

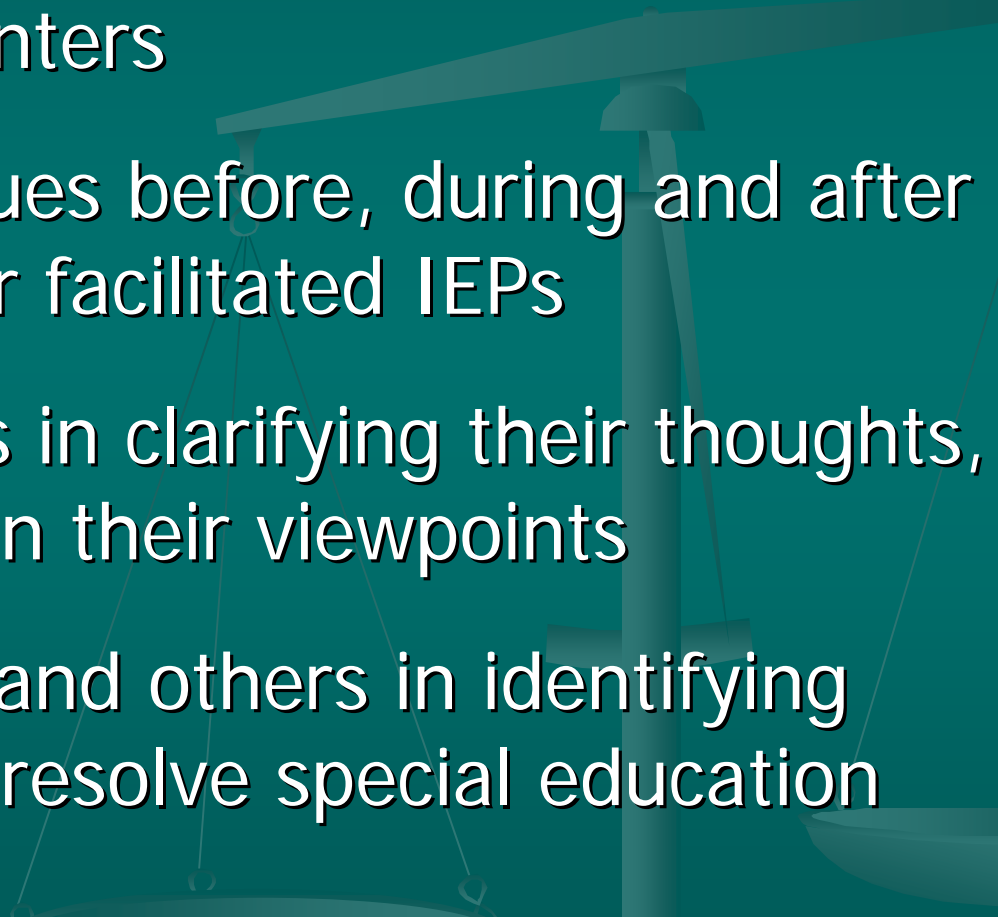
Preparing Parents to Participate in Mediations and Facilitated IEPs



