

Office of Dispute Resolution



Melanie J. Reese, Ph.D.

Dispute Resolution Coordinator

Lily Robb

Admin. Assistant

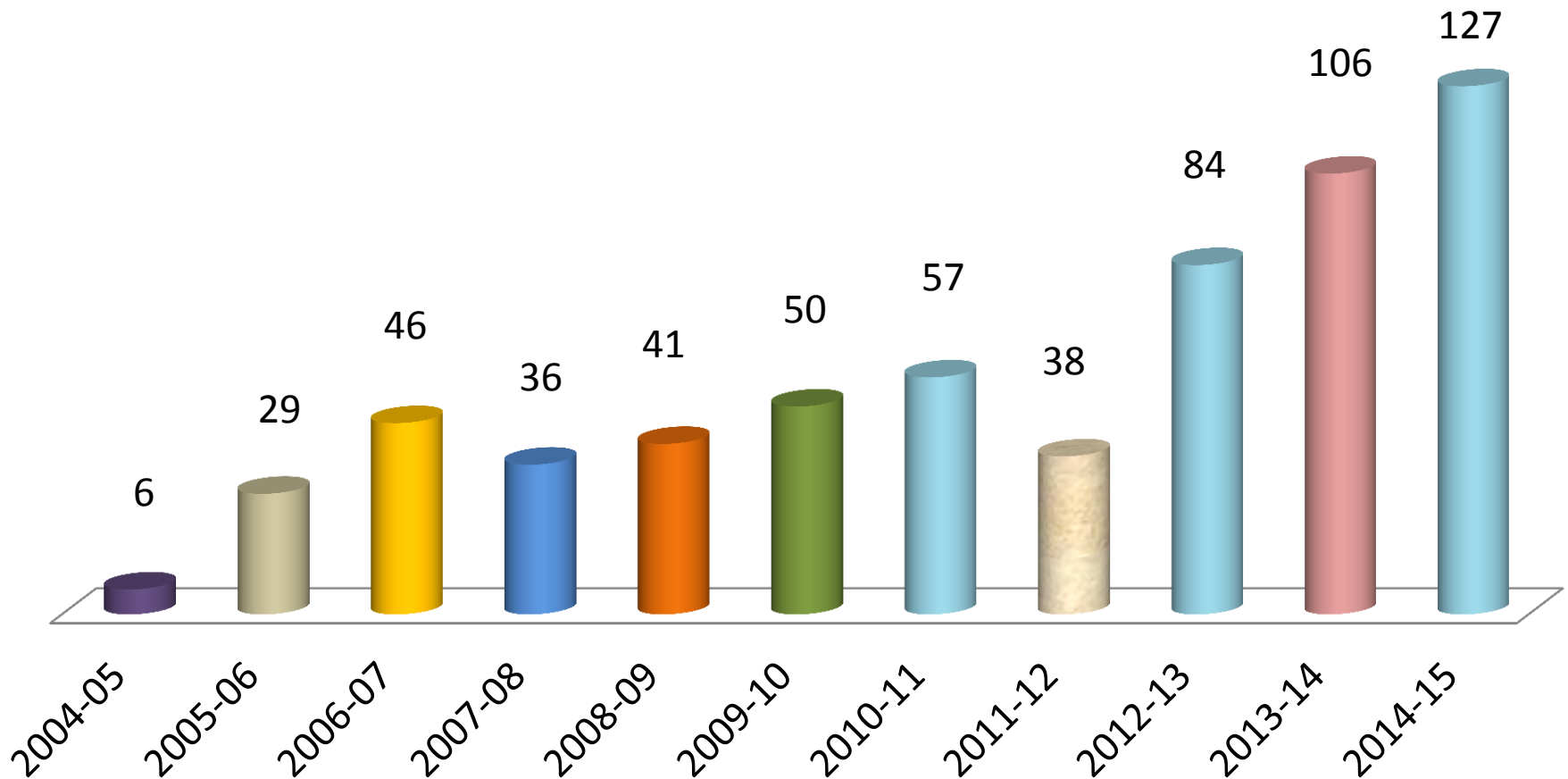
Idaho SDE's Office of Dispute Resolution

