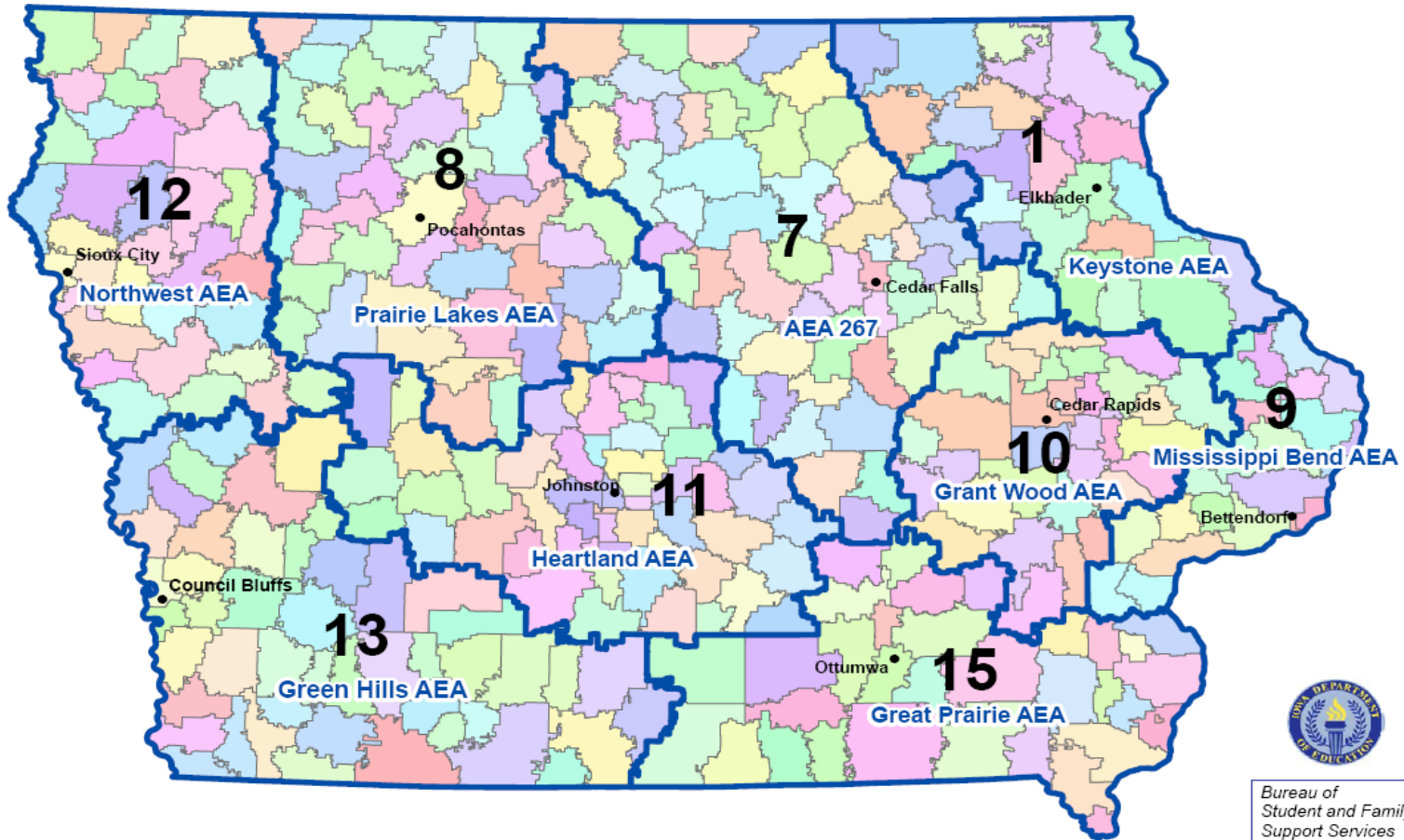


Dee Ann Wilson
Eric Neessen
Paul Kiburz

Iowa AEA Map

Iowa Area Education Agencies 2011-12



Bureau of
Student and Family
Support Services
Map #3828
August 3, 2011

Iowa's Education Numbers 2009-2010

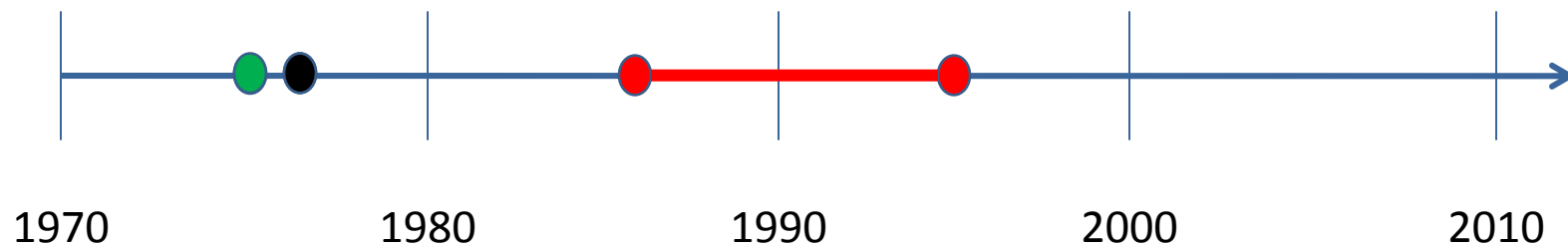
K-12 enrollment: 474,227

Special Ed enrollment: 59,967 (12.6%)



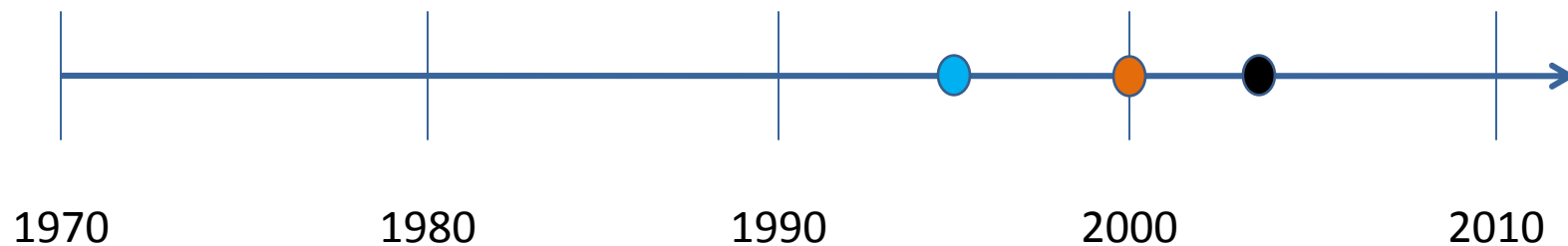
Historical Perspective

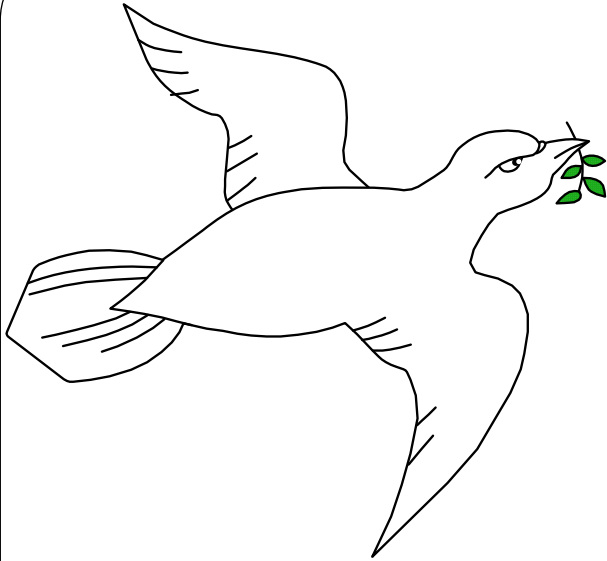
- Hearings offered in PL 94-142 (1975)
- Third state in nation offering mediations (1976)
- Preappeals piloted from (1987 to 1995)



Historical Perspective

- Preappeals adopted (1995)
- Trainings begin (1995)
 - *Iowa Peace Institute* (which later became: Conflict Resolution Center of Iowa)
- **AEA Resolution Facilitator (2000)**
- RESPECT (2003)





Trainings Available

- Introductory Mediation (4 Days)
- Advanced Mediation (4 Days)
- Advanced Mediation Part II (2 Days)
- Refresher Courses (1-2 Days)
- Creating Solutions: (1-2 days)

RESPECT Training

- **R**ecognizing
- **E**veryone's
- **S**trengths by
- **P**eacebuilding,
- **E**mpathizing,
- **C**ommunicating and
- **T**rustbuilding.