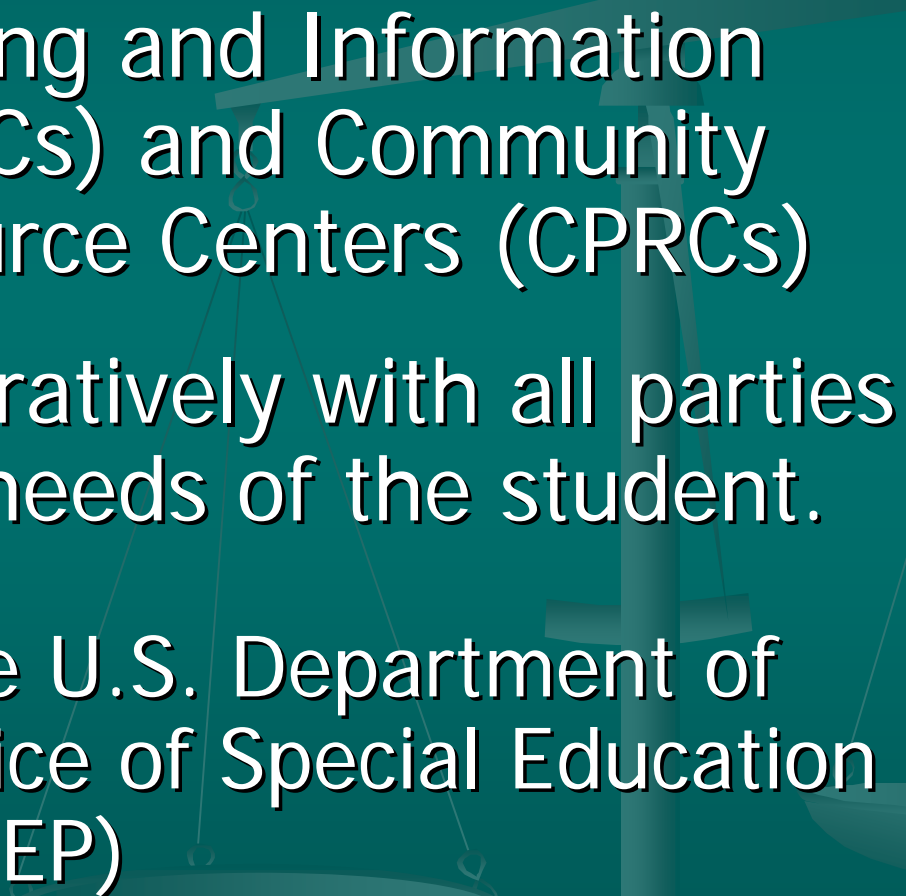
Eugene, OR

10/27/2011

Content

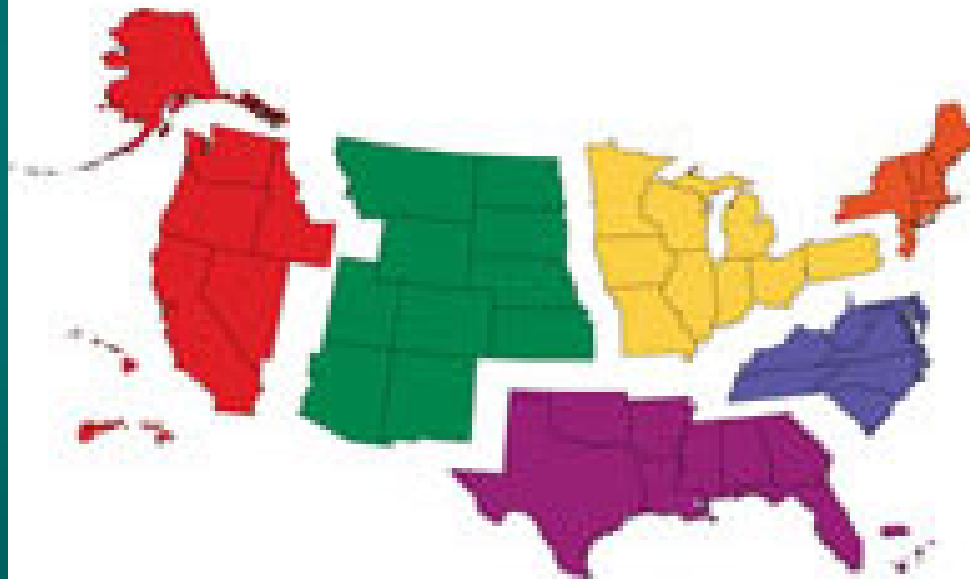
- About Parent Centers
 - To recognize issues before, during and after mediation and/or facilitated IEPs
 - To assist parents in clarifying their thoughts, effectively explain their viewpoints
 - To help parents and others in identifying other options to resolve special education disputes
- 

Parent Centers

- Parent Training and Information Centers (PTICs) and Community Parent Resource Centers (CPRCs)
 - Work collaboratively with all parties to meet the needs of the student.
 - Funded by the U.S. Department of Education Office of Special Education Programs (OSEP)
- 

www.parentcenternetwork.org

Click Here To Find A Parent
Center In Your State



Oklahoma



Sharon House
Oklahoma Parents Center



**Building Relationships
Creating Successful
Change?**

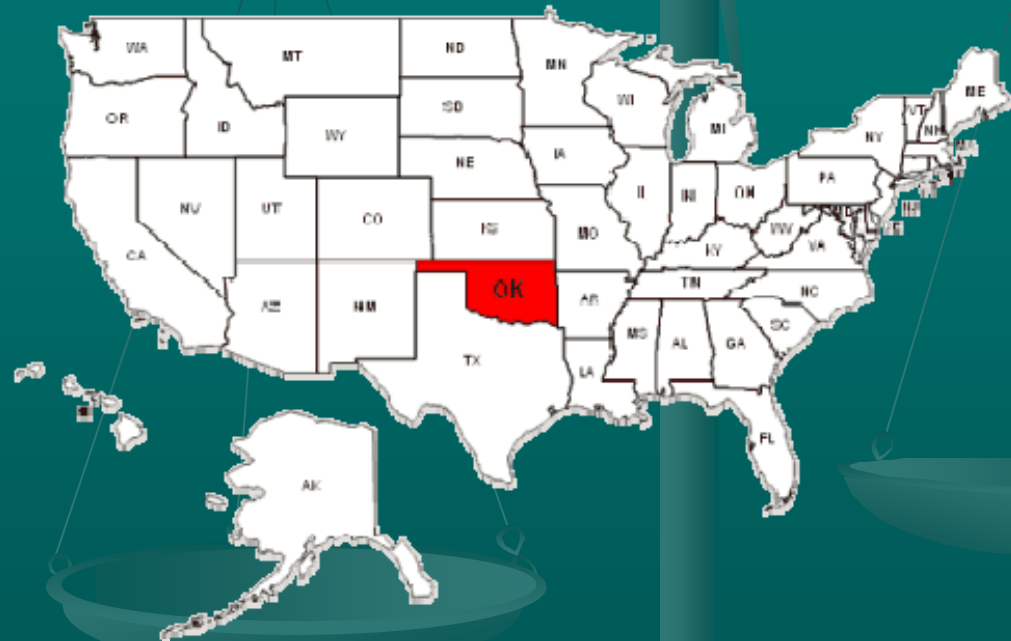
Oklahoma Parents Center

- Serving parents since 2000
- 8 staff working with parents
 - Sharon House, Director

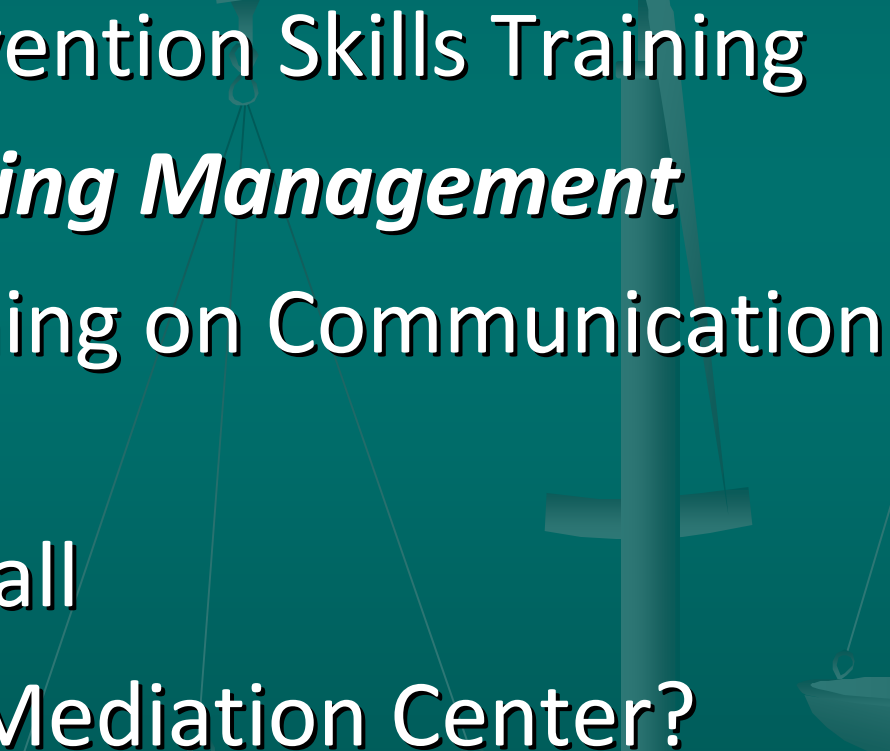


Oklahoma

- 97,264 special education students (2010-2011)
- 528 school districts
- 30-40 due process requests
- 20 mediations
- No IEP facilitations



