

**CADRE and JAMS Foundation Present:**  
***Voices from the Field***  
**Interview Clip #2 Transcript – Jim Gerl**

**Marshall:** Are there attributes of due process hearing systems that you feel particularly relate to high quality, timely decisions?

**Jim:** Yes, I think there are. I think that number one, the most important thing in terms of accurate and high quality and good and timely decisions is training of the hearing officers. I think that well trained hearing officers, particularly in the area of decision writing will give you a better decision and by spending the resources up-front to do the training of the hearing officers, I think you end up with a better result and possibly actually saving money down the road because appeals of decisions and remands of due process hearings get to be extremely expensive. Decision writing is, is an art in my opinion and not really a science, so really you know, practice on techniques is invaluable and then the last part of that is the timelines, and timelines are of critical importance in this area, even more so than other areas of the law, because what we're talking about is the education of a child. If you let a due process hearing drag on and on, it's bad for the parents, it's bad for the school people, but mostly it's bad for the kid.