



Engaging with Stakeholders: Exemplary Practices

A CADRE Webinar

www.directionservice.org/cadre



Participants



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Goal of the Exemplar Initiative



To identify high-performing special education dispute resolution systems, to catalog the features that contribute to their success, and to support their replication.

Stakeholder Involvement in Wisconsin

Wisconsin Special Education Mediation System Partners (WSEMS)

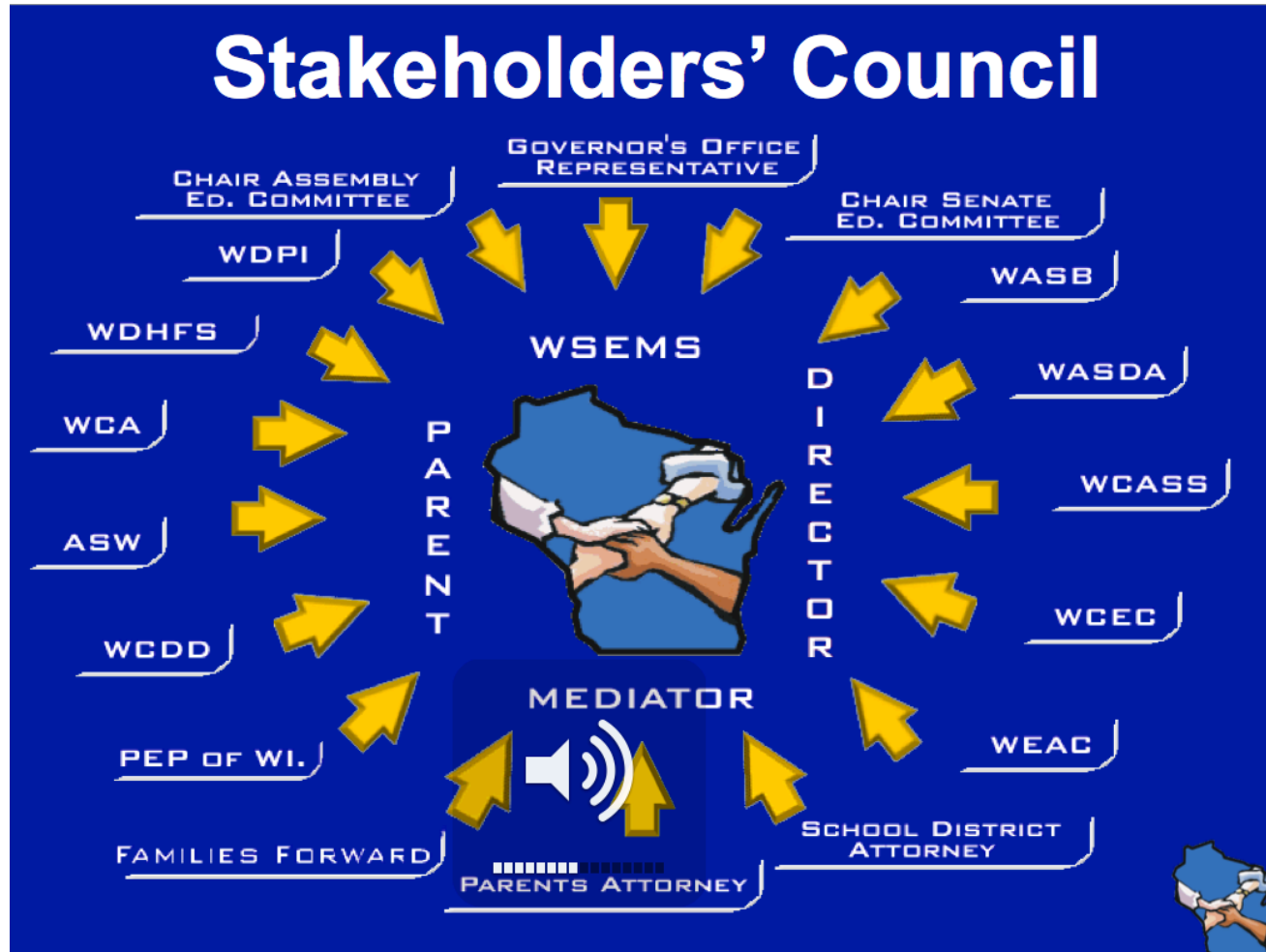
- Represent stakeholders (parent, special education director, mediator).
- Jointly administer WSEMS, develop system materials, plan activities, identify & train mediators for roster.



WSEMS Stakeholders' Council

- Formed in 1996 & collaborated to write mediation statute (115.797).
- Continues to advise the system:
 - Reviews external evaluation
 - Incorporation of new DR options (IEP & resolution meeting facilitation)
 - Other system issues (FIEP time limit).

