**Plan of Operation**

**Include**:

* Specific activities to meet deliverables (included on each page);
* Timeline/schedule of implementation; and
* Procedures to evaluate the achievement of the proposed objectives.

**Deliverable 1:** Establish a schedule with CDRCs for the quarterly collection of special education mediation data, including but not limited to: Disposition dates and type, a due process indicator, outcomes and number of sessions, case descriptions, related issues, and case resolutions.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 2:** Enter and maintain data collected from the CDRCs, utilizing the SED Monitoring System in accordance with the format and timelines established by the Office of Special Education, in order to meet federal reporting requirements. The vendor will receive initial training and continuing support from the Office of Special Education on the use of the SED Monitoring. In addition, the vendor will attend two SED Monitoring System data collection and entry trainings in Albany per year.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.**Deliverable 3:** Reimburse to the CDRCs the administrative costs related to conducting special education mediation services. The vendor will maintain a data system to track claims for payment of mediation services by each CDRC, submit these costs to NYSED on a quarterly basis as part of the fiscal voucher and expenditure report, and reimburse the CDRCs for the mediation services conducted. (For bidding purposes, the applicant should budget $150,000 per year for these reimbursement costs). The number of special education mediation cases per year in New York State varies but has averaged between 315 and 380. Reimbursement rates for administrative costs of cases are determined by NYSED.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 4:** Participate in quarterly project management meetings with the Office of Special Education project lead, either in person or by conference call.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 5:** Submit accurate quarterly progress reports and vouchers and expenditure reports to the Office of Special Education project lead within four weeks of the close of each quarter. (Reports due by January 31, April 30, July 31 and October 31 of each contract year.)

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.