



# PGCPS

## Navigating PGCPS For Student Success

Department of Special Education

September 26, 2017



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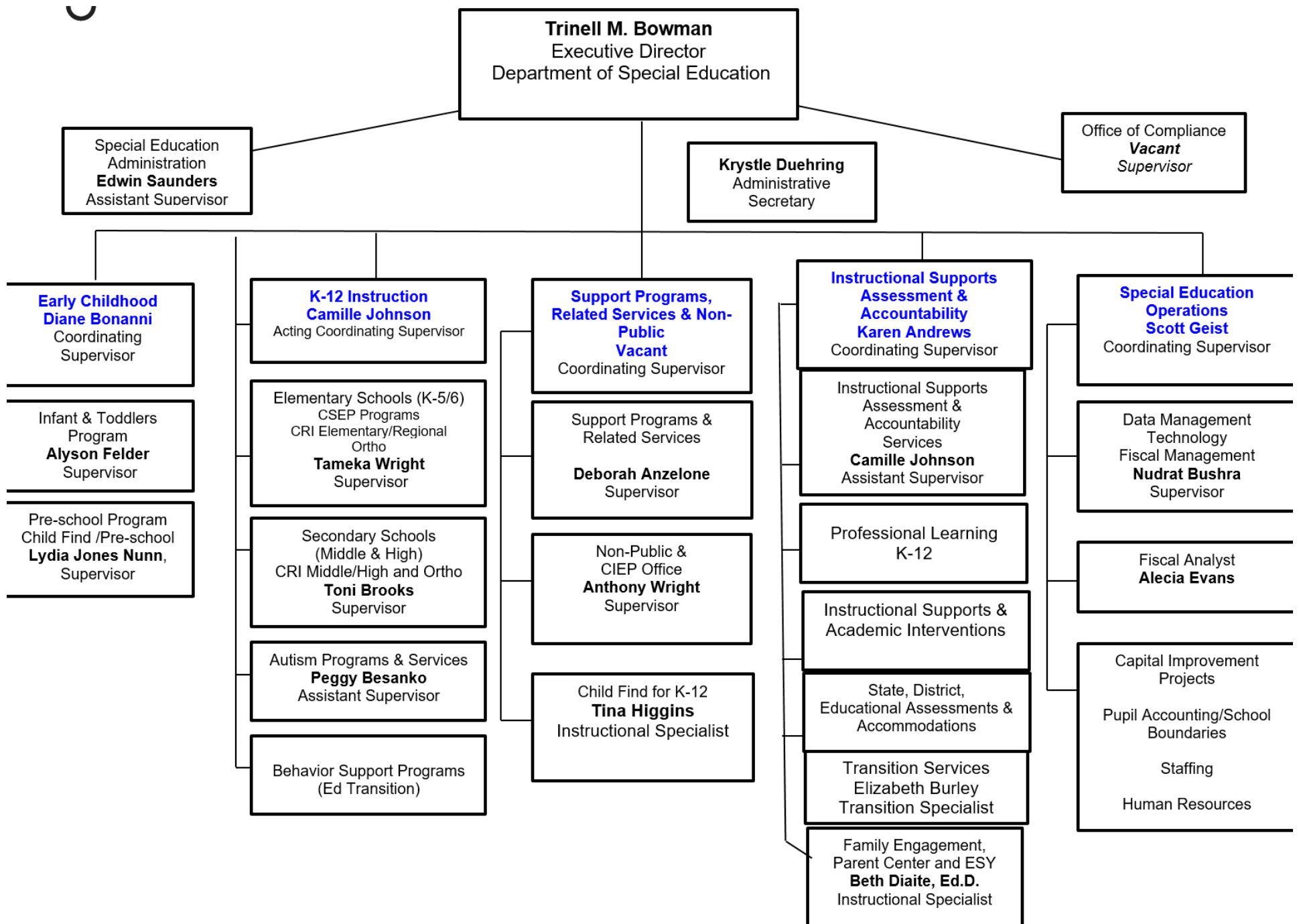


