Search criterion for Extension Reason:</p> <p>% <input type="text"/> <input type="button" value="Find"/> <input type="button" value="Close"/></p> <p><b>Extension Reason</b></p> <ul style="list-style-type: none"> <li><a href="#">OBTAIN INDEPENDENT EDUCATION EVAL</a></li> <li><a href="#">EXTENSIVE TESTIMONY/ISSUES</a></li> <li><a href="#">OBTAIN REPRESENTATION</a></li> <li><a href="#">AVAILABILITY OF WITNESSES</a></li> <li><a href="#">OTHER</a></li> </ul>
<b>Other</b>	<p>Free-form text field to describe the reason for the extension when <b>Other</b> is selected in the <b>Extension Reasons</b> field.</p> <p><b>NOTE:</b> If Extension Reason <b>Other</b> is selected, this field must be completed in order to close the case.</p>
<b>Extension Decision Date</b>	Date the IHO decided to grant or deny the request. It is often the same date as the <b>Extension Requested Date</b> .
<b>Granted?</b>	<p>Select <b>Y</b> for "Yes, extension was granted."</p> <p>Select <b>N</b> for "No, extension was denied."</p>
<b>Denial Reason</b>	<p>Rationale for why the IHO decided to deny the request for extension. This field must be completed if <b>N</b> is entered in the <b>Granted?</b> field.</p>
<b>New Record Close Date</b>	<p>The new projected date when the parties must submit all documents to the IHO for consideration. It must be 14 days or less prior to the New Decision Date. If the date entered for the New Record Close Date is more than 14 days, IHRS will adjust the New Decision Date to be a maximum 14 days from the New Record Close Date regardless of what date was entered for the New Decision Date.</p>
<b>New Decision Date</b>	<p>The new projected date when the IHO will render the decision for the case. It can be a maximum of 30 days from the current compliance date, and cannot be more than 14 days after the New Record Closed Date. It becomes the new compliance date.</p> <p><b>NOTE:</b> If the New Decision Date falls on a weekend or holiday, IHRS will adjust the new compliance date to the next business day, per general Construction Law. If the district attempts to enter the adjusted date, IHRS will generate a "Greater Than 30 Day Extension" email that is sent to the District Superintendent and the IHO.</p>

## Troubleshooting Entering Extensions

In the event that you receive an error message when entering an extension, verify the accuracy of the information you have entered. If the information you have entered matches what you have received contact your school district's attorney's office or have the school district's attorney contact the IHO to recalculate the extension data.

An incorrect extension that is entered and saved can be deleted and re-entered by sending a data change request to [specedih@mail.nysed.gov](mailto:specedih@mail.nysed.gov), include the case number and the extension identification number to be deleted. Once you receive notification that the extension is deleted you may re-enter the correct extension data. For more information regarding data change requests see **Getting Started: IHRS Basics: Data Change Requests** (p. 26).

IHRS will not accept extension information in the following circumstances:

- During an open Resolution Period
- If an IHO has not been appointed during the extension time period
- If the case is closed

The following are error messages you may receive if the information entered was calculated incorrectly by the IHO and/or entered incorrectly:

Error Message	Reason	Result	Recommended Action
<p><b>Error!</b> You cannot enter this extension because it was granted prior to the beginning of the timeframe within which an extension may be granted.</p>	<p>Extensions may only be granted one at a time, i.e., any time one day after the previous compliance date (or begin date) of a prior extension and before the current compliance date.</p> <p>If you enter an Extension Decision Date (date the IHO grants the extension) that is <u>before</u> the begin date of a prior extension (the Previous Compliance Date) this is in effect granting two extensions at a time because the prior extension has not yet started. See <b>Case Extension example</b> on next page.</p>	<p>The extension is rejected by IHRS. An email notification is generated by IHRS and sent to the IHO and school district superintendent.</p> <p>Re-entering the same information will generate the same error message and another email notification will be sent to the IHO and school district superintendent.</p>	<p>DO NOT ENTER THE SAME EXTENSION AGAIN. As per your district's policy contact the district representative/district's attorney and alert them to the fact that the extension has been rejected and that the IHO should be contacted to adjust the extension.</p>

