

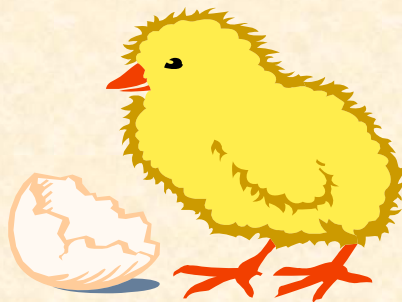
Taking the Third Side via
RESPECT: Building the
Skills to be Facilitative
Participants in IEP Team
Meetings



How did
idea for
RESPECT

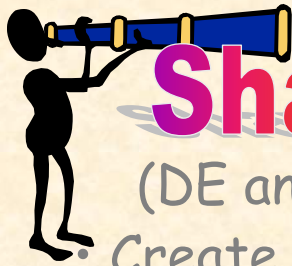


training come about?



DIDN'T JUST "HATCH"

Started doing some "things"
before idea of RESPECT training



1995

Shared Vision

(DE and AEA Sped Directors)

- Create a system-wide approach
- Allow for the resolution of differences
- Resolve concerns at lowest level and as early as possible
- No state involvement



Need to fit this vision in with historical background of the Iowa Department of Education re: mediation

Mediation has been provided in Iowa since **1976**.
(third state in nation)

Department has been offering mediation before asking for a hearing since 1987.

Iowa calls this a *“preappeal conference.”*



First idea

DE invited 2 participants
from each AEA for
training

Goal: Create a new conflict
resolution process in each AEA



1995-96

- Planned (with IPI) 3
days of Negotiation
Skills for Conflict
Management

- Held 2 more days
- Then 4 more days

Participants wanted more mediation training.

DE contracted with **Iowa Peace Institute** to design **Introductory Mediation**



DE sent out letter to AEAAs
(We would **fund.**)

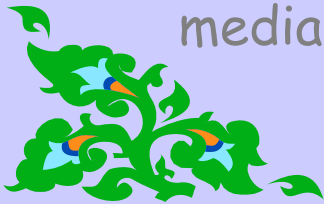
Provided opportunity for:

- training in their own "back yard"
- choosing dates for 4 days
- choosing who could come

1997-98 - 9 of 15 AEAs
took training (intro)

1998-99 - 3 more AEAs

1999-2000 Advanced
mediations started (4
days)

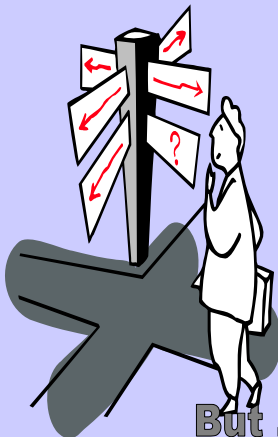


Not a lot
happening toward
state-wide
system

Some success
stories.

**But (Learn from
our mistakes.)**

Training and giving people time to develop a plan for
each AEA didn't work.



During one of advanced mediation training the birth of the Resolution Facilitator process started!



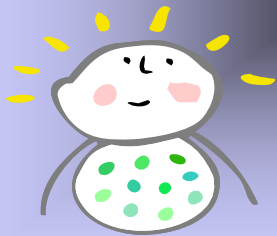
- Comments from participant
- AEA Director and I witnessed
- Spoke on phone for "plan the plan"
 - October 1999 AEA Sped Directors agreed to further action



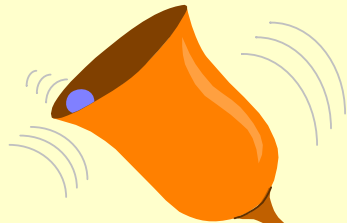
March 2000

Developed Q & A

Presented to AEA Sped
Directors



RF process
was born!



Hear ye!
Resolution Facilitator

What is it?

It is a state-wide mediation process available
through each AEA.

Started March 2000

Iowa has 12 AEAs and each AEA has a contact person.

