

Impartial Hearing Reporting System (IHRS) - Quick Reference Guide

HOW TO	STEPS from the Application Portal Menu
Log On	Open Browser → Type: www.nysed.gov → Click Go → Click on the Business Portal tab → Click Log On → Type Username and Password → Click OK → Click Yes if Security Alert Screen appears → Click IHO Main Menu link in "My Applications"
Change Password	Log In → Click Change Password → Type Old Password, New Password, New Password again → Click Submit → Click Done → Click Yes if Security Alert Screen appears to return to Portal page NOTE: Passwords must be at least 8 characters and contain at least one alpha <u>and</u> one numeric character. Passwords are case sensitive.

HOW TO	STEPS from the IHO Main Menu
Create a new case	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Click New → Complete required fields → Click Save → Record Case ID # in local files
Set the IHO marker	Click DISTRICT INITIAL MARKER (under IHRS INSTITUTION DATA ENTRY) → Click IHO ID of last IHO appointed or last IHO ID on list if your district has never had an Impartial Hearing → Select Y → Click Save
Choose IHOs to contact	Click IHO ROTATIONAL LIST (under IHRS INSTITUTION DATA ENTRY) → Select from the top of the list → Click IHO ID for phone and other contact information
Enter an IHO Contact record	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Hearing Officer Contact Data → Complete data entry → Click Save
Enter IHO Contact Results	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click correct IHO Identifier → Complete data entry → Click Save
Find and open case in Case Maintenance	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Enter search criteria → Click Find → Click Case ID to open case
Find and open a case in Case Query - Detail	Click CASE QUERY - DETAIL (under IHRS CASE INFORMATION) → Enter search criteria → Click Find → Click Case ID to open case
Appoint IHO to a case	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Hearing Officer Appointments → Complete data entry → Click Save
Rescind an IHO Appointment	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click correct IHO Identifier under Hearing Officer Appointments → Complete data entry → Click Save
Recuse an IHO	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click correct IHO Identifier under Hearing Officer Appointments → Click New under Hearing Officer Recusal Data → Complete data entry → Click Save
Close a Resolution Period	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click Resolution Period ID under Resolution Periods → Complete data entry → Click Save
Enter an Amendment	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Amendments → Complete data entry → Click Save
Enter Mediation	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click Mediation at bottom of screen → Click New → Enter Case No. assigned by dispute center (CDRC) → Click Save
Enter new Hearing data	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Hearings → Complete data entry → Click Save
Update Hearing data	Click CASE MAINTENANCE (under IHO Data Entry) → Find and open case → Click Hearing Identifier under Hearings → Complete data entry → Click Save
Enter Case Issue data	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Case Issues → Complete data entry → Click Save
Update Case Issue data	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click the Issue Type under Case Issues → Complete data entry → Click Save
Enter new Case Extension data	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click New under Case Extensions → Complete data entry → Click Save

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Queries		
Query	Use to:	Procedure
Case Query - Detail	<p>Find any case or set of cases that meets the user-defined search criteria. User can search by these criteria individually or in combination:</p> <ul style="list-style-type: none"> Case Identifier Request Date Institution County SEQA Region Hearing Officer Name Issue Decision Code Issue Type Code Expedited Requestor Student Placement Student Classification Pendency Placement District Case Number BOE Appointment Date Case Closed Date Case Closed Type SED Decision Received Date Request Amended Date Resolution Period Data 	<p>Click CASE QUERY - DETAIL (under IHRS CASE INFORMATION) → Enter search criteria → Click Find → Click Case ID to open case</p> <p>Please Note: A case may appear more than once in the query results if multiple records are created due to Amendments, multiple Case Issues or IHO Recusals and Rescissions.</p>
Late Decision Query	<p>Find open cases (decisions not rendered) that are late because:</p> <ul style="list-style-type: none"> They currently exceed the 15/30/45 timelines with no extensions, or The current date exceeds the New Decision Date (established when the extension request was granted) 	<p>Click LATE DECISION QUERY (under IHRS CASE INFORMATION) → Click Case ID to open case</p>
Summary District Timeliness	<p>Evaluate school district performance in appointing IHOs in a timely manner. Find any case or set of cases that meets the user-defined search criteria. User can search by these criteria individually or in combination:</p> <ul style="list-style-type: none"> Institution or District Code Request Date SEQA Region 	<p>Click DISTRICT TIMELINESS (under IHRS INSTITUTION MONITORING TOOLS) → Enter summary criteria → Click Find</p>
IHO Rotational List	<p>Find contact information for specific IHO on district's rotational list</p>	<p>Click IHO ROTATIONAL LIST (under IHRS INSTITUTION DATA ENTRY) → Click on IHO ID for IHO contact information</p>