# Parents Point of Contact for Special Education Concerns

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The following school-based staff members are always available to address any questions related to your child's Individualized Education Program (IEP):

- Your Child's Case Manager
- Your Child's Principal or Designee Special Education Administrator (i.e. Special Education Coordinator, Assistant Principal)
- The Special Education Instructional Specialist (from the Department of Special Education) assigned to the school
- Department of Special Education Elementary Special Education Supervisor
- Department of Special Education Secondary Special Education Supervisor
- Department of Special Education Coordinating Supervisor for K-12
- Executive Director of Special Education
- Associate Superintendent for Special Education and Student Services



# Review Who to Call Contact List





**PGCPS**

Welcome to the Family Support Center



- To provide information about disabilities
- To increase awareness of community services
- To assist families in resolving concerns
- To connect families with resources they may need to make informed decisions regarding their child's education
- To strengthen collaborative relationships with community partners



# Information

- **Referrals**
  - Childcare
  - After school Activities
  - Tutoring
  - Support Groups
  - Children's Hospital
- **Website:**  
<http://www1.pgcps.org/specialeducation/Family-Support-Center/Family-Support-Center/>
- **E-Newsletter:**  
<https://sites.google.com/a/pgcps.org/partners-for-success-newsletter/home>
- **Listserv:** jhflc.familysupport@pgcps.org
- Resource Fairs and Community events

# Resources

**Books/workbooks  
Journals/videos**

**Workshops and  
Conferences**

**Consultations**

**Referrals and  
Resources**

**Disability-specific  
Brochures/Material**

**Computer Lab**

**IEP Assistance**

**Make and Take  
Activities  
Laminator, Die cut  
Machine**

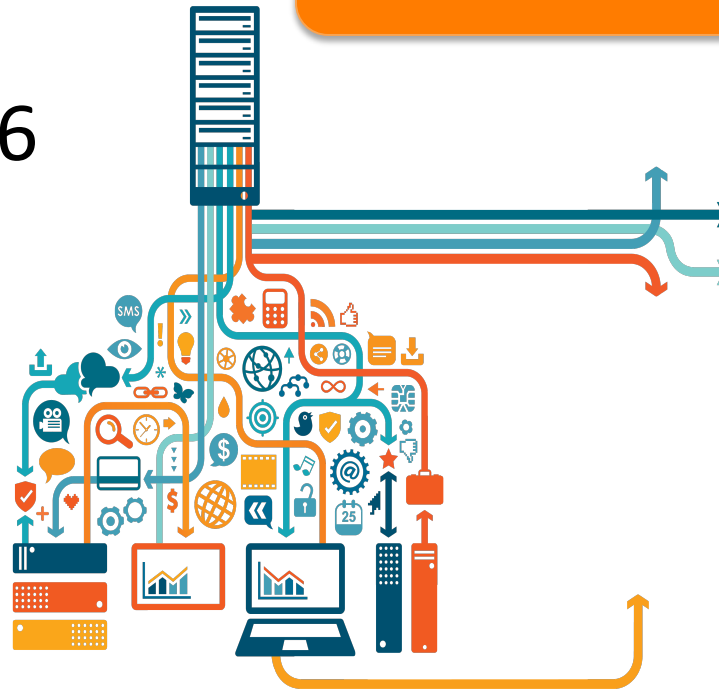
# Professional Learning Opportunities

- Annual Family Empowerment Conference in March 2018
- Monthly workshops on the special education process
- Individual consultations on the special education process (IEPs, assessments)
- School-based workshops
- Information about State-wide assessments
- Homework Support Group\*
- Preparing for a Successful IEP Meeting