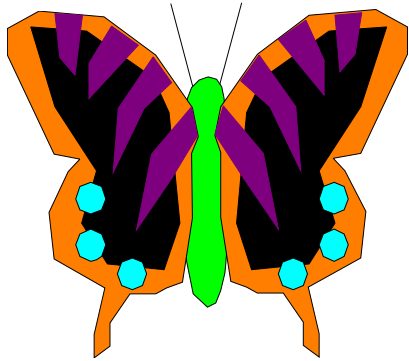
SEA assists with having state-wide system.

Who can use Resolution Facilitator?



- ❖ Parents and educators
- ❖ Educators
- ❖ Others with LEA or AEA

What type of issue?



- **Special education**
(Resolution Facilitator may attend IEP meeting or hold separate session)
- **Section 504**
- **General education**
- **Other**

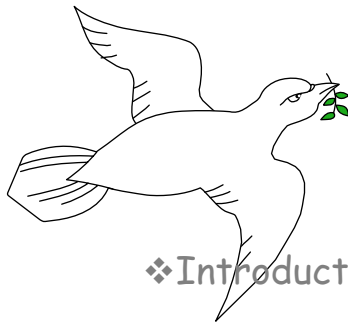
Exchange program



Cost?

Agency using the service
Mileage, meals, motel

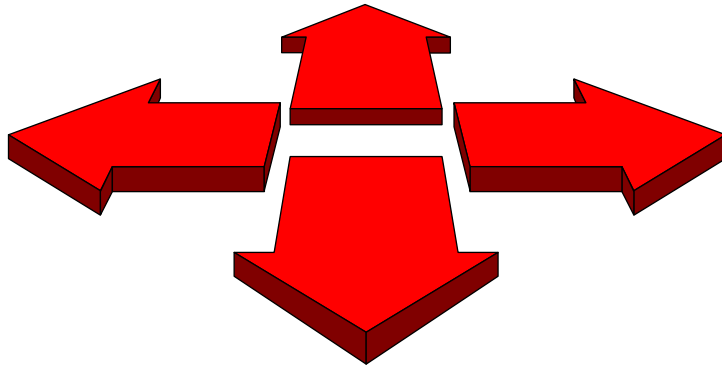
Wages are
never factored
into equation.



Iowa DE will pay
for AEA's or
LEA's to receive
training:

- ❖ Introductory Mediation (4 Days)
- ❖ Advanced Mediation (4 Days)
- ❖ Advanced Mediation Part II (2 Days)
- ❖ Refresher Courses (1-2 Days)
- ❖ Creating Solutions: Skills to Effectively Resolve Differences Between Parents and Educators (1-2 days)

600 people in Iowa completed mediation training



**About two years ago asked: Is there
training for concerns at IEP
meetings?**

- Some never want to be Resolution Facilitators
- How do individual participants at IEP meetings learn skills to help resolve differences?



Most recent arrival

RESPECT Training

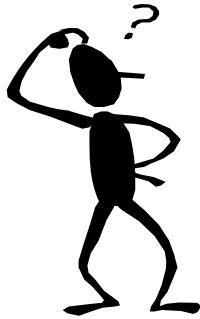
(Recognizing Everyone's Strengths by
Peacebuilding, Empathizing, Communicating
and Trustbuilding)

This is for members of IEP teams.

Objectives of RESPECT Program:

Teaching IEP and IFSP team members how to:

1. Engage with each other constructively and from the heart so that differences and/or problems can be addressed in a way that builds, grows and preserves relationships.
2. Meaningfully resolve conflicts by going beyond the traditional approaches to conflict resolution that are centered in problem solving and in improving the techniques of communication.
3. How to be "facilitative participants" in team meetings.



Question of
the day:

Is all of this alternative
dispute resolution “stuff”
working?

Short answer:

YES!

“As a consequence of resolving most
disputes before they get to the formal
state level system, your ratio of ADR
cases per 10,000 special education
students is the lowest in the nation.”