Case Search Rules	
<ul style="list-style-type: none"> If you enter no criteria, the search results list will include ALL cases in school district. Enter multiple criteria for a narrower search. Use the % wild card to substitute for unknown characters. Date Search Rules: 	
If you want to find:	Then:
A case with a specific Request Date	Enter the same date in both date fields.
All cases between a specific date range	Enter the from (first date field) and to (second date field) dates of the date range.
All cases from a specific date forward	Enter the date in the first date field, leave second date field blank.
All cases regardless of date	Leave both date fields blank.

Request Date: [CAL](#) to [CAL](#)

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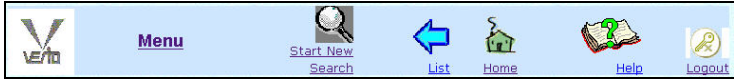
Rules for Dates All dates must be 8 characters: MM/DD/YYYY		
Date Field	Required: ✓ Conditional: C	Requirements
Request Date	✓	Cannot be a future date
Pendency Order Date	C	Must be after Request Date
Settlement/Withdrawn Date	C	Must be after Request Date
Transcript Sent Out Date	C	Must be after Request Date
Transcript Rec'd In Date	C	Must be after Transcript Sent Out Date
Actual Record Close Date	C	≤ 14 days prior to Actual Decision Date
Actual Decision Date	✓	Must be after 1 st Appointment Date
Contact Date	✓	Must be after Request Date
Result Date	✓	Must be after Contact Date
BOE Appointment Date	✓	Must be after Result Date
Rescinded Date	C	Must be after Appointment Date
Recusal Effective Date	C	Must be after Appointment Date
Hearing Date	✓	Must be after Request Date
Action Date Specified by IHO	C	Must be after 1 st Appointment Date
Actual Action Completion Date	C	Must be after 1 st Appointment Date
Extension Requested Date	C	Must be after 1 st Appointment Date, Subsequent Extension dates must be one day after the Previous Compliance Date
Extension Decision Date	C	Must be on or after Extension Requested Date
New Record Closed Date	C	Future date determined by IHO; ≤ 14 days prior to New Decision Date
New Decision Date	C	Future date determined by IHO

Closing Cases	
Closing Case – Actual Decision	
Step 1: IHO makes final decision and mails to district	District receives final decision from IHO → Go to Step 2.
Step 2: District records Issue Decision	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → Click the Issue Type under Case Issues (if a Case Issue has not yet been recorded, Click New under Case Issues) → Complete data entry → Click Save (If more than one issue is being recorded click New again and enter another Issue Type) → Click Case Identifier: [Case #] at top of "Success" window → Go to Step 3
Step 3: District records Case Closure Type and Case Closed Date	Scroll up to Case Closure Type → Select "Actual Decision" from List selection box → Enter Case Closed Date * using the CAL link → Click OK on the popup box to continue → Click Save
Closing Case – Settled	
Step 1: Parties execute a Settlement Agreement	District receives executed Settlement Agreement → Go to Step 2.
Step 2: District records Issue Type ONLY	Click CASE MAINTENANCE (under IHRS INSTITUTION DATA ENTRY) → Find and open case → If a Case Issue has not yet been recorded, Click New under Case Issues → Select Issue Type ONLY → Click Save (If more than one issue is being recorded click New again and enter another Issue Type) → Click Case Identifier: [Case #] at top of "Success" window → Go to Step 3 NOTE: Do not enter issue decision information unless the issue was a "Data Entry Error", an "Issue Changed Due to Further Clarification" or "Settled In Resolution Session".
Step 3: District records Case Closure Type and Case Closed Date	Scroll up to Case Closure Type → Select "Settled" from List selection box → Enter Case Closed Date * using the CAL link (use the last date signed to the settlement) → Click OK on the popup box to continue → Click Save NOTE: If the request was Withdrawn as part of the Settlement Agreement select "Settled" as the Case Closure Type