# Resolving Concerns

SY 2016-2017

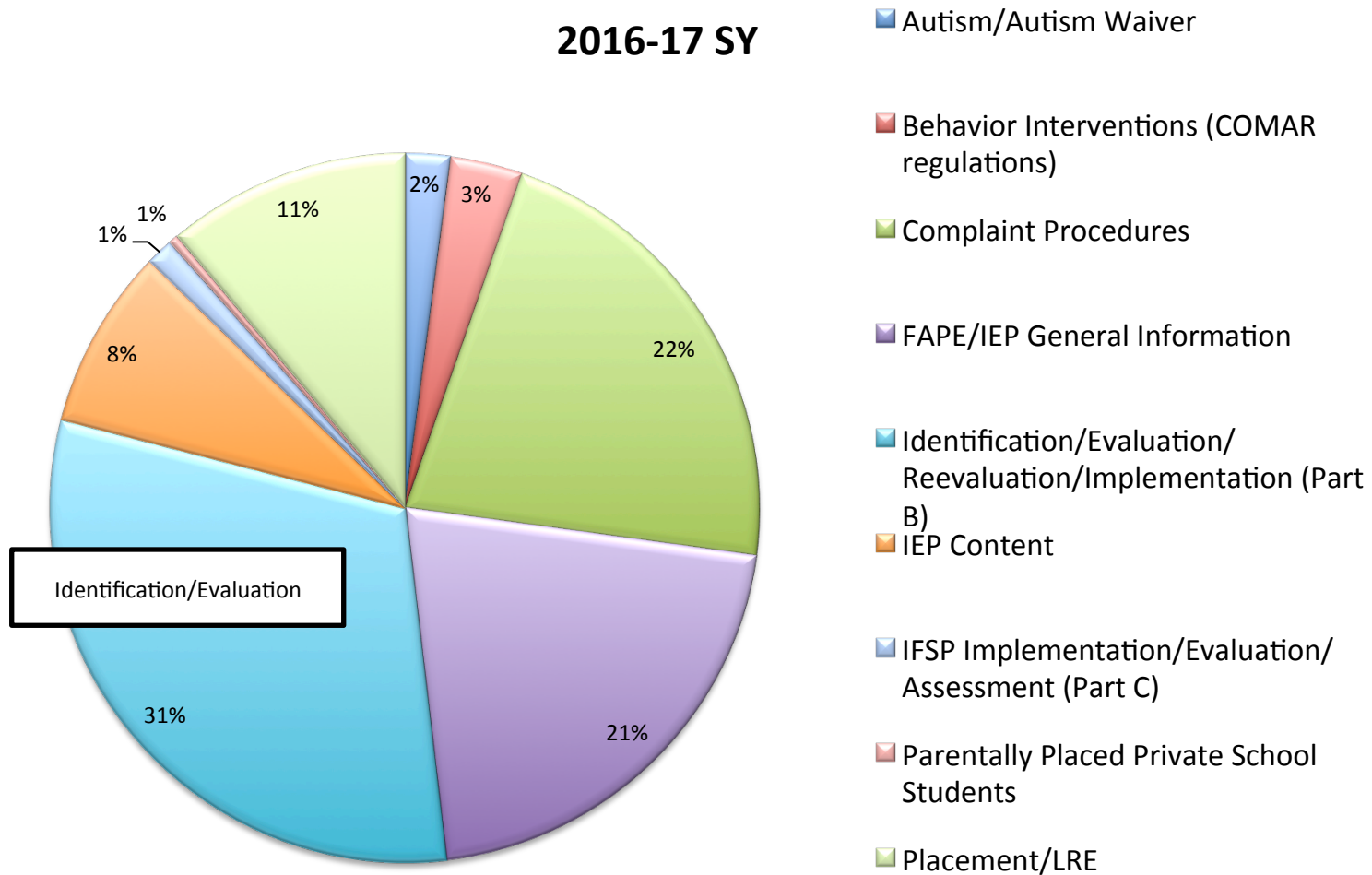
- Contacts: 247
- Phone calls: 166
- Face-Face: 67
- Email: 22



\* Total contact number don't equal 247 because of multiple modes of contact

# Nature of the Family Center Contacts

2016-17 SY



# Resolving Disagreements



The Department Of Special Education  
The Family Support Center  
8908 Riggs Road, Suite 229  
Adelphi, Maryland 20783  
(301) 301-431-5675

## A PARENT'S GUIDE TO RESOLVING DISAGREEMENTS

**RESOLVING DISAGREEMENTS:** The following diagram describes the supports that are available to parents for resolving disagreements regarding a child's early intervention or special education program and related services.