- Coordinator: Melanie Reese
 - Program Specialist: Lily Robb
 - About 150 District/ 28,000 Students on IEPs
- 21 Contractors Statewide
 - 18 IEP Facilitators
 - 8 Mediators
 - 7 Complaint Investigators
 - 3 Hearing Officers

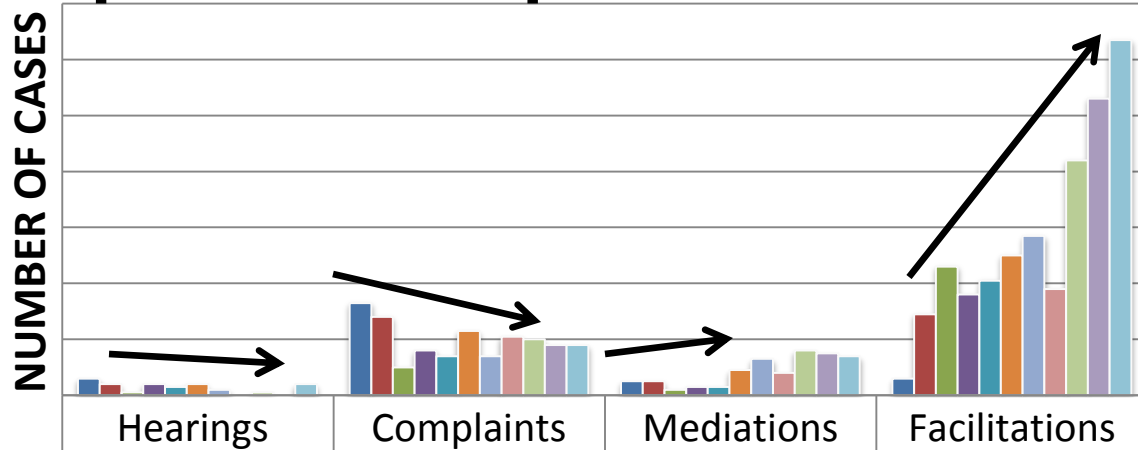


Idaho Facilitations through the Ages

Number Held: 2005 - 2015

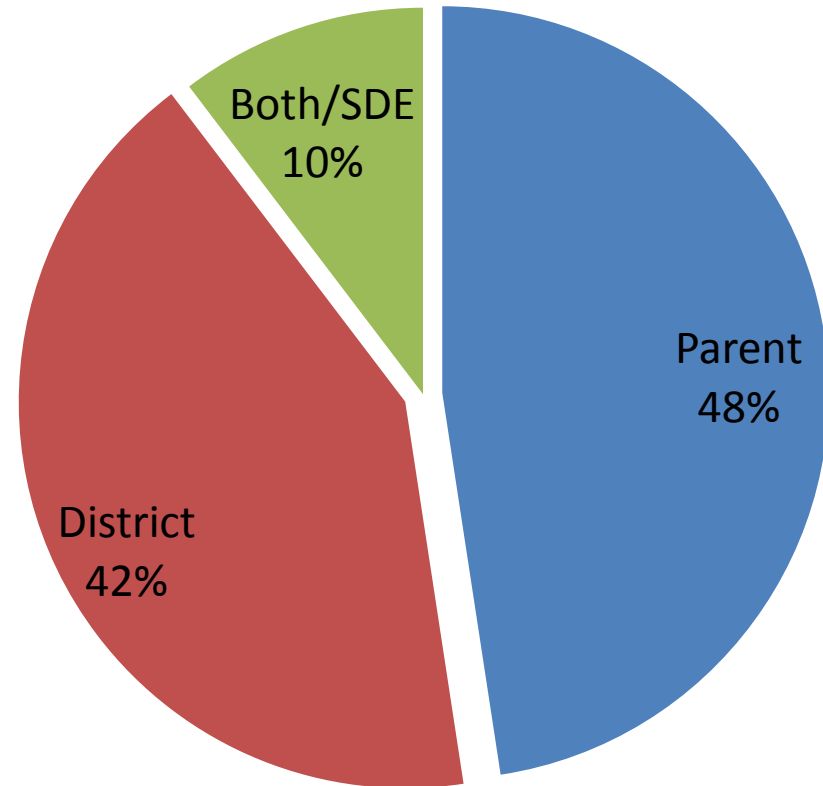


Dispute Resolution Office Completion Comparison 2005-2015



	Hearings	Complaints	Mediations	Facilitations
2004-5	6	33	5	6
2005-6	4	28	5	29
2006-7	1	10	2	46
2007-8	4	16	3	36
2008-9	3	14	3	41
2009-10	4	23	9	50
2010-11	2	14	13	57
2011-12	0	21	8	38
2012-13	1	20	16	84
2013-14	0	18	15	106
2014-15	4	18	14	127

2014-15 Facilitations by Requestor



2014-15 Cost Comparisons