Oklahoma State Education Agency

- Conflict Prevention Skills Training
Good Meeting Management
 - Annual Training on Communication Skills
 - Available to all
 - Houses the Mediation Center?
- 

Parent Support

- Written materials
- Phone Support
- 1:1 Assistance
- Communication Training
- Internet



Parent Support

Issues to consider before mediation or facilitated IEP

- ATTITUDE
- BE PROACTIVE, NOT REACTIVE
- LISTENING AND LEARNING
- BUILD THE RELATIONSHIP
- BECOME THE CHILD'S BEST ADVOCATE

Parent Support

Issues to
consider
during
mediation or
facilitated IEP

- FOCUS ON THE POSITIVE
- STEP BY STEP... ORGANIZE, LISTS, QUESTIONS
- OUTSIDE the BOX
- NOT LAWYERS

Parent Support

Issues to
consider after
mediation or
facilitated IEP

- FOCUS ON THE POSITIVE
- HELP PARENTS FOLLOW THE AGREEMENT
- ONGOING COMMUNICATION



Attitude
is the
biggest
disability ★



Our
attitudes
just might
be the
biggest
barriers!

Oklahoma's Guide

DISPUTE RESOLUTION IN SPECIAL EDUCATION THROUGH MEDIATION (CFR 300.506)

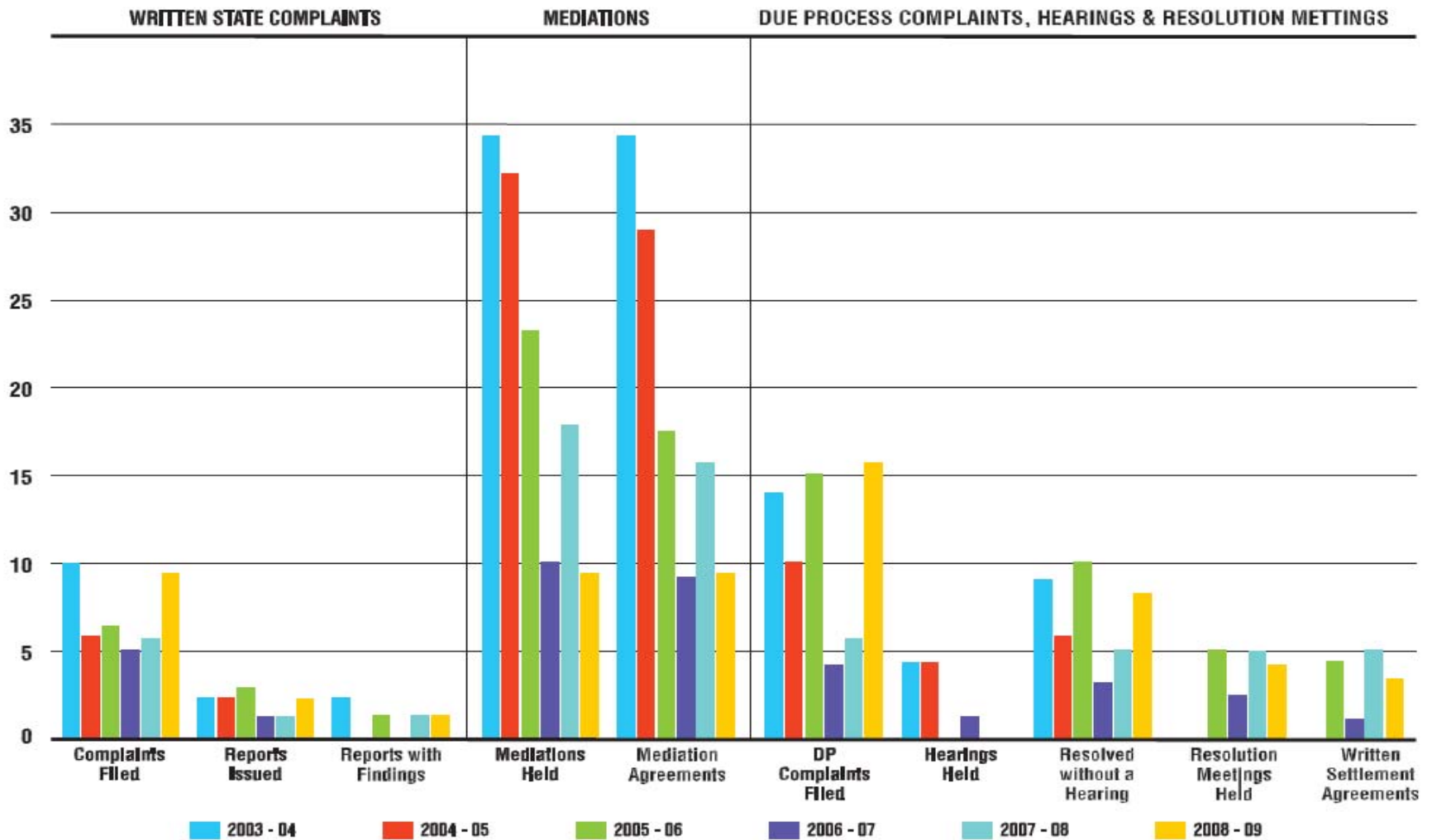
<http://www.ok.gov/abletech/documents/mediationmanual2nd.pdf>

