



Dispute Resolution Made Easy: Using CADRE's Newly Released Parent Guides

May 29, 2014

11:30 am – 12:45 pm PACIFIC TIME

Note: The PowerPoint is currently available on the CADRE website:
<http://www.directionservice.org/cadre/parentguidewebinar.cfm>

Dial in: 1-877-512-6886 ID: 679 683 6031

Technical Stuff:

- All phone lines are muted – press #6 to unmute your phone during Q&A.
- Use a phone line for best audio quality.
- Please enter any questions or technical difficulties into the chat box.



Dispute Resolution Made Easy: Using CADRE's Newly Released Parent Guides

May 29, 2014



Today's Presenters

Marshall Peter, CADRE

Ruth Ryder, OSEP

Jan Serak, WI FACETS

Myriam Alizo, NJ SPAN

Bob Rutten, ND Department of Public Instruction

Heather Hebdon, PAVE/STOMP

Carmen Sanchez, OSEP



Results-Driven Accountability



OFFICE OF SPECIAL EDUCATION PROGRAMS



Vision

All components of an accountability system will be aligned in a manner that best support States in improving results for infants, toddlers, children and youth with disabilities, and their families.



Supporting the Implementation of the IDEA's Dispute Resolution Procedures

*Questions and Answers on IDEA Part B Dispute
Resolution Procedures, July 2013*

<http://www2.ed.gov/about/offices/list/osers/osep/policy.html>

IDEA Leadership Conference, August 2013



Parent Guides – Iterative Process

- OSEP Support
 - Lisa Pagano, Tina Diamond, Hillary Tabor, Jennifer Wolfsheimer, & Carmen Sanchez
- CADRE Team
 - Amy Whitehorne, Phil Moses, Anita Engiles, Noella Bernal, Marshall Peter



Challenges

- Balancing the use of legal terminology while maintaining meaning
- Insuring readability without compromising meaning
- Explaining complex processes in a “user-friendly” way



Parent Guides

IDEA Special Education Mediation

A Guide for Parents of Children & Youth (Ages 3-21)

This publication is part of a series about IDEA (Individuals with Disabilities Education Act) dispute resolution options. Parent guides in this series include:

- IDEA Special Education Mediation
- IDEA Special Education Written State Complaints
- IDEA Special Education Due Process Complaints/Hearing Requests
- IDEA Special Education Resolution Meetings



This publication describes Mediation generally for Part B of the IDEA. It is not intended to interpret, modify, or replace any procedural safeguards or requirements of federal or state law.

IDEA Special Education Due Process Complaints/Hearing Requests

Including Expedited Hearing Requests
A Guide for Parents of Children & Youth (Ages 3-21)

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- IDEA Special Education Resolution Meetings



This publication describes Due Process Complaints/Hearing Requests generally for Part B of the IDEA. It is not intended to interpret, modify, or replace any procedural safeguards or requirements of federal or state law.

IDEA Special Education Written State Complaints

A Guide for Parents of Children & Youth (Ages 3-21)

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- IDEA Special Education Mediation
- IDEA Special Education Written State Complaints
- IDEA Special Education Due Process Complaints/Hearing Requests
- IDEA Special Education Resolution Meetings



This publication describes Written State Complaints generally for Part B of the IDEA. It is not intended to interpret, modify, or replace any procedural safeguards or requirements of federal or state law.

IDEA Special Education Resolution Meetings

A Guide for Parents of Children & Youth (Ages 3-21)

This publication is part of a series about IDEA (Individuals with Disabilities Education Act) dispute resolution options. Parent guides in this series include:

- IDEA Special Education Mediation
- IDEA Special Education Written State Complaints
- IDEA Special Education Due Process Complaints/Hearing Requests
- IDEA Special Education Resolution Meetings



This publication describes Resolution Meetings generally for Part B of the IDEA. It is not intended to interpret, modify, or replace any procedural safeguards or requirements of federal or state law.