Partnership with ASK Resource Center (PTIC)

RESPECT Training

- four-day course
- parent and educator members of IEP teams
- produce results that meet student, family, and educator needs
- enhance quality of the relationships among team members

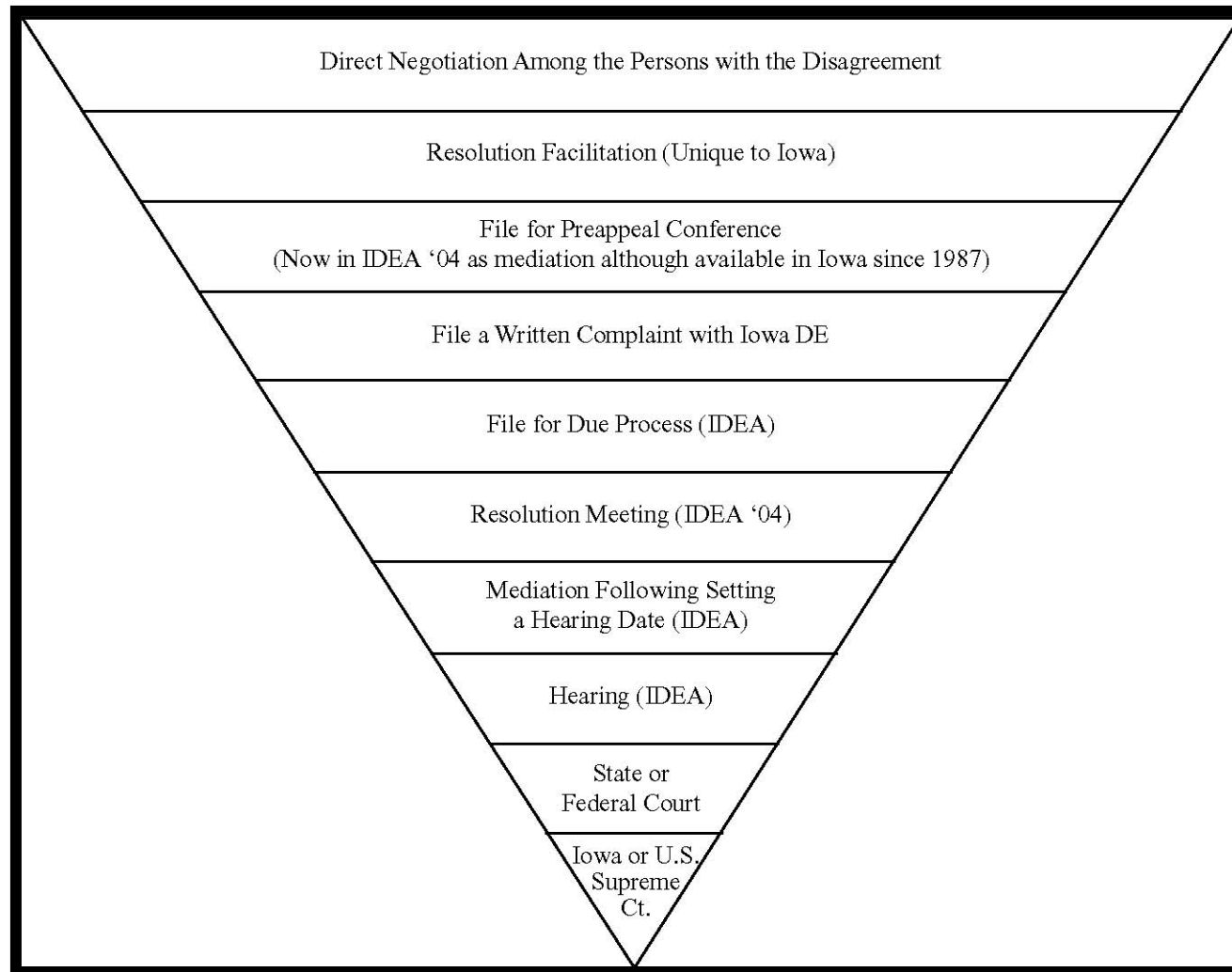
“It’s not about you versus me, us versus them, or school versus home. It’s about a student, someone’s son or daughter; someone’s grandson or grand daughter a brother or sister. We must maintain a clear and passionate commitment to the interests of the student. Start every meeting by making sure team members know why we are here.”