Iowa



Karen Thompson
ASK Resource Center

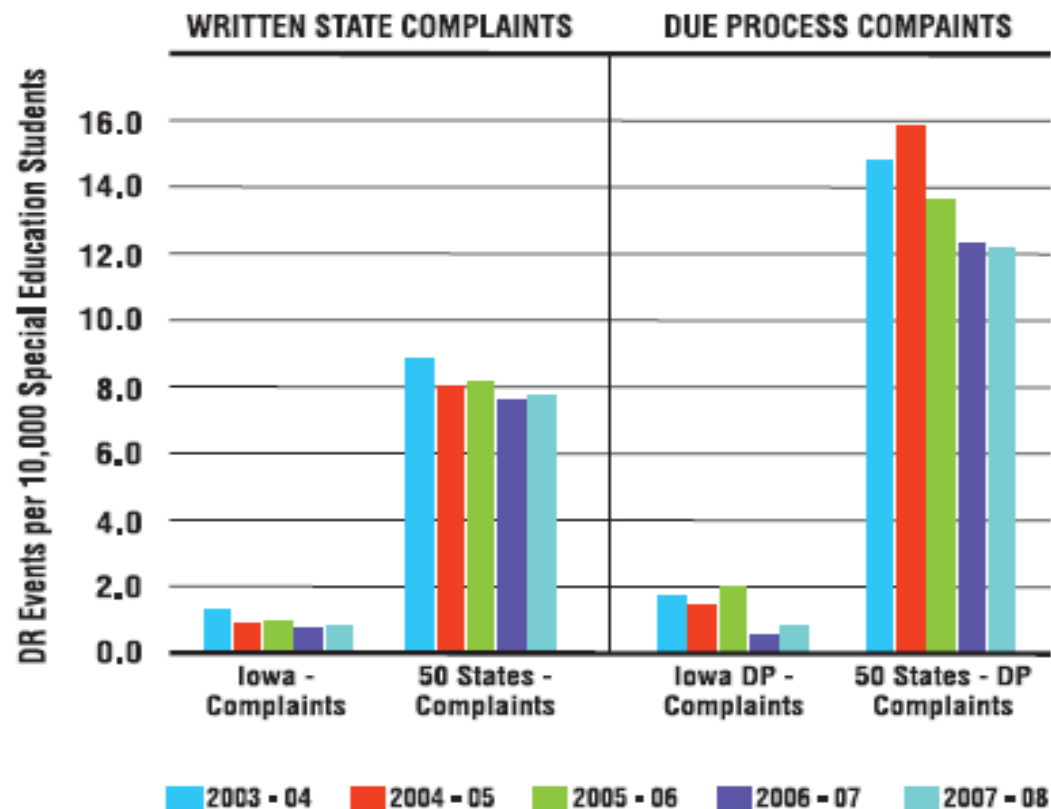
Figure 1. Iowa — Dispute Resolution Events per Year
 Source: APR Table 7 and Section 618 Data



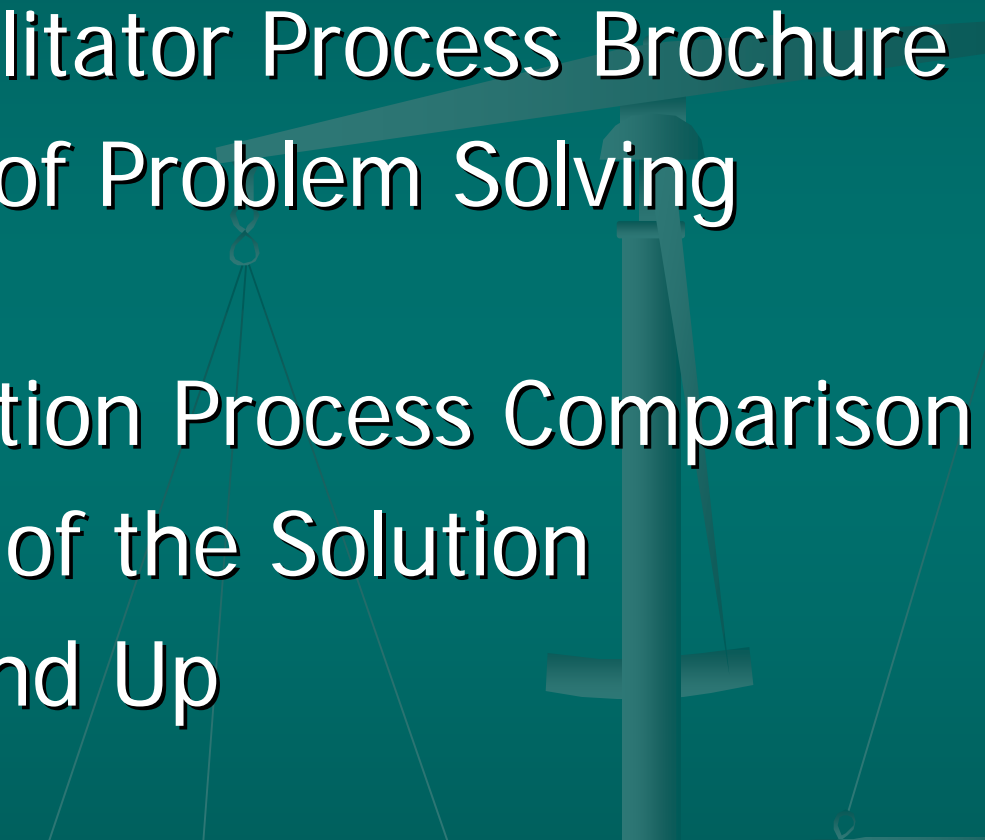
(Note: Figure 1 does not include Due Process Complaints pending each year at the end of the reporting period.)


Figure 2. Comparison of Dispute Resolution Methods Iowa and National Rates

Source: APR Table 7 and Section 618 Data



Resources

- Resolution Facilitator Process Brochure
 - Five Principles of Problem Solving Negotiation
 - Dispute Resolution Process Comparison
 - Becoming Part of the Solution
 - From the Ground Up
 - R.E.S.P.E.C.T.
- 



IOWA Department of Education

Leadership, Innovation and Service for IOWA.

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- Educator Quality
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- School Leader Update
- School-based Programs & Services
- Senior Year Plus
- Special Education**
- Standards, Benchmarks & Grade Level Indicators
- Student Assessment
- Teacher Licensure
- Title Programs

AEA Resolution Facilitation

On this page...

