



# Denver Public Schools EL9 - Treatment of Students, Parents, Families and Communities Monitoring Report

August 2023

Board policy is indicated in **bold** typeface throughout.

I hereby present my monitoring report on your Executive Limitation EL-9, "Treatment of Students, Parents, Families and Communities" according to the schedule set out. I certify that the information contained in this report is true, and represents compliance with all aspects of the policy unless specifically stated otherwise.

Signed *Alex Navarro*, Superintendent

Date 8/31/2023

## Policy Statement:

In order to ensure a welcoming and inclusive environment for our students, parents, families, and community, the Superintendent will take reasonable steps to create conditions and procedures, and take actions, or make decisions that are lawful, ethical, safe, inclusive, culturally-responsive and consistent with Board policy.

Accordingly, the Superintendent will:

1. Use methods of collecting, reviewing, transmitting, or storing information that reasonably protect confidential information;
2. Provide for effective handling of grievances and complaints;
3. Take reasonable steps to protect against illegal conditions and procedures;
4. Establish policies and procedures that comply with applicable federal and state laws;
5. Take reasonable steps to inform students, parents/guardians, families and the community of district policies, procedures, and school choices within the district; and
6. Meaningfully and timely respond to concerns raised by students, parents/guardians, and community members and timely report on any serious or repeated concerns and responses to the Board.

Adopted: [October 21, 2021]

### LEGAL REFS.:

20 U.S.C. 1232g (Family Educational Rights and Privacy Act)

20 U.S.C. 1232h (protection of pupil rights)

C.R.S. 22-32-109 (1)(b) (Board duty to adopt policies necessary and proper for the efficient administration of the district)

Monitoring Method:

Monitoring Data:

Monitoring Frequency: Annually

## Definitions:

- Lawful - complies with all local, state and federal laws
- Ethical - complies with the ethical standards in [Code of Ethics | AASA](#).

- **Safe - actions which support school, student, parent and family safety.**
- **Inclusive Practices** - Inclusive teaching strategies refer to any number of teaching approaches that address the needs of students with a variety of backgrounds, learning modalities, and abilities. These strategies contribute to an overall inclusive learning environment in which all students perceive to be valued and able to succeed.
- **Culturally-responsive** - Culturally responsive means using the customs, characteristics, experience, and perspectives of students, parents, families and communities as tools for better conditions in the district.

**EL.9 Reasonable Interpretation**

I understand that proper treatment of students, parents, families and communities is essential to DPS’s success. Historically, DPS has had a reputation of distrust by parents and community members. My goal is to address and mitigate this sentiment while also complying with all state and federal laws. This also requires me to counter the narrative and the practices of the past and establish new and better practices for the foreseeable future.

Accordingly, I agree to:

1. Use methods of collecting, reviewing, transmitting, or storing information that reasonably protect confidential information;
2. Provide for effective handling of grievances and complaints;
3. Take reasonable steps to protect against illegal conditions and procedures;
4. Establish policies and procedures that comply with applicable federal and state laws;
5. Take reasonable steps to inform students, parents/guardians, families and the community of district policies, procedures, and school choices within the district; and
6. Meaningfully and timely respond to concerns raised by students, parents/guardians, and community members and timely report on any serious or repeated concerns and responses to the Board.

**Standard - RI Must-haves**

- The standard of measurement for one or more parts of the policy
- The level of achievement on the standard for one or more parts of the policy
- The rationale for the standard of measurement for one or more parts of the policy
- The rationale for the level of achievement on the standard for one or more parts of the policy
- Is the interpretation reasonable?
- Is the data sufficient to support compliance?

**Outcome**

Compliance with this Executive Limitation 8 will be achieved for 22/23 when the following measures are in the affirmative and has evidence of such:

Measure	Family of Schools/District Run Schools	Report Timing	Justification
1. There is documented evidence that my team uses methods of collecting, reviewing, transmitting, or storing information that reasonably protect confidential information;	Family of Schools (all schools)	August	Compliance with EL
2. Proof of providing for effective handling of grievances and complaints;	Family of Schools (all schools)	August	Compliance with EL

3. Evidence that we take reasonable steps to protect against illegal conditions and procedures;	Family of Schools (all schools)	August	Compliance with EL
4. Evidence that we have published policies which comply with all state and federal laws.	Family of Schools (all schools)	August	Compliance with EL
5. Evidence that there is a system in place to share our district policies, procedures and school choices.with students, parents, guardians and community.	Family of Schools (all schools)	August	Compliance with EL
6. Evidence that we meaningfully and timely respond to concerns raised by students, parents/guardians, and community members and timely report on any serious or repeated concerns and responses to the Board.	Family of Schools (all schools)	June	Compliance with EL

### Aggregation Methodology

I will be successful if I meet 75% of the measures above.