Facilitations

\$796

(\$211- \$3015)

Mediations

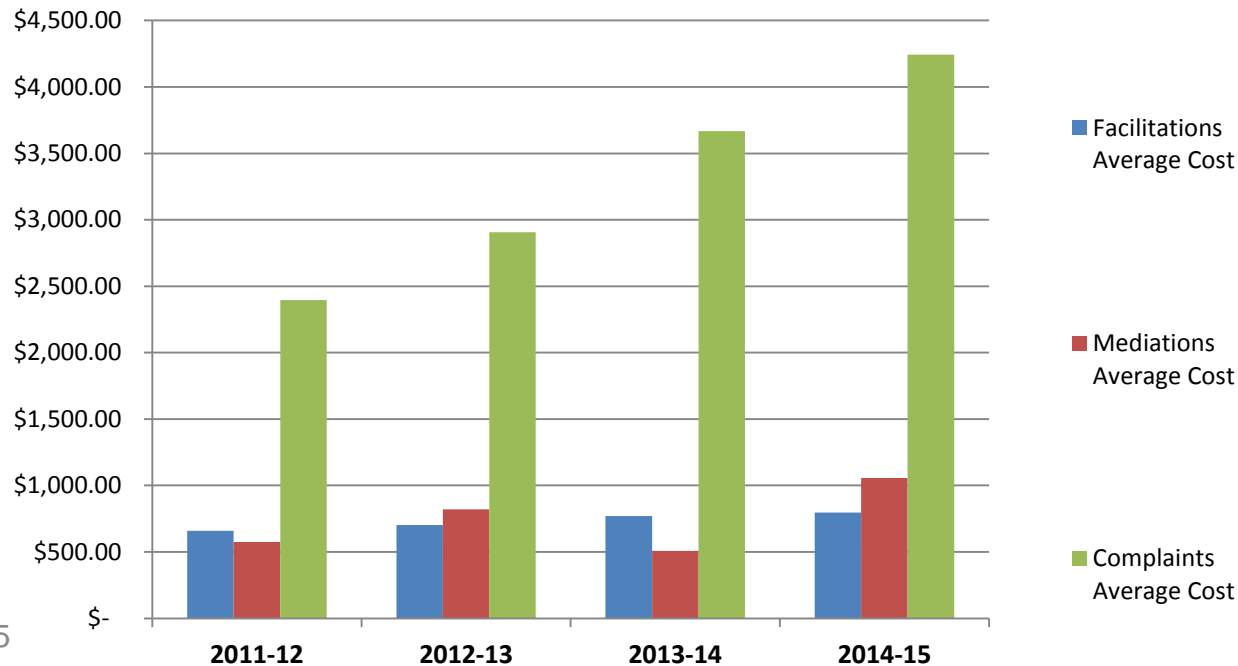
\$1057

(\$530 - \$1706)

Complaints

\$4242

(\$1455 - \$15,170)



Lessons Learned

- People have short term memories
“What have you done for me lately?”
- Importance of keeping narrative focused and message tight. Messaging matters!
- Cultivate champions of your program.
- You have to start somewhere, but don't be afraid to focus where the need arises.

What's Next?

- More outreach from DR Office (training, in-service, presentations)
- Improve Facilitated Resolution Session process (increase Settlement Agreement rate)
- Increase efficiencies to manage growth
- Continuous improvement of data collection

Questions?



October 19, 2015