

Interviews with Exemplar States
JoAnne – Clip #4 Transcript

Jo Anne: When we began using facilitation, it was wholly embraced by our stakeholders, and I really didn't know why. We started sending materials when due process was filed, and we saw that no one was really reading that. We sent a huge stack and it's just, I think, people are overwhelmed. So I began making personal contact with the parties and asking them, and telling them there would be a requirement that they meet, unless they chose, you know, for other options, and if they did meet, would they like to have a third party there with them. And they loved it. The parents were wholly embracing it, the school districts were very happy. And now our experience is when a due process is filed, I will get an email from the school district attorney saying, you know, I'll be representing the district in this matter, can you please contact the parent and see if they would be willing to do facilitation. So it has been wholly embraced, it's been very effective. We went an entire year with absolutely no hearings, which we were very proud of. We were able to help settle the dispute and help build the relationship between the parties before they actually went to a, through a hearing process. It's been a very effective program for us and, mainly... The money that we have invested in our facilitation program has been well spent. The cost savings of aversion from due process and the expense to districts and to the state has been well worth the money spent in developing a facilitation program.