Stakeholder Involvement in Wisconsin



Stakeholder Involvement in Wisconsin

- Co-training about WSEMS & DR options to blended audiences.
- Culturally relevant efforts
- Joint publication & training material development
- Disseminate system informational materials (as, exhibits)
- WSEMS website



Stakeholder Involvement in Oklahoma

State Department of
Education



Special Education
Resolution Center

Oklahoma Parents
Center

Oklahoma Directors
of Special Education

Challenges (past and current): Oklahoma

- **Make a Conscious Effort for System Change**
 - Recognize the need.
 - Take the time to look at your system.
 - Ask: *What is best?*
 - Walk the walk
- **How is it done?**
 - Establish trust and safety with stakeholders.
 - Invite everyone's knowledge and input.
 - Build a relationship plan based on mutual purpose.
 - Learn to have polite disagreements.
 - Engage in challenging conversations.
 - Address each others concerns and road blocks.
- **How Do We Keep It going?**
 - Continue proactively building relationships.
 - Continue to be open to new visions.
 - Stay focused on serving the child.
 - Work hard to protect what you have built.





Challenges (past and current): Wisconsin

- Communication issues
- Reaching wider & blended stakeholder audiences (including new “gatekeepers”)
- Stakeholders’ Council leadership changes
- Vigilance for neutrality
- Website
- Modeling collaboration

Wisconsin Special Education Mediation System (WSEMS)

The Wisconsin Special Education Mediation System (WSEMS) helps parents and schools resolve disputes about special education.

Friday October 05, 2007
Good Evening !

IEP Facilitation

Resolution Meeting Training Manual

Contact WSEMS

Contacte WSEMS Español

About WSEMS

Mediators/Facilitators

Mediadores en Español

Frequently Asked Questions

Mediation

WWW.WSEMS.US

Benefits to System and Participants: Wisconsin

- System “buy-in” by stakeholders
- System is well-used
- High WSEMS agreement rates
- Moving WI from a culture of conflict to a culture of collaboration





Benefits to System and Participants: Oklahoma

- ❖ Feels like you are moving forward and making a difference!
- ❖ Programming is utilized when it meets people's needs.
- ❖ Programs successfully implemented.
- ❖ Working programs are better than failed programming.
- ❖ More gets done faster.
- ❖ Building a culture of helping each other.





Other Resources

- CADRE Exemplar Collection:
www.directionservice.org/cadre/exemplar/matrix.cfm
- Oklahoma Special Education Resource Center:
<http://serc.okstate.edu>
- Parent Center Network:
<http://www.parentcenternetwork.org/>
- Wisconsin Special Education Mediation System
Partners:
<http://www.wsems.us>



Dispute Resolution in Special Education ~ Exemplar Collection

"Resources and guidance that illuminate and promote exemplary approaches to the design, implementation and improvement of dispute resolution systems."



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CADRE's Exemplar Collection: Resources for State Special Education Dispute Resolution Systems

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To access these resources, please click on any banner below.



Dispute Resolution State System Profiles

Resource Showcase

Process ⇄ Function/Element	Facilitation	Mediation	Complaints
Oversight	2 items	4 items	8 items
Professional Standards	4 items	9 items	5 items
Outreach	3 items	6 items	2 items
Evaluation	9 items	2 items	3 items



Video Resources



About the Exemplar Collection and Resources



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Exemplar State Profiles

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CADRE has profiled four exemplary state special education dispute resolution systems: Iowa, Oklahoma, Pennsylvania and Wisconsin. Each of the state's profiles is available individually and all four profiles are included in a single combined document.

These profiles present an overview of each state's system, focusing on some common aspects of state system performance and emphasizing the organizational characteristics that seem to be critical for successful operation. While these four states represent how effective systems can be unique, it is worth noting that they share common attributes. Among these are high levels of stakeholder involvement, investment in early upstream dispute resolution processes, use of technical and content expertise, active participation in the CADRE Dispute Resolution Community of Practice, engagement in continuous quality improvement practices and thorough documentation of systems.

