

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

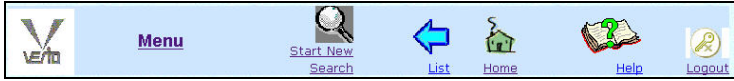
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Closing Case – Withdrawn	
Step 1: Requestor submits written withdrawal	<p>District receives withdrawal document.</p> <p>Click <u>CASE MAINTENANCE</u> (under IHRS INSTITUTION DATA ENTRY) → Find and open case → If a Case Issue is recorded, Click New 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

Amendments ?

No Records returned

[New](#)

Hearings ?

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

Record 1 of 1

[New](#)

Case Issues ?

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

Record 1 of 1

[New](#)

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

[New](#)

[Mediation](#)

Amendments

[CASE IDENTIFIER: 12345](#)

Enter date for new Amendments record.

[? Help](#)

Request Amended Date

[CAL](#)

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

Hearings

[CASE IDENTIFIER: 12345](#)

[? Help](#)

Enter values for new Hearings record

Hearing Date: [CAL](#)

Held:

Hearing Type: [List](#)

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

Case Issues

[CASE IDENTIFIER: 12345](#)

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

[? 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?:

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

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](#)

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

Mediation

[CASE IDENTIFIER: 12345](#)

Enter values for new Mediation record

[? Help](#)

Mediation Case Number

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