“We met with SEA officials in Iowa because the state was identified by experts in the area for having innovative strategies in alternative dispute resolution.” (GAO report, Sept. 2003)

July 1, 1989 through June 30, 2005

	1989-1990	1990-1991	1991-1992	1992-1993	1993-1994	1994-1995	1995-1996	1996-1997	1997-1998	1998-1999	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
Hearings Requested	18	19	32	25	31	30	23	12	17	7	11	10	16	16	14	10
Hearings Held	7	3	6	5	5	6	4	2	2	3	3	4	3	3	4	4
Mediations Held prior to Hearing	8	12	13	8	7	21	5	5	7	1	3	0	4	5	12	1
Preappeals Filed	13	8	8	7	5	12	30	34	36	34	55	34	37	58	37	48
Preappeals Held	7	8	1	4	1	10	18	22	13	20	34	21	20	33	22	31
Complaints Filed	39	29	14	10	13	12	2	2	2	9	4	7	6	5	10	6
Complaints Investigated								1	1	8	3	3	4	2	2	2
Complaints Withdrawn, and Filed as Preappeal <i>(added 2003-2004 reporting)</i>															5	4



73717

Part B

October 2003 Count

Ages 3-21



Why so few hearings and complaints?

*Number trained in mediation,
RESPECT, etc.*

Resolution Facilitator Process

Preappeal conference

Complaint procedures

Reasons, cont.



Parent-Educator Connection
Legal Center for Special Education
Parent Training and Information
Center
Attorneys meet informally

Iowa

7 Ways to Resolve Differences

Preappeal conference (mediation w/out request hear.)

Mediation (hearing requested)

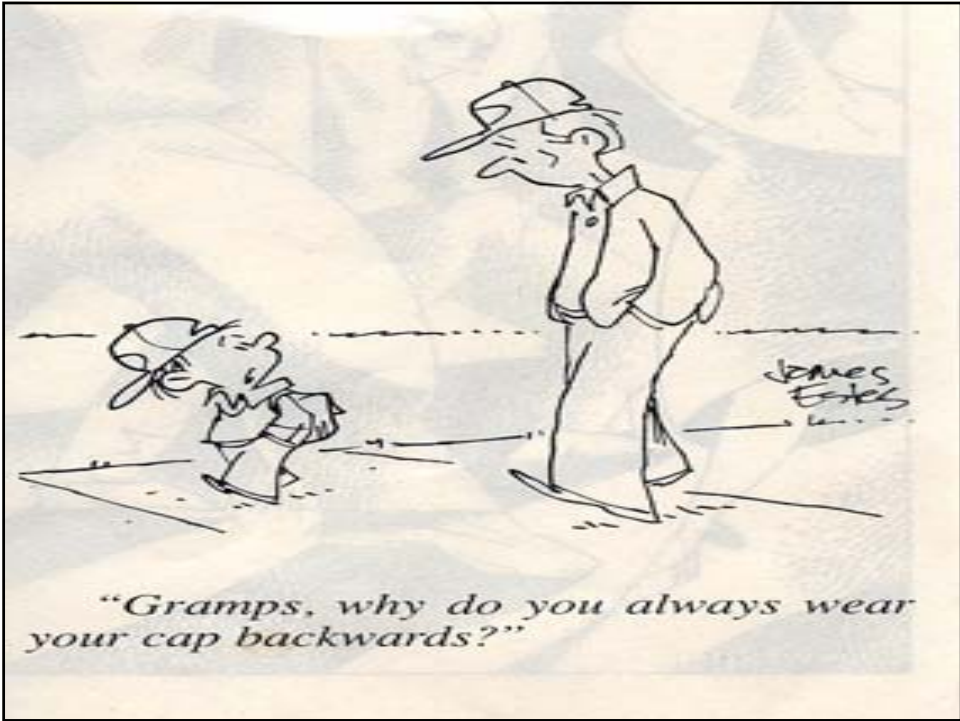
Complaint

Hearing

Resolution Session (New IDEA 2004)

Resolution Facilitator Process (AEA)

Other



Parental Icebergs