The “Essence” of RESPECT

Reflections and Other Ramblings

- ❖ Don't call parents “mom” or “dad”, they have names, use them
- ❖ Tell parents thanks for coming
- ❖ Don't tell parents, “I know how you feel”
- ❖ Explain to me, don't tell me (Parents know the difference)
- ❖ Bring treats every now and then.
- ❖ Say please and thank you
- ❖ It's okay to cry.
- ❖ Assume positive intent of each team member
- ❖ Don't be afraid of “why” questions. Those often lead to deeper understanding
- ❖ Have the courage to say: I don't know, I'm sorry, I was wrong, I made a mistake

The Pyramid



Resolution Facilitator

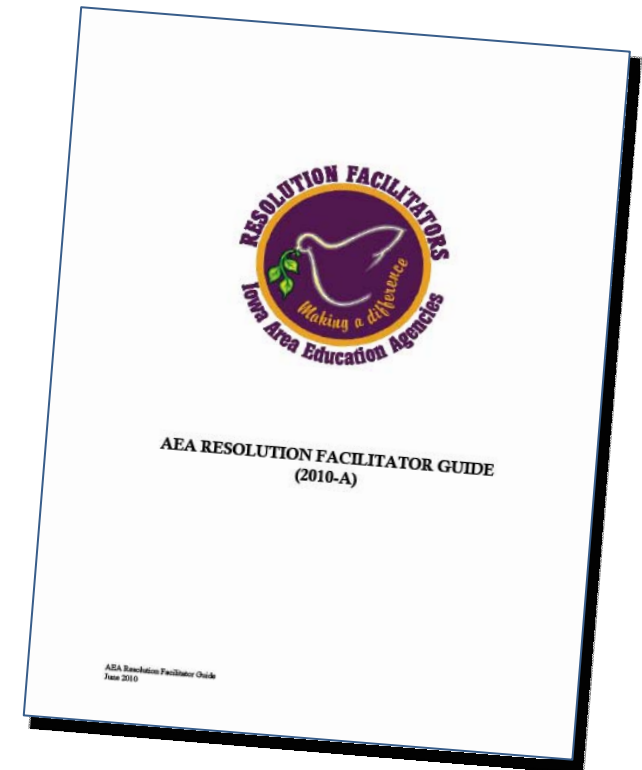
How is RF Process different than Mediation?

	AEA Res. Facilitator Process	Mediation
Who manages the process?	AEA	The Iowa Dept. of Education
Who assists with the process?	AEA resolution facilitator appointed by the AEA.	A mediator appointed by the Iowa Dept. of Education.
Who decides the solutions?	The parties, not the resolution facilitator.	The parties, not the mediator.
Is an agreement “legally binding”?	No, unless stipulated in the agreement.	Yes

AEA Resolution Facilitator

The purpose:

- To help resolve differences at the earliest possible point
- To train people in resolution skills



AEA Resolution Facilitator

- A statewide conflict resolution process
- Available through each of Iowa's AEA's
- Each AEA has an AEA Resolution Facilitator Coordinator.
- The RF Coordinator maintains the AEA's roster of qualified Resolution Facilitators
- List distributed in each parent packet



The graphic is a vertical blue banner with white text and a white dove icon. The text reads 'AEA Resolution Facilitators' at the top, followed by the year '2011-2012'. Below the banner is a list of AEA's and their facilitators.