- AEA Resolution Facilitator
- Resolution Process
- Common Questions
- Model Request Form
- AEA Coordinators
- Facilitator Guide

Contact

Thomas Mayes
515-242-5614
thomas.maves@iowa.gov

Contact

Eric Neessen
515-281-5766
eric.neessen@iowa.gov

AEA Resolution Facilitator

A resolution facilitator may be used to help settle difference between parties. This person may be someone who is considered neutral to the disagreement, from within the AEA or from another AEA. This person is not assigned by the state, as in the other options.

Resolution Process

[AEA Resolution Facilitator Process Brochure with Logo](#) - A brochure providing a brief overview of what to expect during a resolution facilitation process.

Common Questions

Frequently asked questions about the Resolution Facilitation process:

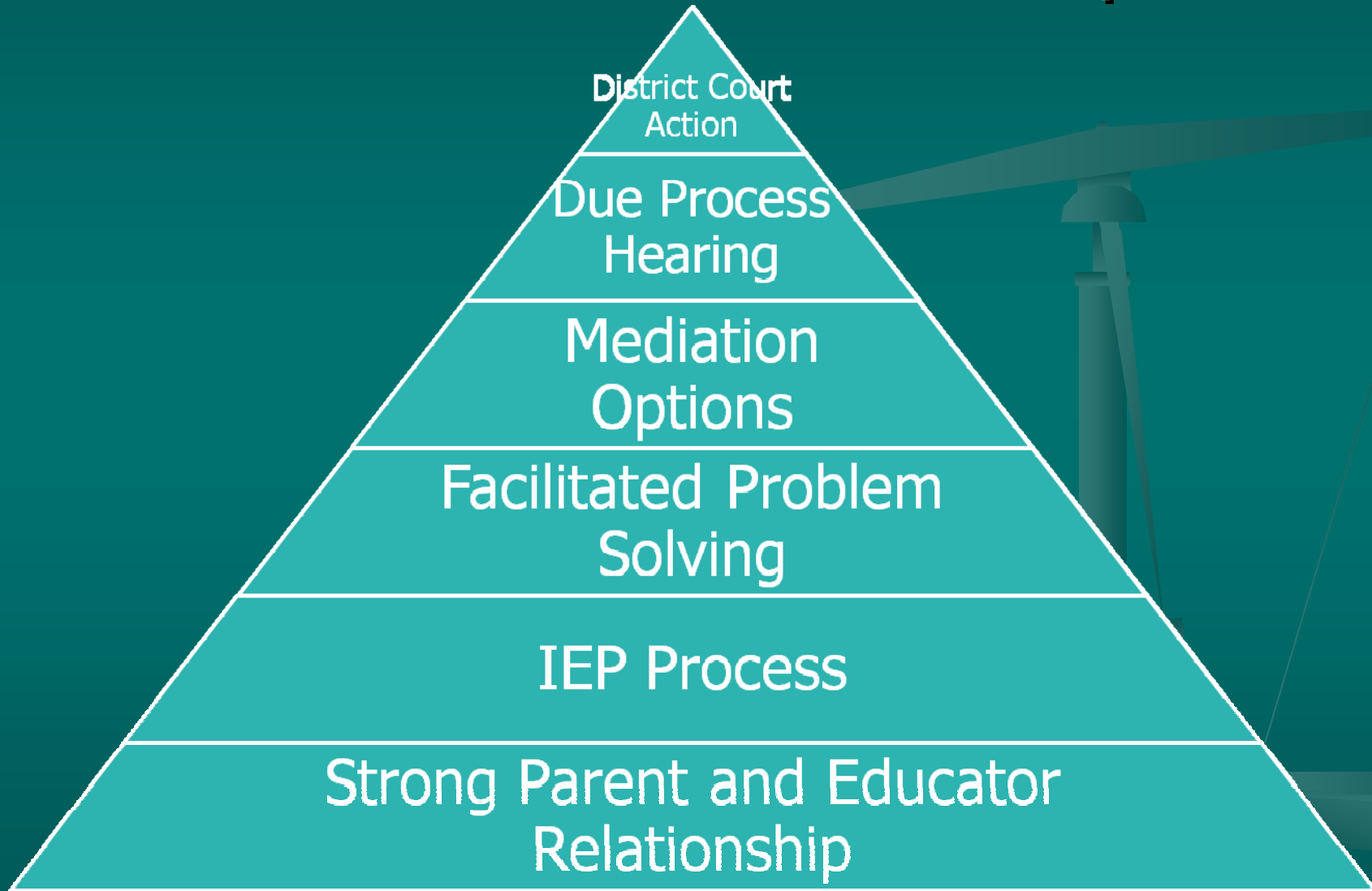
[Q & A Statewide AEA RF System](#)

Model Request Form

In order to access a resolution facilitator, a parent or school district could fill out a form or call the AEA in which the child attends school:

[Parent Request for AEA Resolution Facilitator Process](#)