Continued on next page

Continued from previous page

Error Message	Reason	Result	Recommended Action
<b>Error!</b> You cannot enter this extension as it will not extend the current compliance date.	The New Decision Date of the extension entered is before the (current) case Compliance Date.	The extension is rejected by IHRS. An email notification is generated by IHRS and sent to the IHO and school district superintendent. Re-entering the same information will generate the same error message and another email notification will be sent to the IHO and school district superintendent.	DO NOT ENTER THE SAME EXTENSION AGAIN. As per your district's policy contact the district representative/district's attorney and alert them to the fact that the extension has been rejected and that the IHO should be contacted to adjust the extension.
<b>Error!</b> You have entered an extension greater than 30 days.	The time period between the (current) case Compliance Date and the New Decision Date for the extension entered is over the maximum 30-days.	The extension is accepted, however, the current compliance date is adjusted by IHRS. An email notification is sent to the IHO and school district superintendent advising them of an adjusted compliance date.	As per district's policy notify the district representative or district's attorney of the extension adjustment.

### Case Extension Example

Case Extensions				
Extension Identifier	Extension Decision Date	Granted?	New Decision Date	Previous Compliance Date
<a href="#">29811</a>	01/23/2007	Y	03/05/2007	02/05/2007 <b>B</b>
<a href="#">30353</a>	02/13/2007 <b>A</b>	Y	04/07/2007	03/05/2007

Case Closure Type:

Case Closed Date:

Compliance date: 03/05/2007 **C**

Decision Received by SED Date:

Hearing Officer Contact Data

In this example, the Extension Decision Date of Extension Identifier #30353 (**A: 2/13/07**) must be at least one day after the previous compliance date of Extension Identifier #29811 (**B: 2/5/07**) and before the current compliance date (**C: 3/5/07**).

# CASE EXTENSION FORM

IHO Name \_\_\_\_\_ School District \_\_\_\_\_ Date \_\_\_\_\_

Please use this form for each Extension requested for **Case Identifier No.** \_\_\_\_\_

**District Case No.** \_\_\_\_\_ **Student Name** \_\_\_\_\_

Enter values for new Case Extensions record

Extension Requested Date:	<input type="text"/>
Requestor:	<input type="text"/> List 1
Extension Reason:	<input type="text"/> List 2
Extension Reason Other:	<input type="text"/>
Extension Decision Date:	<input type="text"/>
Granted?:	<input type="checkbox"/> (Y or N)
Denial Reason:	<input type="text"/>
New Record Close Date:	<input type="text"/>
New Decision Date:	<input type="text"/>

**New Record Closed Date:** The date the record will be closed, based on the projected new decision date identified by the IHO after an extension has been granted.

**New Decision Date:** The date the IHO projects the hearing will be completed after an extension is granted, based on the IHO's experience with the amount of hearing dates, submission of post hearing briefs/transcripts and decision writing time.

## List 1

For each **Requestor**, please choose and circle from the following list:

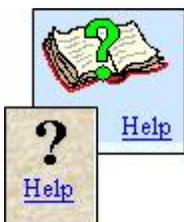
- School District
- Parent/Guardian
- Emancipated Minor
- Both Parties

## List 2

For each **Extension Reason**, please choose and circle from the following list:

- Obtain independent education evaluation
- Extensive testimony/issues
- Obtain representation
- Availability of witnesses
- Other\*

\* If Extension Reason "Other" is chosen, a brief description is required.



A downloadable form is available by clicking on the **Help** icon located anywhere in the IHRS site to access the online Help File. Then click on **Forms** located on the Help File navigation menu, and click on **Case Extension Form**.

# Closing a Case

## Relevant New York State Regulation(s):

- 8 NYCRR Part 200.5(i)
- 8 NYCRR Part 200.5(j)

## How to Close a Case

An impartial hearing case is closed when the Impartial Hearing Officer (IHO) has rendered a decision or the case has been withdrawn or settled. If a decision is rendered, the IHO mails the final decision to the school district and parent/guardian. The district then records the issue decisions, Case Closed Date and Case Closure Type in the Impartial Hearing Reporting System (IHRS). If a case is withdrawn the district records the date of the written withdrawal as the close date or if the case is settled the district enters the date of the settlement agreement as the close date. The district is responsible for notifying the IHO when the case is settled or withdrawn.

A case may be closed in different ways during or after the Resolution Period. Please see **Case Closure Types** listed under **Steps to Close a Case** below and **Closing a Case During a Resolution Period** (p. 81) for more information.

A case may not be closed in IHRS until the following criteria are met:

- An IHO is assigned to the case (except when a case is withdrawn before the school district has appointed an IHO).
- There is at least one issue recorded in Case Issues section, unless the case is withdrawn.
- An Issue Decision has been recorded for each issue when the Case Closure Type is Actual Decision. See **Maintaining a Case: Case Issues** (p. 51) for more information on case issues and issue decisions.
- There must be at least one hearing date entered if the Case Closure Type is Actual Decision. All hearing dates entered must have an indication of whether or not the hearing was held.