Keystone AEA 1	
Brooke Gassman.....	563-556-3310 x2742
bgassman@aea1.k12.ia.us	
Art Miller.....	563-922-2299 x6113
amiller@aea1.k12.ia.us	
AEA 267	
Dennis Sinclair.....	319-273-8250
dsinclair@aea267.k12.ia.us	
Prairie Lakes AEA 8	
Pam Fritz.....	515-574-5500 x2148
pfritz@aea8.k12.ia.us	
Mississippi Bend AEA 9	
Nancy McGill.....	563-263-8476
nmcgill@aea9.k12.ia.us	
Jabari Woods.....	563- 528-5683
jwoods@aea9.k12.ia.us	
Grant Wood AEA 10	
Paul Kiburz.....	319-399-6765
pkiburz@gwaea.org	
Heartland AEA 11	
Steve Iverson.....	515-270-0405 x18111
siverson@aea11.k12.ia.us	
Northwest AEA	
Molly Twohig.....	712-222-6345
mtwohig@nwaea.k12.ia.us	
Green Hills AEA	
Angie Hance.....	641-342-2398
ahance@ghaea.org	
Michele Harrison.....	712-322-7354
mharrison@ghaea.org	
Great Prairie AEA	
Matt Mitchell.....	319-753-6561 x1103
matt.mitchell@gpaea.k12.ia.us	

RF Info 2010-2011

Resolution facilitator process held statewide for the year:

29 total for the state
Average = 3.2 / AEA
Range of responses = 0 to 9

Number of trained RFs on staff:

25 total for the state
Average = 2.6 / AEA
Range of responses = 0 to 6

FTE built in for RF work:

Only 1 AEA RF coordinator has FTE (0.1) for that role

The Resolution Facilitator

Four options may involve arranging for an AEA Resolution Facilitator:

1. When parties are agreeable to using the RF process because there are **concerns or differences of opinion about issues.**
2. When parties believe an **IEP Facilitator** could be beneficial at an IEP meeting (and the RF could act in that role).

The Resolution Facilitator

Four options may involve arranging for an AEA Resolution Facilitator:

3. When a parent has requested a hearing in special education and a **resolution meeting** must be offered. The RF would facilitate the meeting.

4. When a RF may assist at **any other type of meeting** when conflict may be anticipated. (Connected with Part B dollars.)

Who can use the AEA Resolution Facilitator Process?



- Parents and educators
- Educators
- Others with LEA or AEA (such as support staff)

When should Resolution Facilitators be used?

- Two or more parties are having differences
- Before differences escalate



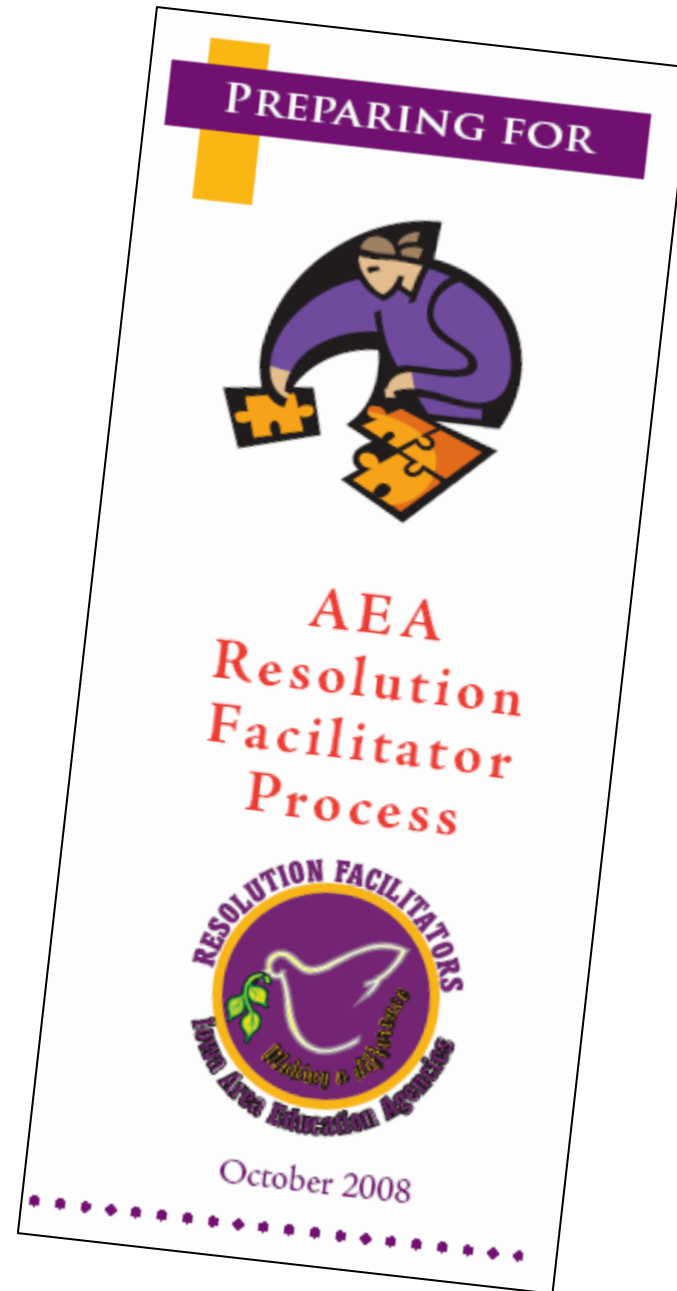
More people from various AEAs/LEAs, etc.
completed trainings.