- Parents are members of the Individualized Education Program (IEP) team that assist in the decision-making process regarding their student's educational placement. Prince George's County Public Schools (PGCPS) shall make reasonable efforts to ensure that parents understand and are able to participate in group decisions related to the educational placement of their student. The district shall ensure access to an interpreter for parents who are deaf and hard of hearing, or whose native language is not English. Please contact the IEP Chairperson of your child's school to address your concerns.
- The Family Support Center is available to help parents resolve concerns and answer questions that they may have regarding their child's special education program. In addition direct assistance may be provided by the Special Education Instructional Specialist and Compliance staff at (301) 702-2890; or the Ombudsman Office at, [www.pgcps.org/ombudsman](http://www.pgcps.org/ombudsman), (301) 808-8315. Call today, we are here to help you.
- Mediation is a process that may be used to resolve disagreements between the parents of a child with a disability and PGCPS. An employee of the Office of Administrative Hearings (OAH) who is qualified and trained in effective mediation techniques conducts the mediation. Mediation is at no cost to the parent or school district. We encourage parents to participate in mediation. Contact OAH at, (410) 229-4294 or via mail at, 11101 Gilroy Road, Hunt Valley, Maryland 21031.
- If an individual or an organization believes PGCPS has violated a federal or state law, or regulation concerning an early intervention or special education requirement, or that PGCPS has not implemented a Due Process hearing decision; those individuals and organizations have the right to file a State Complaint with the Maryland State Department of Education (MSDE). Contact MSDE at, (410) 767-0100.
- A parent or PGCPS may file a Due Process Complaint on any matter relating to the identification, evaluation, early intervention services, educational placement, or the provision of a free appropriate public education (FAPE) to a child. The parent and school involved in a dispute have the opportunity for an impartial due process hearing when filing a due process complaint. Contact the Due Process and Mediation Office at (301) 618-8330.

# Resolving Disagreements

- The [Family Support Center](#) at (301) 431-5675
- [Special Education Instructional Specialist](#) at: (301) 702-2890; and [Compliance Specialist](#) at: (301) 618-8300 or the Ombudsman Office at: [www.pgcps.org/ombudsman](http://www.pgcps.org/ombudsman), (301) 808-8315.
- Mediation Contact OAH at, (410) 229-4294 or via mail at, 11101 Gilroy Road, Hunt Valley, Maryland 21031.
- State Complaint with the Maryland State Department of Education (MSDE). Contact MSDE at, (410) 767-0100.
- Due Process Complaint Contact the Due Process and Mediation Office at (301) 618-8330.

Source: Parental Rights - Maryland Procedural Safeguards Notice - Infants and Toddlers/Preschool Special Education and Special Education Effective July 1, 2017

# Updated Parental Rights

## Parental Rights

### MARYLAND PROCEDURAL SAFEGUARDS NOTICE

*Infants and Toddlers Early Intervention  
Preschool Special Education  
and  
Special Education*



REVISED JULY 2017



MARYLAND STATE DEPARTMENT OF EDUCATION  
DIVISION OF SPECIAL EDUCATION/EARLY INTERVENTION SERVICES

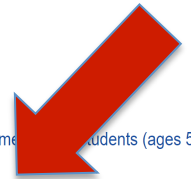
## Special Education



Equity, Access & Progress

### QUICKLINKS

- Family Support Center
- Early Childhood
- K-12 Instruction
- Nonpublic Office
- Support Programs and Services
- Child Find for Private, Religious and Home-Schooled Students (ages 5-21)
- Program Locations 2017-2018
- Parental Rights Maryland Procedural Safeguards Notice