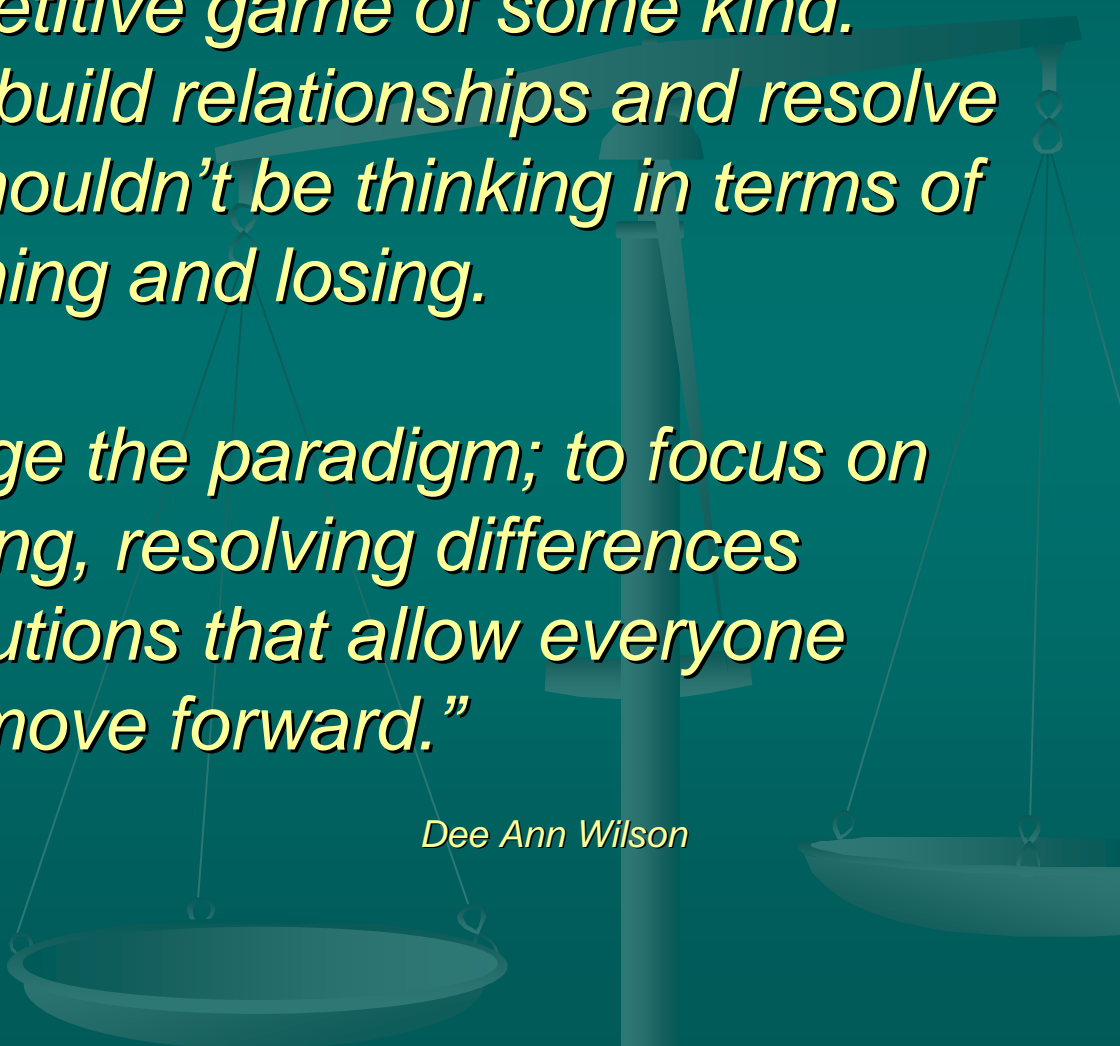
From the Ground Up



CADRE Criteria



1. Support and utilization of stakeholder involvement in the design, development, and management of their dispute resolution activities
2. Investment in and support for innovative dispute resolution processes at the “early stages,” including Capacity building/prevention, early disagreement assistance, and alternative conflict resolution methods
3. Evaluation of dispute resolution activities to inform system improvements



“Win-Win’ makes it sound like we are playing a competitive game of some kind. When working to rebuild relationships and resolve disputes, people shouldn’t be thinking in terms of winning and losing.

We need to change the paradigm; to focus on problem-solving, resolving differences and finding solutions that allow everyone to move forward.”

Dee Ann Wilson

R.E.S.P.E.C.T.

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



Logistics



- 4 Days over 3 to 4 months
 1. Examine Relationship Building
 2. Going to the Balcony
 3. Taking the Third Side
 4. Practice Makes Perfect and Holonomy
- 2 Credits offered
- Marketed to Teams
- Homework

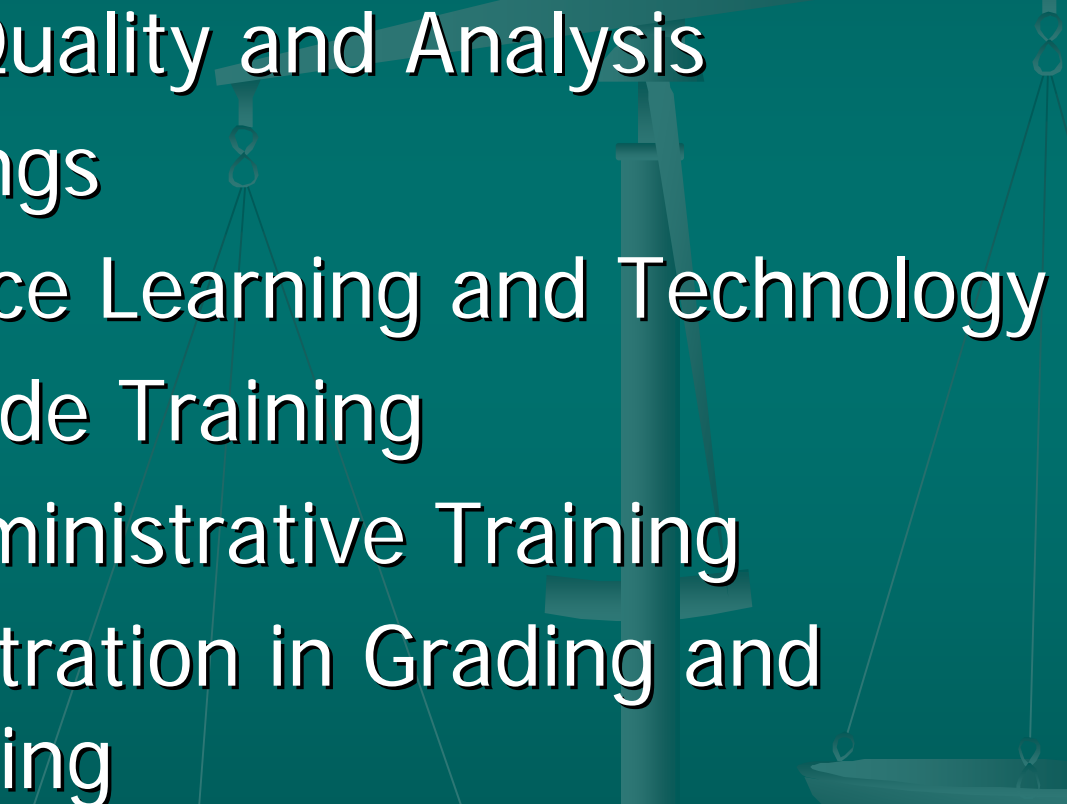
Data



- Over 600 trained
- Lack of standard evaluation and analysis
- Costly regarding both time and money
- Love/Hate Role Play Relationships
- Lack of Support from Administration
- Lack of general educator attendance