A Big Need:

Need more people to complete
trainings to learn new skills or to
enhance and refine skills they
already have.

Brochures

- Brief overview for parents and educators
- Placed in parent packets sent per request
- Helps “get the word out”



Challenges in Delivery

- Time and resources
- FTEs of current RFs
- Consistent understanding
- Leadership support



Benefits

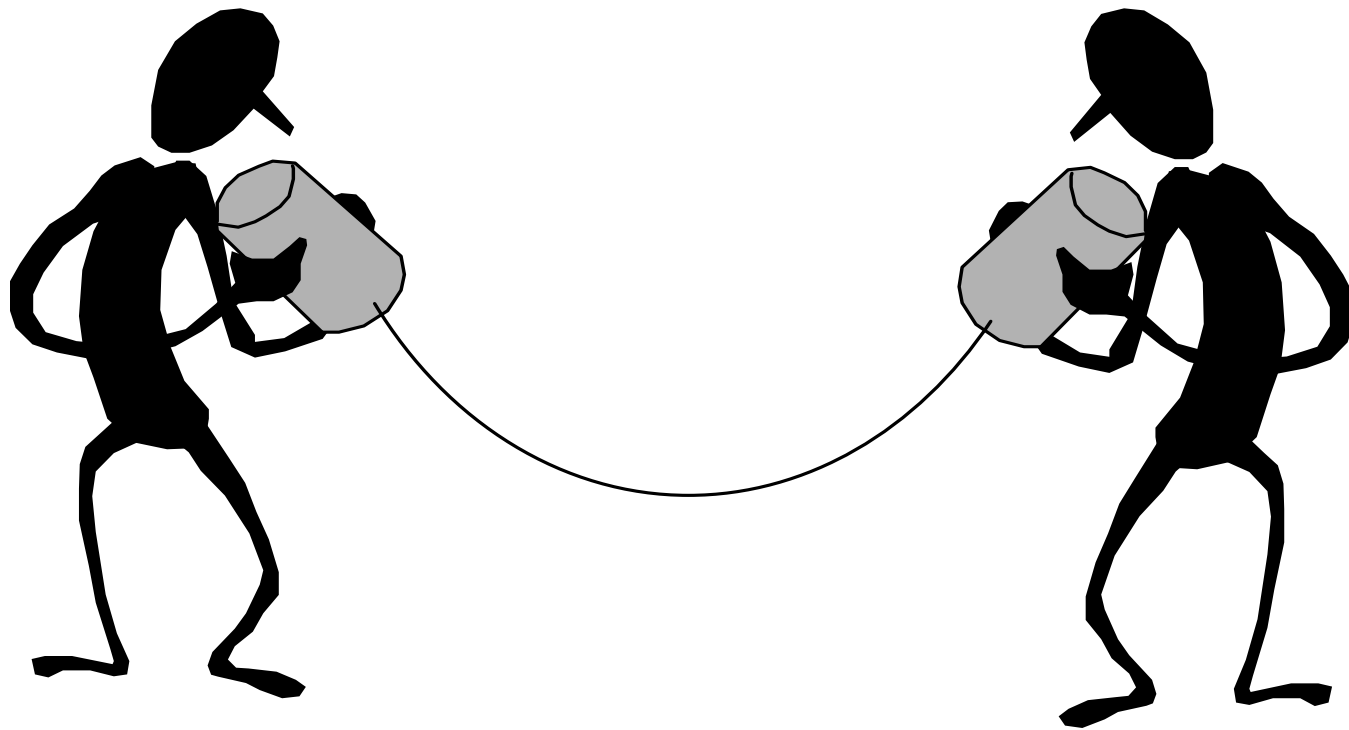
- Problems are dealt with early on and quickly
- Conflict resolution skills are honed by others
- Reinforces the value of the AEA to the district
- Fewer numbers of mediations and due process requests



