

Interviews with Exemplar States
Kerry Smith – Clip #2 Transcript

Kerry: I think it's always valuable to have these forums available to the states, to share information; whether it's working on the exemplar project, CADRE conferences, regional meetings. It's always valuable because it gives you the opportunity to first of all hear different perspectives, because every state's unique, and every state's dispute resolution system is unique and we certainly saw that with the four exemplars; we are very, very different states. So it's interesting and a learning process for me to hear what other states are doing. It would give me pause to think about... hmm, is that something that we should be incorporating into our own system? The whole process made me really assess what was going on in our system, to see if there were ways that we could improve. One of the things that I do about once a year, is I pull out the CADRE continuum and look at the different dispute resolution options that are out there, just to, to give me a framework to think through... is there something that we should be doing differently, or you know, something that we should be adding? The work that has been done on this matrix (Resources Showcase) is really the CADRE continuum 'ultimate'. I mean everything, every component of the CADRE continuum is going to be there, along with documents and definitions and all the, the reams of paper that we've created in this project. And I think that's a really great tool for states that want to take a look, want to take an honest look at their system and say, where can we improve? Because even though the four states were identified as exemplars, it indicates in the profiles, none of us are perfect. Every one of the states has areas of improvement and I think the matrix (Resources Showcase) and all of those resources can really be incredibly beneficial to all four exemplars, plus the rest of the country.