- [Combined State Profiles.pdf](#)
- [Iowa Profile.pdf](#)
- [Oklahoma Profile.pdf](#)
- [Pennsylvania Profile.pdf](#)
- [Wisconsin Profile.pdf](#)



CADRE



*Four Exemplary
Dispute Resolution
Systems in
Special Education*

Profiled in June 2010

*Center for Appropriate Dispute Resolution
in Special Education (CADRE)
Eugene, Oregon*



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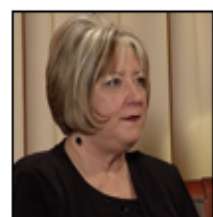
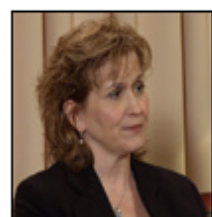
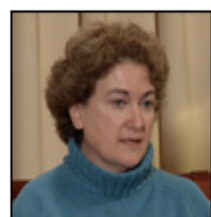
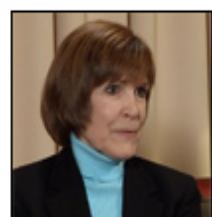
[Other Resources](#)

CADRE Exemplar Video Resources

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CADRE's Director, Marshall Peter, had the opportunity to interview system managers from each of the four exemplar states. Interviews were conducted with Dee Ann Wilson (Iowa), Patty Williams (WI), Kerry Smith (Pennsylvania) and JoAnne Blades (Oklahoma). Questions and their responses can be viewed below by clicking on the links. (VIDEO COMING SOON)

1. What is the one thing you know now that you wish you had known when you began your job?





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CADRE Exemplar Collection - Other Resources

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CADRE's Exemplar Initiative: Identifying, Profiling and Showcasing Resources from High-Performing State Special Education Dispute Resolution Systems [A Brief Introduction](#)

TOP TIPS for State Dispute Resolution System Managers

Following an extensive review, CADRE identified four States with exemplary dispute resolution systems. In September 2009, CADRE brought together Dee Ann Wilson of Iowa, Jo Anne Pool Blades of Oklahoma, Kerry Smith of Pennsylvania, and Jack Marker of Wisconsin. A discussion during the September meeting resulted in a list of "Top Tips" that these four leaders believe would be of value to other State dispute resolution system managers.

[CADRE Top Tips Final.pdf](#)

Other Resources will be added as they become available. Your friends at CADRE.

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Resource Showcase

[How To Use This Showcase](#)

Limit by: <input type="radio"/> New <input checked="" type="radio"/> All -- All -- <input checked="" type="radio"/> Both <input type="radio"/> English <input type="radio"/> Spanish <input checked="" type="radio"/> Part B/C <input type="radio"/> Part B <input type="radio"/> Part C <input type="button" value="Get"/>	System-wide	Parent & Stakeholder Engagement & Training	Early Assistance: Parent to Parent and Telephone Intermediary	Facilitation	Resolution Meeting	Mediation	Written State Complaints	Due Process Complaints and Hearings
Oversight: System Design	15 Items				1 Item	7 Items		1 Item
Oversight: Law/Regulation/Policy /Procedure/Guidance	13 Items		3 Items	2 Items	9 Items	6 Items	4 Items	6 Items
Oversight: Stakeholder Involvement in Advisory role/review	6 Items	1 Item				3 Items		
Oversight: Data Tracking/Forms	5 Items		4 Items	6 Items	7 Items	30 Items	12 Items	12 Items
Oversight: Letter Templates/Communications	1 Item		3 Items	4 Items	6 Items	22 Items	16 Items	19 Items
Professional Standards: Training and Technical Assistance: Personnel/Human Resources	9 Items		1 Item	2 Items	3 Items	11 Items		13 Items
Professional Standards: Training and Technical Assistance: Professional Development	5 Items	14 Items			3 Items	3 Items		2 Items
Awareness & Outreach: Brochures/Posters /Other	10 Items	10 Items	4 Items	8 Items	7 Items	13 Items	3 Items	1 Item
Awareness & Outreach: Websites and Online-Only	2 Items	1 Item	3 Items		3 Items	3 Items		1 Item
Awareness & Outreach: Fact Sheets/FAQs	5 Items		1 Item	2 Items		6 Items		4 Items
Awareness & Outreach: Guidelines/Manuals (Parents/LEA Staff)	11 Items					4 Items	2 Items	3 Items
Evaluation: Materials/Instruments Related to Evaluating DR Processes, Practitioners or Systems	4 Items		2 Items	2 Items	1 Item	4 Items		6 Items
Evaluation: Reports, Summaries or Analyses Related to Evaluation Activity of DR	2 Items			9 Items	1 Item	10 Items		3 Items



Final Thoughts



Future Events



- Next Webinar (late September) - *Building Early Dispute Resolution Into Your State System*, featuring Kerry Smith and Eric Neessen.
- October 26th-28th, *Showcasing Exemplary Practices: The Fifth National Symposium on Dispute Resolution in Special Education*, in Eugene, Oregon.
- Sign up for the CADRE Caucus on the CADRE homepage to stay up to date on CADRE activities.