Web-based Dissemination

- Post on CADRE website with banner
- Publicize in CADRE Caucus
- Disseminate through CADRE Listservs



Print & Disseminate Based on Population Size

- Parent Centers
- SEAs
- Online Availability/Adaptability





Dispute Resolution Parent Guide Dissemination

To Parent Centers (PTACs, PTIs & CPRCs) and SEAs:

41,000 Mediation

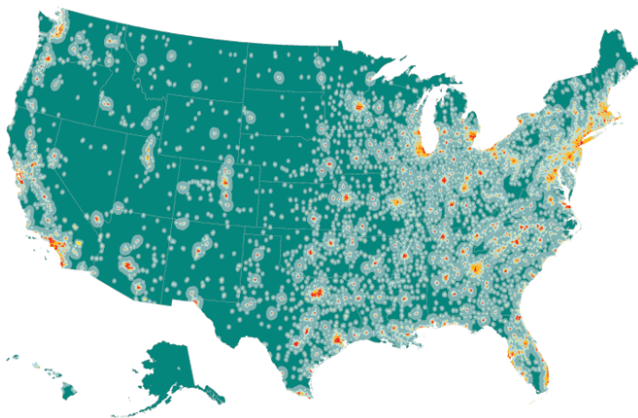
26,500 each of Written State Complaints, Due Process Complaints/Hearings & Resolution Meetings





Spanish

- Spanish Translation – Glossary Informed (Language Line Translation Services)
- Myriam Alizo Review
- Dissemination (30,752) Based On Population Statistics



Mediación de Educación Especial de IDEA
Guía para padres de niños y adolescentes (de 3 a 21 años de edad)

Este documento se tradujo del inglés. Se ha hecho todo lo posible por conservar el significado original pero puede haber pequeñas diferencias.

Esta publicación forma parte de una serie de opciones de resolución de disputas de la Ley de Educación para Individuos con Discapacidades (IDEA, Individuals with Disabilities Education Act). Las guías para padres incluidas en esta serie contienen:

- Mediación de Educación Especial de IDEA
- Quejas por Escrito sobre Educación Especial de IDEA ante el Estado
- Solicitudes de Quejas/Audiencias de Proceso Legal Debido de Educación Especial de IDEA
- Reuniones de Resolución de Educación Especial de IDEA

CADRE
Center for Applied Disability and Rehabilitation Research

IDEA's Work
Office of Special Education Programs
U.S. Department of Education

Esta publicación describe la Mediación para la Parte B de IDEA. No debe interpretarse, modificarse o reemplazar ninguno de los garantías procesales ni requerimientos de la ley federal o estatal.



Review Process

- Myriam Alizo, SPAN
- Sharman Barrett, PACER Center
- Nora Thompson, Region 6 PTAC, MATRIX
- Jan Serak, Region 4 PTAC, WI FACETS,
- Connie Hawkins, Region 2 PTAC, ECAC
- Liz Healy, PEAL Center
- John Inghlish, WRRC



Parent Perspective

Jan Serak

15

- Represented parent perspective on Product Review Team (parent, Co-Director WI FACETS PTI & Region 4 PTAC. WSEMS partner)
- Reviewed Guides during development
 - Clarified “mediation speak” – as, participants (parents & educators);
 - Simplified/lowered the reading level wherever possible
 - Modeled parent/educator partnership /balance wherever possible
 - Added ideas – M is forward looking; IDEA silent on RM confidentiality
- Value
 - Stakeholder front end input = products that are actually useful!
- Use of Guides
 - Exhibits, training HO, I&R, and preparing parents for consideration or participation in one of the processes



Myriam Alizo

Review Process

- Perspective from an Immigrant Parent
- Cultural Implications of the guides for Immigrant Parents
- Revision of translation using the OSEP Spanish Glossary:
<http://www.neparentcenters.org/glossary/glossary.html>



North Dakota Experience

- Impressed with CADRE's new materials:
 - Parent friendly
 - OSEP informed
 - Well written
- Most of our dispute resolution materials are disseminated online.
 - SEA worked with our PTI and P & A Project.
 - CADRE wanted the integrity to remain intact
 - CADRE created a ND "virtual sticker."
 - Materials are now posted on our SEA website as primary guidance on these options.