### CONTACT INFORMATION

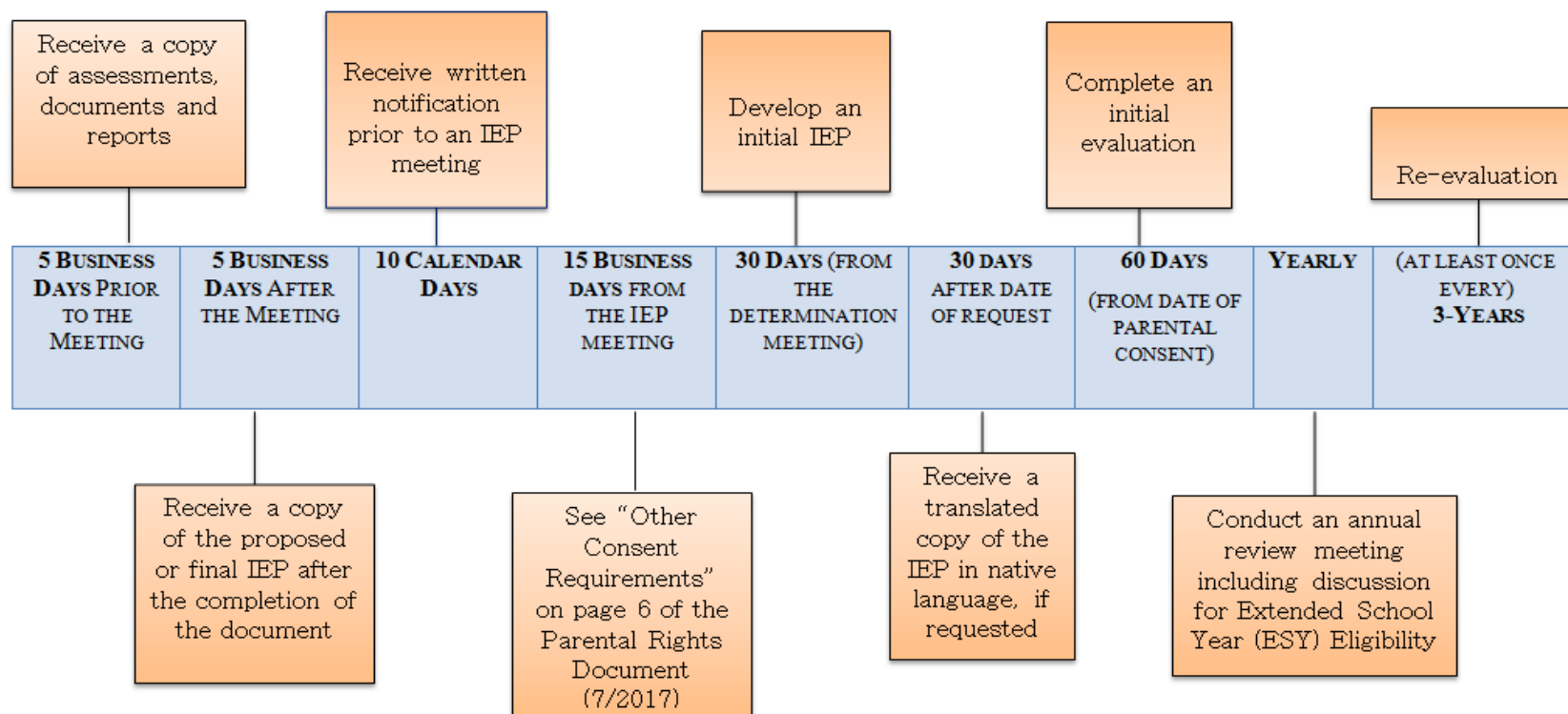
Trinell M. Bowman  
Executive Director

<http://www.pgcps.org/specialeducation/>



Department of Special Education  
 Family Support Center  
 8908 Riggs Road, Suite 229  
 Adelphi, MD 20783