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Closing Case – Withdrawn	
Step 1: Requestor submits written withdrawal	<p>District receives withdrawal document.</p> <p>Click <u>CASE MAINTENANCE</u> (under IHRS INSTITUTION DATA ENTRY) → Find and open case → If a Case Issue is recorded, Click New under Case Issues → Select Issue Type ONLY → Click Save → Click <u>Case Identifier: [Case #]</u> at top of "Success" window → Go to Step 3</p> <p>NOTE: If a Case Issue is recorded, do not enter issue decision information unless the issue was a "Data Entry Error", an "Issue Changed Due to Further Clarification" or "Settled In Resolution Session".</p>
Step 2: District records Case Closure Type and Case Closed Date	<p>Scroll up to Case Closure Type → Select "Withdrawn" from List selection box → Enter Case Closed Date * using the CAL link (use the last date signed to the settlement) → Click OK on the popup box to continue → Click Save</p> <p>NOTE: If the request was Withdrawn as part of a Settlement Agreement see "Closing Case – Settled" above and follow steps.</p>

* When you save the **Case Closed Date**, data entry is no longer permitted in a case EXCEPT for the **Appealed to SRO** field and the **Actual Action Completion Date** under Case Issues.

Navigating IHRS	
A navigation menu is located at the top of every screen in IHRS.	
	
<u>Menu</u> link	Returns to the IHO Main Menu
<u>Start New Search</u> link	Returns to the search criteria window
<u>List</u> link	Returns to the search results list
<u>Home</u>	Returns to the Portal page
<u>Help</u>	Opens Help File
<u>Logout</u>	Logs user out of IHRS

If you have a question or need help, call the Office of Special Education at **518-473-0170** or e-mail at specedih@mail.nysed.gov

CASE MAINTENANCE SCREEN – FULL VIEW

This page illustrates the Impartial Hearing Reporting System (IHRS) Case Maintenance data entry page. The arrows point to the page that opens when you click the **New** button in the related area.

Case Maintenance

Use this screen to update case information. Please take care in entering your data. If you need more information, click on the [Data Change Policy Chart](#) for data change policy information.

Also, use this screen to close a case. To close a case, enter a case closed date and a compliance date for the case, with the exception of district action data. Fields denoted with an [info icon](#) are required.

[? Case Identifier:](#) 12345

[? Institution:](#) 800000012345 [List](#)

[Institution:](#) ANYSCHOOL CSD

[* Request Date:](#) 25-NOV-08

[* Requestor:](#) PARENT/GUARDIAN

[* Expedited?:](#) N

[Expedited Compliance Date:](#)

[? * Student Placement:](#) CSE - PUBLIC SCHOOL

[? * Student Classification:](#) MENTAL RETARDATION

[Change in Expedited?:](#)

[* Case Type:](#) CSE

[? * District Rep Name:](#) JANE DOE

[? District Rep Phone:](#) 5185554567

[? District Rep Extension:](#)

[? District Rep Email:](#) JDOE@ANYSCHOOL.ORG

[? District Case Number:](#)

[? Pendency Placement:](#)

[? Pendency Order Date:](#) [CAL](#)

[? Pendency Appealed?:](#) [v](#)

[? Transcript Sent Out Date:](#) [CAL](#)

[? Transcript Received In Date:](#) [CAL](#)

[? Actual Record Closed Date:](#) [CAL](#)

[? Case Closure Type:](#) ACTUAL DECISION [List](#)

[? Case Closed Date:](#) 04/13/2009 [CAL](#)

[? Compliance date:](#) 04/10/2009

[? Decision Received by SED Date:](#) 04/13/2009

Save

Revert

New

Hearing Officer Contact Data ?

IHO Identifier	First Name	Middle Name	IHO Last Name	Suffix	Contact Date
106	MARTIN		KEHOE	III	11/25/08

Record 1 of 1

New

Hearing Officer Appointments ?

IHO Identifier	First Name	Middle Name	Last Name	Suffix	BOE Appointment Date
106	MARTIN		KEHOE	III	25-NOV-08

Record 1 of 1

New

Resolution Periods ?

Resolution Period Identifier	Resolution Period Start Date	Resolution Period End Date
22825	11/25/2008	12/11/2008

Record 1 of 1

New

Hearing Officer Contact Data

[CASE IDENTIFIER: 12345](#)

Remember to enter the time as well as date for contact result. Note that when updating the result time, you must enter the time in minutes, 2 digit hour followed by a colon then the 2 digit minute. For example, 1:00:00.