### Evidence of Outcomes Achieved

**Goal:** Demonstrate Compliance with this Executive Limitation

#### August Measures

Measure	Family of Schools/District Run	Complaint? YES/NO
1. There is documented evidence that my team uses methods of collecting, reviewing, transmitting, or storing information that reasonably protect confidential information;	Family of Schools (all schools)	<b>Yes</b>
2. Proof of providing for effective handling of grievances and complaints;	Family of Schools (all schools)	<b>Yes</b>
3. Evidence that we take reasonable steps to protect against illegal conditions and procedures;	Family of Schools (all schools)	<b>Yes</b>
4. Evidence that we have published policies which comply with all state and federal laws.	Family of Schools (all schools)	<b>Yes</b>
5. Evidence that there is a system in place to share our district policies, procedures and school choices.with students, parents, guardians and community.	Family of Schools (all schools)	<b>Yes</b>

### Summary

**The district is compliant with all aspects of EL-9 within this monitoring report.**

1. **Protect confidential information:** The district maintains policy [JRCB](#), regulation [JRCB-R](#), policy [JRA/JRC](#), and regulation [JRA/JRC-R](#) to govern the protection of confidential information, particularly of students. All

contracts with external vendors are governed by these policies. As a part of the annual mandatory student data privacy training, staff are informed of their responsibility to ensure data protection.

2. The district has also adopted a new policy [GE](#) that complies with the Health Insurance Portability and Accountability Act (“HIPAA”) that informs students, community members, and employees of the additional privacy protections afforded under HIPAA
3. **Proof of Effective Handling of Grievances:** The district leverages the Family and Community Helpline (FCS Helpline) to ensure that community concerns are heard and resolved in a timely manner.
  - a. The FCS Helpline is where anyone can call to receive assistance in navigating Denver Public Schools. **This year the FCS Helpline received 12,325 calls total (both Tier 1 and Tier 2 Calls).**
  - b. These include all calls that come into the helpline: questions about weather, school closures, policies, general comments, summer programs, Choice, transfers to other departments, and any and all DPS-related information.
  - c. **Tier 2 calls are higher level and are assigned to a specialist requiring follow-up and possibly mediation. There were 594 Tier 2 calls.** These cases may involve Operational Superintendents, Legal, Special Education/Exceptional Student Services, Deputy Chief of Staff (Board Relations), Discipline, and all other departments as needed.
    - i. These complaints/concerns may include allegations about staff, bullying issues, suspensions, discrimination, and school policies and procedures.
  - d. The district also maintains Policies [KB](#) and [KE](#) and regulation [KB-R](#) to govern our work with communities and families.
4. **Protect against illegal conditions and procedures:** The district takes our responsibility to provide a safe and welcoming environment for all students, families and community members incredibly seriously. In addition to the recent creation of a [Long Term Safety Plan](#), the district maintains a variety of policies to protect against illegal conditions and procedures:
  - a. Policy [AC](#) is the district’s Non discrimination/Equal Opportunity policy.
  - b. Policy [AC-R1](#) provides procedures for the Investigation of Complaints of Discrimination or Harassment.
  - c. Policy [AC-R2](#) provides the procedures for Public Requests for Reasonable Accommodations and Procedures for the Investigation of Public Complaints Regarding the Provision of Requested Accommodations. Much of this policy provides guidance for accommodations or supports for individuals with disabilities, unless provision of the requested modification would fundamentally alter the nature of such services, facilities, privileges, advantages, or accommodations. Policy [GBA-R1](#) governs employee requests for reasonable accommodations and for investigations of employee complaints.
  - d. Policy [AC-R3](#) outlines procedures for Investigating Title IX Complaints of Sex-Based Discrimination/Harassment. This is coupled with annual training on Discrimination Prevention and Response and/or Title IX processes for staff. More information on internal implementation is [here](#) and the public resources are [here](#).
  - e. The district also maintains [False Claims Act Protections](#) and the Integra hotline to report fraud concerns.

4. **Compliance with state and federal law:** All administrative policy includes appropriate cross references to applicable state and federal laws and is updated in accordance with EL-3.

5. **System to share district policies:** The system the district uses to publicly share district policies and procedures is BoardDocs. We also make use of the DPS main website or the Commons for information about [calendars](#), [school choice](#), [food and nutrition services](#), [transportation](#), special programs, and [other key information](#) relevant to families. The DPS main site includes public contact information for the [FACE community helpline](#) that families can use to

connect to district resources directly. The district also maintains a Colorado Open Records Act [policy](#) and [regulation KDB-R](#) to ensure the public's access to information.

## Additional Resources

None

## Explanatory notes for preparing a monitoring report

### Non-compliance:

N/A