Next Steps:

Stakeholder Engagement Always

- Increase Data Quality and Analysis
 - Continue Offerings
 - Consider Distance Learning and Technology
 - Pilot Building-wide Training
 - Supplement Administrative Training
 - Involve Administration in Grading and Utilization Planning
- 

Wisconsin

Charlotte Price
Nelsinia Wroblewski



WI FACETS

Wisconsin



Total students enrolled 2010-2011

871,550 students-3 to 21 years old

13.7%=119,402 students with DD

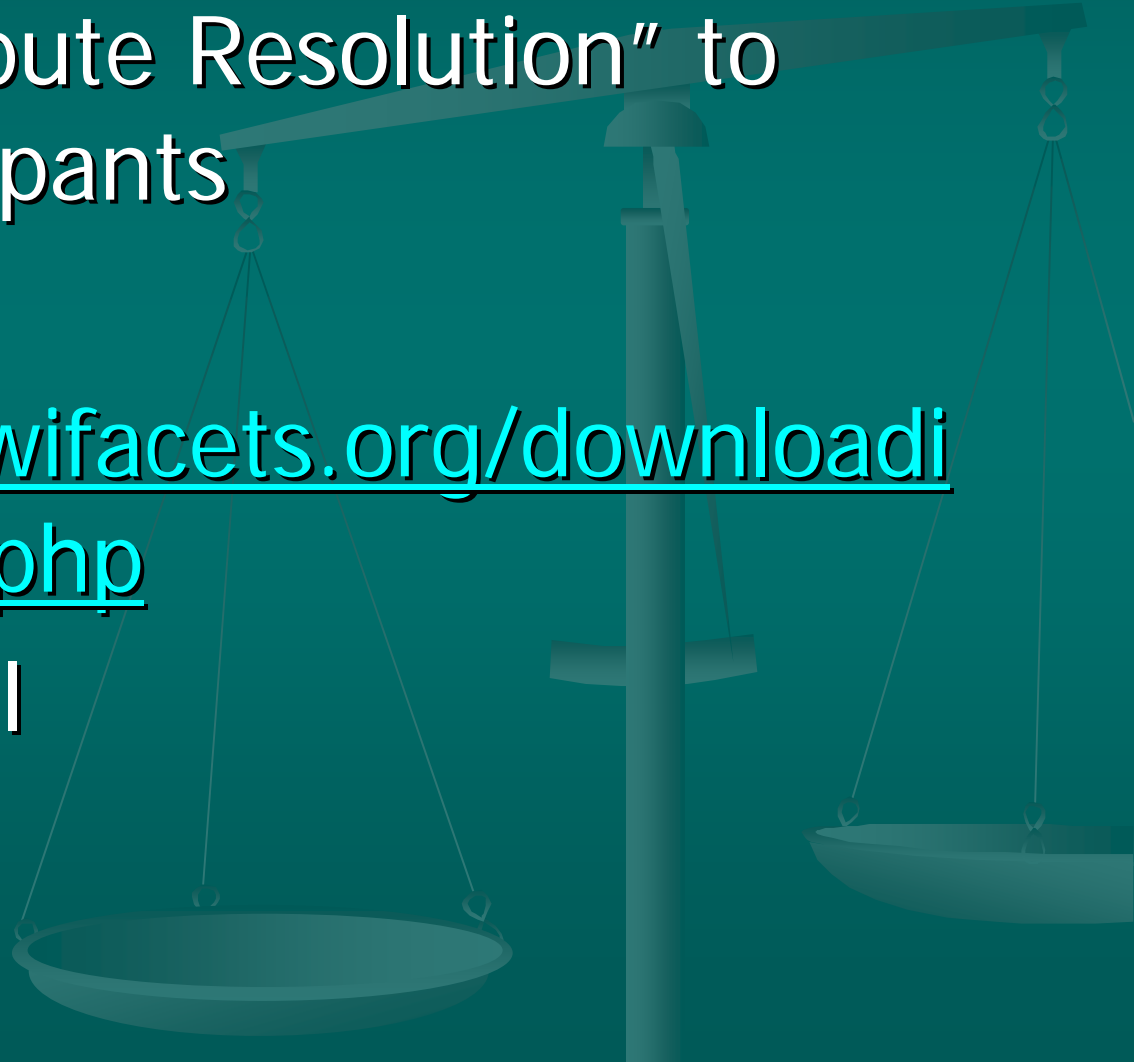
WI FACETS served over 103,490

parents & professionals through

calls, in person contacts & workshops.

Before Mediation

- Present “Dispute Resolution” to varied participants
- Training
<http://www.wifacets.org/downloading-trainings.php>
- Receive a call