To Find A Parent Center In Your Area, Contact:

Region 1 Parent TA Center
NJ Statewide Parent Advocacy Network
35 Halsey St., 4th Floor
Newark, NJ 07102
Tel: (973) 642-8100 Fax: (973) 642-8080
Website: spanadvocacy.org

Region 2 Parent TA Center
Exceptional Children's Assistance Center
907 Barra Row, Suites 102/103
Davidson, NC 28036
Tel: (704) 892-1321 Fax: (704) 892-5028
Website: ecac-parentcenter.org

Region 3 Parent TA Center
Parent to Parent of Georgia
3070 Presidential Pkwy, Suite 130
Atlanta, GA 30340
Tel: (800) 229-2038 Fax: (770) 458-4091
Website: p2oga.org

Region 4 Parent TA Center
WI FACETS
600 W. Virginia St., Ste. 501
Milwaukee, WI 53204
Tel: (877) 374-0511 Fax: (414) 374-4655
Website: wifacets.org

Region 5 Parent TA Center
PEAK Parent Center
611 N. Weber, Suite 200
Colorado Springs, CO 80903
Tel: (800) 284-0251 Fax: (719) 931-9452
Website: region5ptac.org

Region 6 Parent TA Center
Matrix Parent Network & Resource Center
94 Galli Drive, Suite C
Novato, CA 94949
Tel: (415) 884-3535 Fax: (415) 884-3555
Website: matrixparents.org

Center for Parent Information and Resources (CPIR)
35 Halsey St., 4th Floor
Newark, NJ 07102
Tel: (973) 642-8100 Fax: (973) 642-8080
Website: parentcenterhub.org

In North Dakota, Contact:

<p>ND Dept. of Public Instruction 600 E. Boulevard Ave., Dept. 201 Bismarck, ND 58505-0440 Toll Free: (866) 741-3519 Phone: (701) 328-2277 Website: dpi.state.nd.us/speced1</p>	<p>Pathfinder Parent Center 1600 2nd Ave. SW Minot, ND 58701-3459 Minot Toll Free: (800) 245-5840 Grand Forks Toll Free: (877) 775-1975 Bismarck Toll Free: (855) 341-7127 Website: pathfinder-nd.org</p>	<p>ND Protection & Advocacy Project 400 E. Broadway, Suite 409 Bismarck, ND 58501-4071 Toll Free: (800) 472-2670 Phone: (701) 328-3950 Website: ndpanda.org</p>
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These organizations may also be reached through Relay North Dakota
TTY: (800) 366-6888 • Voice: (800) 366-6889 • Spanish: (800) 435-8590 • Website: relaynorthdakota.com

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Heather Hebdon - STOMP

- Department of the Air Force Family Support services, to provide 45 trainings between Oct 2013 and Nov 2014.
- "I feel a lot more equipped to help families here at Yokosuka & also know that I have a tremendous resource that I can utilize if I have questions or need guidance." (Military Professional in Yokota Japan)
- "Learned a lot from this course and can't wait to use the resources about dispute resolution and facilitated IEP's as well as the Due Process and Mediation. After reading the pamphlet on mediation, if I ever have to go to a dispute resolution process, it will be mediation for me. I will be sharing this information right away at our parent group." (Military Parent MacDill AFB, FL)



Survey Monkey Numbers

The parent guides CADRE developed are

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Average Rating
Relevant to those my organization serves	2.1% 1	0.00% 0	0.00% 0	16.7% 8	82% 40	49	4.75
Useful to my organization	2.1% 1	0.00% 0	4.7% 2	16.7% 8	77% 38	49	4.67
Of high quality	2.1% 1	0.00% 0	4.7% 2	16.7% 8	77% 38	49	4.67



Survey Monkey Comments

How are you planning to use the guides?

“Displayed guides on our [state web site](#). Have included guides as part of our [dispute resolutions resource packet](#).”

“We plan to [review our existing procedures/manuals and update them](#) using such simple languages and explanations on these guides.”

“[We currently](#) have them displayed in our office and have [provided them to the districts](#); however, it will be great to be able to [send to parents when complaints or due process hearing requests are filed](#).”

“Will be using them when [providing technical assistance to school districts and service providers](#) as well as with parent groups.”

“They will be made available to parent groups, department consultants and school districts. We are thinking about providing a [link to them on our website](#).”



Survey Monkey Comments, cont'd

How are you planning to use the guides?

“Putting them out at trainings and exhibit booths during Parent Nights and Transition Fairs.”

“We are disseminating these guides throughout the State through a variety of events and an ongoing technical assistance mentoring projects available to parents.”

“We will be disseminating at our regional conference as well as our State wide conference.”

