

**Interviews with Exemplar States**  
**Kerry Smith – Clip #3 Transcript**

**Kerry:** Well one of the main mechanisms that we have used to, to forge some of those relationships is the Creating Agreement training. We've partnered with both of our PTI's to train on the concepts and, in turn, they have taken the training that they received and have gone out and trained their own constituents. So that's been a very effective way to build capacity. Obviously, you know, through the process of doing that, relationships have been built. And once you know people, it's much easier to have more effective processes and procedures within the office. We have a stakeholder council and we use, one of the seats is designated for a PTI representative, in addition to other parent advocates and parent representatives, but our PTI is on there. And the benefits are numerous, not only for the PTI representative, but also the stakeholder council, to assist us in outreach activities, to help guide the implementation of dispute resolution, to help evaluate dispute resolution and to serve as ambassadors to their constituents about the great things that are going on within the office.