Lessons Learned

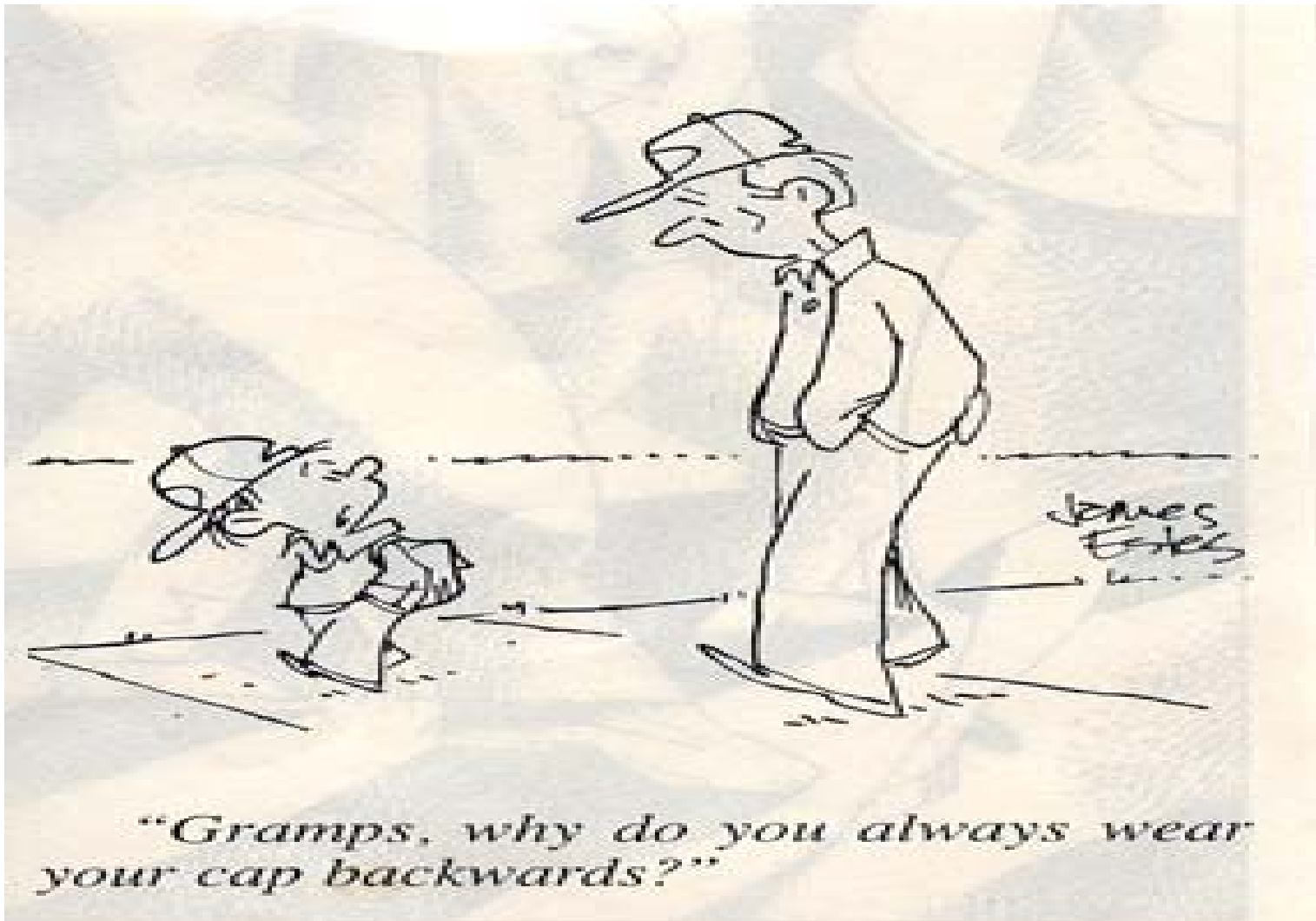
- State complaints: big-hearted bureaucrat (1989-1991)
- Communication!
- No “win/win” language
- Using non-special ed directors at RF coordinators
- SEA mediators used in variety of ways
- Why so few disputes?
- There are two sides to every story!