“We are including the mediation guide in our educational advocacy training, our IEP training , and our High School Transition training. We also hand them out in our office to individuals we work with on a one-on-one basis.”



Survey Monkey Comments

Other thoughts about the guides?

“I really like the convenience of the topical sheets which are very easy to use and to understand. Excellent materials.”

“Well written and easy for parents to understand. Great job!”

“We ordered the English versions a few months ago for our Information and Resource Conference resource tables a few weeks ago. They were all gone by the end of the day, and we even saw the...Assistant Superintendent for Special Education taking some!”

“We believe this guide is a great resource for families.”

“The information is very useful.”

“These most recent parent guide publications are wonderful. We are excited to distribute them throughout our state.”

“We like the format and appreciate that they're easy to read.”

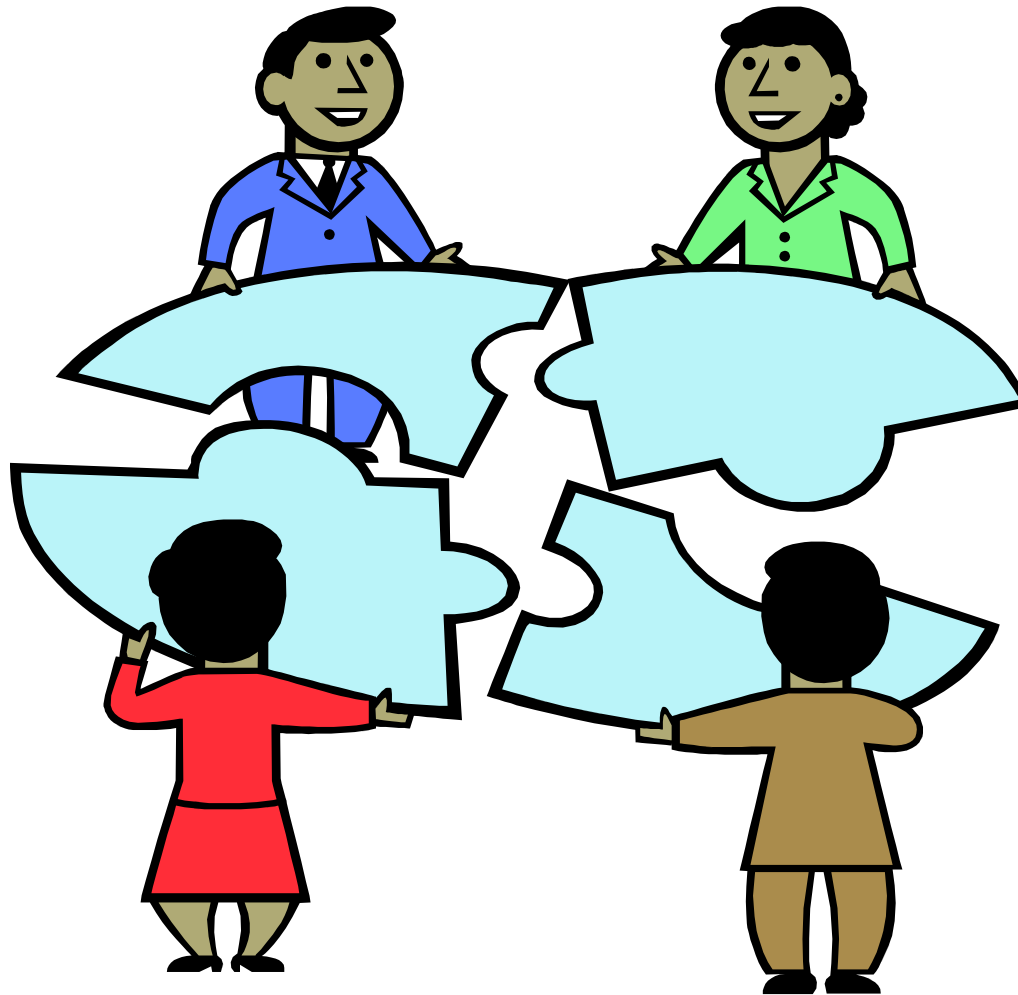
“Love them.”

Questions?



Comments?

Closing Thoughts





Where to go...

- IDEA Dispute Resolution Guides:
<http://www.directionservice.org/cadre/DRparentguides2014.cfm>
- CADRE Website:
www.directionservice.org/cadre/