[? Help](#)

[IHO Identifier:](#) [106](#) [List](#)

[First Name:](#) MARTIN

[Middle Name:](#)

[IHO Last Name:](#) KEHOE

[Suffix:](#) III

[Contact Date:](#) 11/25/08 [CAL](#)

[Contact Time:](#) 02:32

[Contact Method:](#) WORK PHONE [List](#)

[Result Date:](#) 11/25/08 [CAL](#)

[Result Time:](#) 02:32

[Contact Result:](#) ACCEPTED IN TIME [List](#)

[Declined Other Reason:](#)

Save

Revert

New

Hearing Officer Appointments

[CASE IDENTIFIER: 12345](#)

[? Help](#)

[IHO Identifier:](#) [106](#) [List](#)

[First Name:](#) MARTIN

[Middle Name:](#)

[Last Name:](#) KEHOE

[Suffix:](#) III

[BOE Appointment Date:](#) 11/25/2008

[? Rescinded Date:](#) [CAL](#)

[Rescinded Reason:](#) [v](#)

[Recusal Indicator:](#)

Save

Revert

New

Hearing Officer Recusal Data ? Help

No Records returned

New

Hearing Officer Recusal Data

[CASE IDENTIFIER: 12345](#)

Enter values for new Hearing Officer Recusal Data record

[? Help](#)

[Recusal Request Date:](#) [CAL](#)

[Requestor:](#) [List](#)

[Recusal Reason:](#)

[Recusal Granted?:](#) N [v](#)

[Recusal Effective Date:](#) [CAL](#)

Save

Clear

Resolution Periods

[CASE IDENTIFIER: 12345](#)

[? Help](#)

[Resolution Period Identifier:](#) 22825

[Resolution Period Start Date:](#) 11/25/2008

[Resolution Period End Date:](#) 12/11/2008 [CAL](#)

[? Resolution Period Result:](#) WAIVED BY BOTH PARTIES

[Resolution Compliance Date:](#) 12/25/2008

Save

Revert

Resolution Meetings ? Help

Resolution Meeting Identifier	Resolution Meeting Date
8722	12/11/2008

Record 1 of 1

New

[Mediation ?](#)

Resolution Meetings

[CASE IDENTIFIER: 12345](#)

Enter values for new Resolution Meetings record

[? Help](#)

[Resolution Meeting Date:](#) [CAL](#)

[Held?:](#) [v](#)

Save

Clear

CASE MAINTENANCE SCREEN – FULL VIEW

Amendments

[CASE IDENTIFIER: 12345](#)

Enter date for new Amendments record.

[? Help](#)

Request Amended Date

[CAL](#)

Hearings

[CASE IDENTIFIER: 12345](#)

[? Help](#)

Enter values for new Hearings record

Hearing Date: [CAL](#)

Held:

Hearing Type: [List](#)

Case Issues

[CASE IDENTIFIER: 12345](#)

Use this screen to record issue information. Only enter
Do not enter issue decisions for settled or withdrawn

[? Help](#)

Enter values for new Case Issues record

Issue Type:

[? Issue Decision:](#)

Expedited Issue Decision Date:

Change in Placement?:

District Action Required?:

District Action Description:

Action Date Specified By IHO:

Actual Action Completion Date:

Issue Appealed To SRO?:

Case Extensions

[CASE IDENTIFIER: 12345](#)

[? Help](#)

Enter information for new Case Extensions record.

Extension Requested Date: [CAL](#)

Requestor:

Extension Reason:

Extension Reason Other:

Extension Decision Date: [CAL](#)

Granted?: N

Denial Reason:

New Record Close Date: [CAL](#)

New Decision Date: [CAL](#)

Mediation

[CASE IDENTIFIER: 12345](#)

Enter values for new Mediation record

[? Help](#)

Mediation Case Number

Amendments

No Records returned

Hearings

Hearing Identifier	Hearing Date	Held	Hearing Type
53855	02/10/2009	Y	HEARING

Record 1 of 1

Case Issues

Issue Type	Issue Decision	District Action Required?
PLACEMENT	SUPPORT SCHOOL DISTRICT	N

Record 1 of 1

Case Extensions

Extension Identifier	Extension Decision Date	Granted?	New Decision Date
48829	12/17/2008	Y	02/25/2009
52819	03/03/2009	Y	03/28/2009
53133	03/06/2009	Y	04/10/2009

Records 1 to 3 of 3

• [Mediation](#)