Key to Resolution is Communication



True or False?

All conflict begins, unfolds, and is addressed in
relationships.



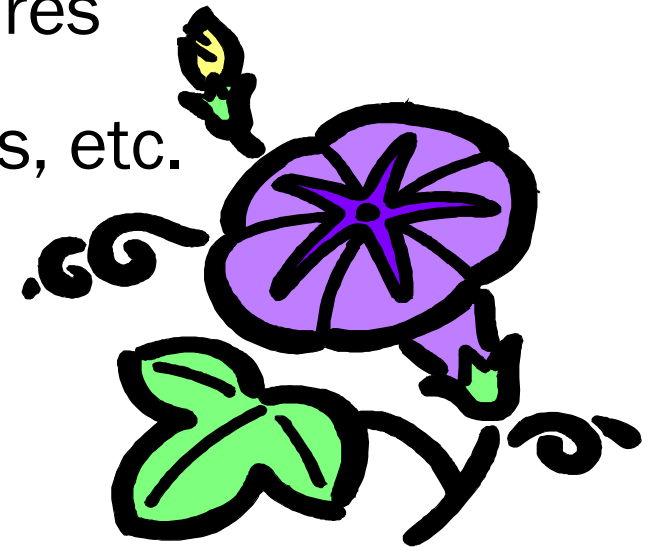
“Gramps, why do you always wear your cap backwards?”



A Program Unique to Iowa!

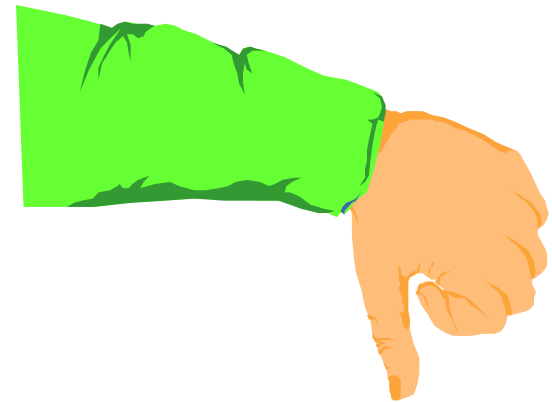
The Parent-Educator Connection

- ASK Resource / Parent Training & Information Center
- Number trained in mediation,
- AEA Resolution Facilitator Process
- Complaint procedures
- Preappeal conference procedures
- AEA Special education directors, etc.
- Disability Rights Iowa
- Dept. of Education
- Attorneys



Outcomes?

Do away with
win/win or
win/lose talk



SEA mediators used variety of ways

- Help AEA RF, such as mentor or co-facilitate
- If parties hesitate to use AEA RF, can ask DE to send mediator to serve as RF
- If resolution meeting, mediator can either co-facilitate or facilitate meeting with AEA RF
- If State complaint filed and parties willing to try to resolve without investigation first, SEA mediator can act as resolution facilitator.

Thoughts? Questions?



Training Materials and Website