## A Parent's Quick Guide to Special Education Timelines



# E-Newsletter

- <https://sites.google.com/a/pgcps.org/partners-for-success-newsletter/>

Fall/Winter 2017  
Volume 1, Issue 8:  
Featured Articles  
Managing Challenging Behaviors  
Parent Workshops and Events  
PGCPS Parent Guide  
Resource Page  
Maryland Learning Links  
Informacion en Espanol  
Frequently Used Special Education Acronyms and Definitions


Websites for Students  
FunBrain  
Channel One  
Starfall  
Kids Know It  
PBS Kids  
Sprout  
National Geographic  
Newsam  
Earth Rangers  
Scholastic

RDI Information  
RDI Web Link

Contact Us:  
Judy Hoyer Family Learning Center  
8908 Riggs Road, Suite 229  
Adelphi, Maryland 20722  
301-431-5675  
301-431-6235 fax

Websites for Parents  
Answer to Your Questions About ADHD  
Attention Deficit Disorder Association  
Autism Speaks  
CHADD  
Children and Youth with Special Health Care Needs  
Council for Exceptional Children  
Fishfulthinking  
Learning Disabilities Association of MD  
LD online  
Maryland Assistive Technology Cooperative  
Maryland State Department of Education  
MDTAP- Maryland Technology Assistance Program  
National Center for Learning Disabilities  
National Dissemination Center for Children with Disabilities

**Family Support Center E-Newsletter**



**Prince George's County Public Schools**

**The Family Support Center**  
*PROVIDING RESOURCES AND SUPPORT TO FAMILIES OF STUDENTS WITH DISABILITIES*

**MISSION**

- To provide information about disabilities
- To increase awareness of community services
- To connect parents with resources that they may need to make informed decisions regarding their child's education
- To strengthen collaborative relationships with community partners

**SERVICES**

- Workshops on disability-related topics
- Telephone consultations
- Computer lab
- Lending library
- Assistance with understanding the IEP process
- Conferences and resource fairs

# HERE'S WHAT WE ARE UP TO THIS YEAR


## **Family Empowerment Conference**


March 17, 2018

**Keynote:** Richard Lavoie

Rick is probably best known for his videos ["How Difficult Can This Be?: The F.A.T. City Workshop"](#) and ["Last One Picked, First One Picked On: The Social Implications of Learning Disabilities"](#).

- After school homework support group
- Community Resource Guide
- Calendar of Events
- Family Institute 2<sup>nd</sup> Annual Conference – November 18, 2017

 Department of Special Education



**RESOURCE GUIDE**

Located at:  
8980 Riggs Road, Suite 229  
Adelphi, Maryland 20783  
Phone: 301-431-5675  
Fax: 301-637-4448  
Email: [jhfic.familysupport@pgcps.org](mailto:jhfic.familysupport@pgcps.org)

Coordinating Supervisor – Karen Andrews  
Instructional Specialist for Family Engagement – Beth Diate  
ESY Specialist – Brandy Bradford  
Family Outreach – [Cohinta Velarde](#)

 Department of Special Education



**CALENDAR OF EVENTS**

**2017 – 2018**



8908 Riggs Road, Suite 229  
Adelphi, Maryland 20783  
(301) 431-5675  
Email: [jhfic.familysupport@pgcps.org](mailto:jhfic.familysupport@pgcps.org)  
Website: <https://sites.google.com/a/pgcps.org/partners-for-success-newsletter/>

# Parent Involvement Survey

- **Maryland State Department of Education**  
Available February 2018

Let Your Voice Be Heard!



# WHERE ARE WE LOCATED?

- **\*Judy Hoyer Family Learning Center (Adelphi)**  
8908 Riggs Road, Suite 229  
Adelphi, MD 20783  
301-431-5675
- **John Carroll Bldg.**  
1400 Nalley Terrace  
Landover, MD 20785
- **Carmody Hills Judy Center**  
401 Jadeleaf Avenue  
Capitol Heights, MD 20743