## Steps to Close a Case

**Step 1.** Log onto IHRS.

**Step 2.** Find and open the specific case you wish to close.

**Step 3.** As you scroll down the Case Maintenance screen check to ensure that IHO contact and IHO Appointment information is entered and, if this is a parent requested case, that the Resolution Period Result and End date are entered.

**Step 4.** Scroll down to the **Case Issues** section. If all case issues have not been entered, enter them at this time. Ensure that Issue Decisions are entered only for issues where a decision has been rendered by the IHO. See **Maintaining a Case: Case Issues: When to Enter an Issue Decision** (p. 52) for more information.

**Step 5.** Scroll up to **Case Closure Type** and **Case Closed Date** fields.

**Step 6.** Click on the **List** button next to the Case Closure Type field and select a closure type.

### Case Closure Types

A case may be closed during or after the Resolution Period. It may be closed in the different ways listed below. The Case Closure Type is a required field to close a case in IHRS.

**“Actual Decision”:** The impartial hearing officer has rendered a decision and provided copies to the district and the parent. Case closure date is the date on the written decision.

A case with this Case Closure Type must have at least one but may have more than one Issue Type and Issue Decision. Please see **Maintaining a Case: Case Issues** (p. 51) for more information.

**Case Maintenance**

Enter values for new Case Maintenance record.  
Use this screen to enter information for a new case. Note: the first eight fields, marked with an asterisk(\*), are required in order to open a case and establish a case identifier number. You may use either the School District Name or District Code to enter the school district for the case. Please make sure your data is correct before saving, many fields may not be updated once entered. Please refer to the Help file for System Data Chart for data change information.  
\*\*Do not enter personally identifiable information into the IHRS.

Institution:  [List](#)

\* Request Date:  [CAL](#)

\* Requestor:  [List](#)

\* Expedited?:

Expedited Compliance Date:  [CAL](#) ~Required only when case is expedited.

\* Student Placement:  [List](#)

\* Student Classification:  [List](#)

\* Case Type:

\* District Rep Name:  SED will contact this person when questions arise.

District Rep Phone:

District Rep Extension:

District Rep Email:

Pendency Placement:  [List](#)

\*\*District Case Number:

Pendency Order Date:  [CAL](#)

Pendency Appealed?:

Transcript Sent Out Date:  [CAL](#)

Transcript Received In Date:  [CAL](#)

Actual Record Closed Date:  [CAL](#)

Case Closure Type:  [List](#)

Case Closed Date:  [CAL](#)

Case Maintenance Screen: Case Closure Type and Case Closed Date Fields

**Case Closure Types**

Search criterion for Case Closure Type:

Case Closure Type
<a href="#">ACTUAL DECISION</a>
<a href="#">SETTLED</a>
<a href="#">WITHDRAWN</a>
<a href="#">INSUFFICIENT REQUEST</a>
<a href="#">DISMISSED AT SCHOOL DISTRICT REQUEST</a>

Case Closure Types List

**“Settled”**: The district and the parent have reached a settlement agreement outside of the hearing process. The agreement is signed by both parties. The IHO will not render a written decision. At least one Case Issue Type must be entered before closing the case with this Case Closure Type. See **Maintaining a Case: Case Issues: Steps to Enter a Case Issue** (p. 52) for more information.

**“Withdrawn”**: The party who initiated the hearing has withdrawn the request. There is written documentation of the withdrawal. The IHO will not render a written decision. If the withdrawal of a request is an action due to a settlement agreement the case is considered settled and not withdrawn, please see Case Closure Type “Settled” above.

**“Insufficient Request”**: The IHO is asked to rule whether the request is insufficient. When the IHO deems the request insufficient the case is closed using this Case Closure Type.

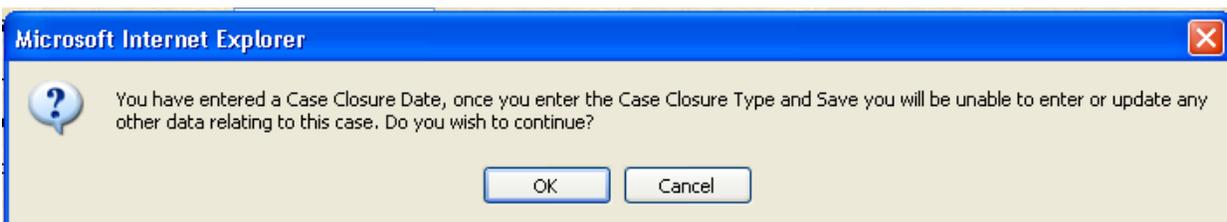
**“Dismissed At School District Request”**: When, after reasonable and documented efforts the school district is unable to obtain parent participation in the Resolution Session, the district may request that the hearing be dismissed at the end of the 30-day Resolution Period. If the IHO supports the district request the case is closed using this closure type.

**Step 7.** Click on the CAL button next to the Case Closure Date field and enter date. In most instances the date on the written documentation is Case Closure date, for example the date on the IHOs decision is the Case Closure date an Actual Decision case closure.

**Step 8.** Take a look at your data to make sure it is accurate.

**Step 9.** Click **Save**.

**Step 10.** A pop-up message will appear confirming whether you wish to continue in closing the case – click **OK** and click **Save** again.



**Step 11.** A “Success!” message appears at the top of the screen indicating that the case has been successfully closed. If this does not occur, the resulting error message will provide guidance about next steps.

**Note:** If you do not receive either a “Success!” message or a resulting error message, click **Refresh** on your browser’s toolbar to confirm your data was entered and saved.

Please see the **Troubleshooting Checklist** (p. 82) for more information.

**Step 12.** Click on the **Case Identifier: [Case No.]** link at the top of this screen to return to the Case Maintenance screen or click on **Menu** to return to the IHO Main menu.

### Actual Record Closed Date

The Actual Record Closed date is the date the IHO established as the last date parties can submit evidence or documents.

- This information may be found in the decision.
- It is NOT a required field

Case Maintenance Screen: Actual Record Closed Date

### Closing a Case During a Resolution Period

There are a few instances when a case may be closed during the Resolution Period. For example, selecting “Request Withdrawn” or “Written Settlement Agreement” in the Resolution Period Results list box will automatically close the case in IHRS. For more information, please see **Maintaining a Case: Resolution Period** (p. 56).

Resolution Period Results List

### What May Be Entered After the Case is Closed?

After a case is closed the only data that can be changed or updated are the following fields found in the Case Issues section of the Case Maintenance screen:

Field Name	Description
<b>Actual Completion Date</b>	The date the district completed the action as directed by the IHO (examples: provide transportation, conduct an evaluation, reimburse parents).
<b>Issue Appealed to SRO?</b>	<p>The date the IHO’s decision was appealed to the State Review Office by either party.</p> <p>Select <b>Y</b> if the issue was appealed to the State Review Office. Select <b>N</b> if the issue was not appealed to the State Review Office.</p> <p><b>Note:</b> The default value is blank. Leave blank unless you are sure the case has been appealed.</p>

For more information regarding Case Issues, please see **Maintaining a Case: Case Issues** (p. 51).

## Troubleshooting Checklist:

✓ **When closing a case as an "Actual Decision", did you:**

	Appoint a hearing officer?
	Close the Resolution Period?
	Enter Case Issue information (including issue decision, etc.)?
	Enter Hearing information? (If the Case Closure Type is Actual Decision, please indicate at least one hearing and enter Y/N if hearing has been held or not.)
	Enter Y/N in "District Action Required"? (If the Case Closure Type is Actual Decision, please indicate whether district action is required or not.)
	Enter "Dismissed" as an Issue Decision for each issue entered if the case was dismissed?
	Enter at least one Case Issue with an Issue Decision of "Settled In Resolution Session" if the Resolution Period ended with a "Partial Agreement"?

✓ **When closing a case as "Settled", did you:**

	Enter at least one Issue Type? (Issue Decisions are not entered for Settled cases)
	Enter at least one issue marked "Settled in Resolution Period" if Resolution Period ended with "Partial Agreement" and at least one Issue Type with no Issue Decision?
	Enter "Case Closed Date" (the date the district received the written settlement)?

✓ **When closing a case as "Withdrawn", did you:**

	Receive withdrawal documentation in writing?
	Enter the "Case Closed Date"? (The date of receipt of the withdrawal documentation)



# **The Impartial Hearing Reporting System Help File**

New York State Education Department  
Office of Special Education  
Impartial Hearing Reporting System Unit  
Albany, New York 12234  
[www.p12.nysed.gov/specialed/](http://www.p12.nysed.gov/specialed/)

Revised: November 16, 2010