The Wisconsin Special Education Mediation System-Training Manual

Effective Participation in the Special Education Mediation Process

September 2010
Nissan Bar-Lev, Jan Serak

http://www.wsems.us/pdf/WSEMS_Mediation_Training_Manual.pdf

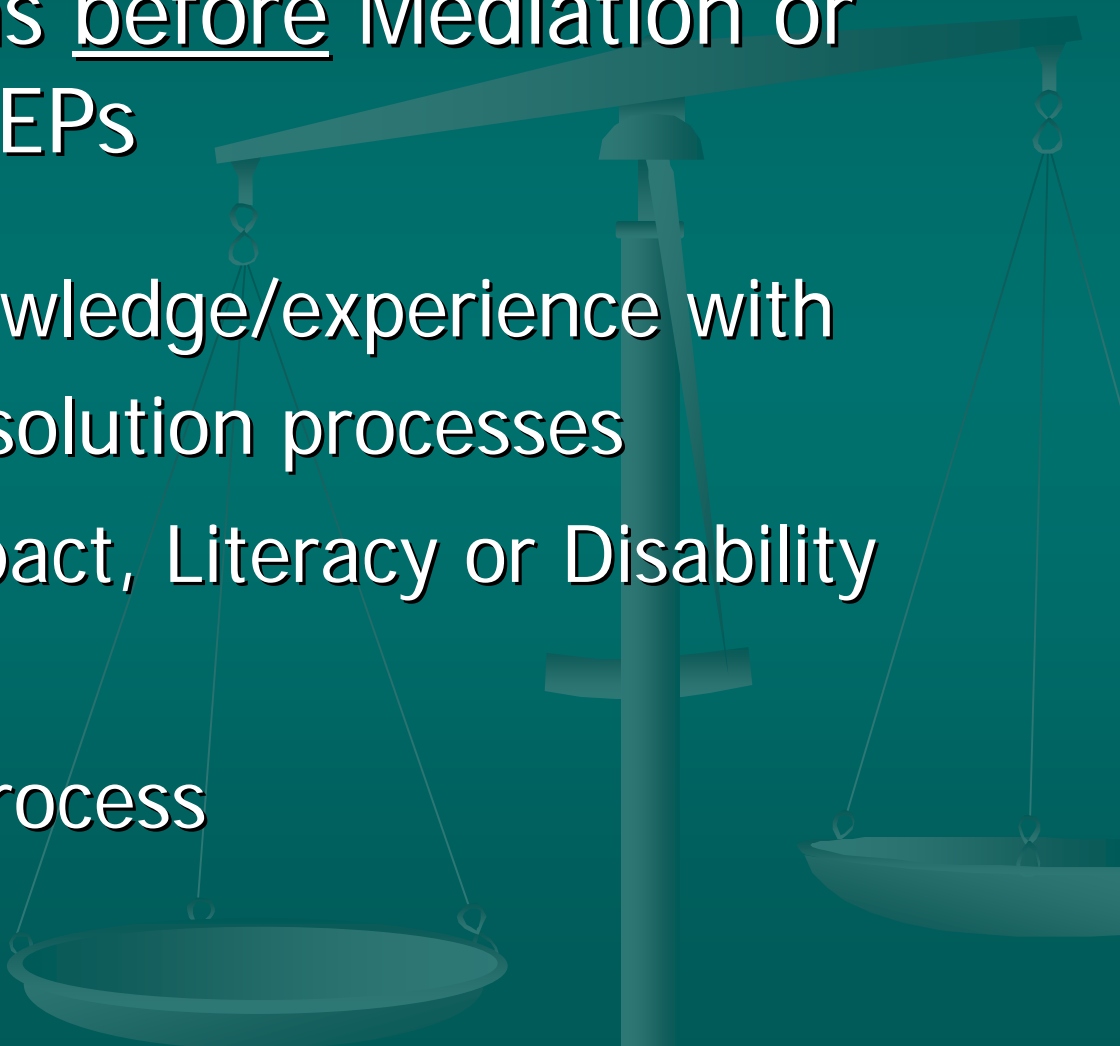
Wisconsin Special Education Mediation System (WSEMS)



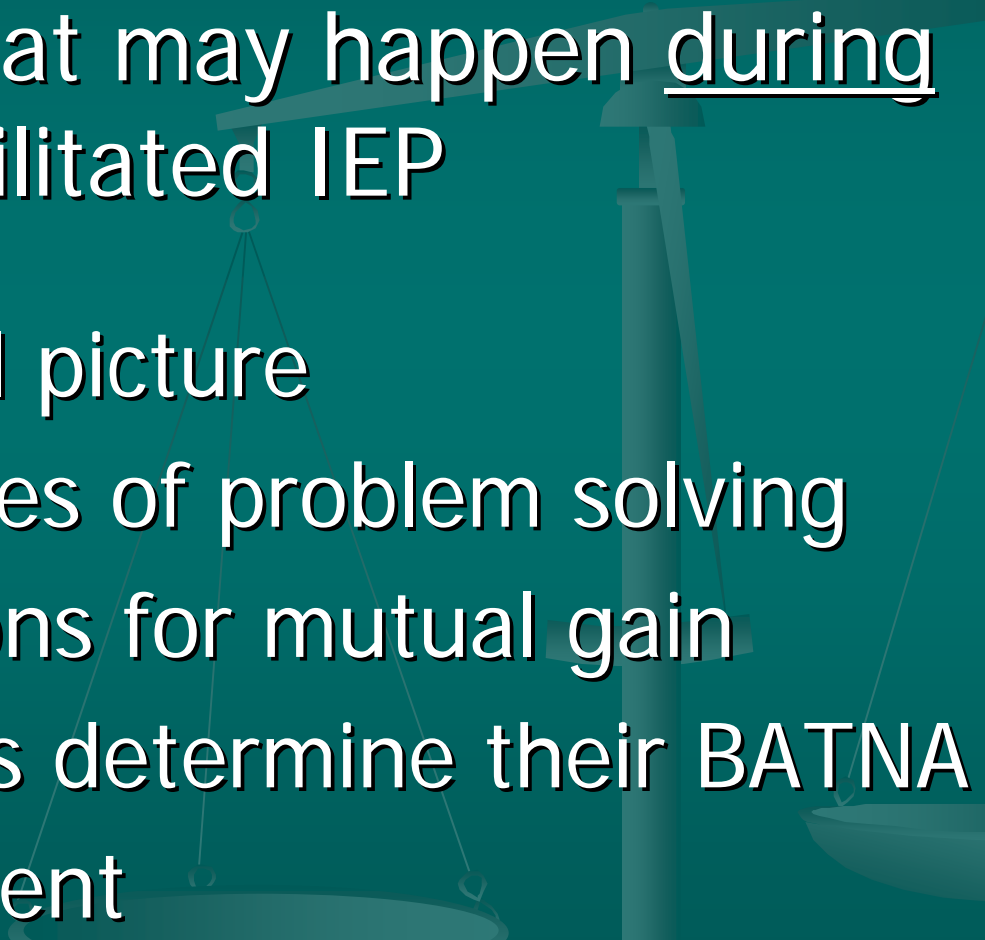
www.wsems.us

WSEMS Training Manual

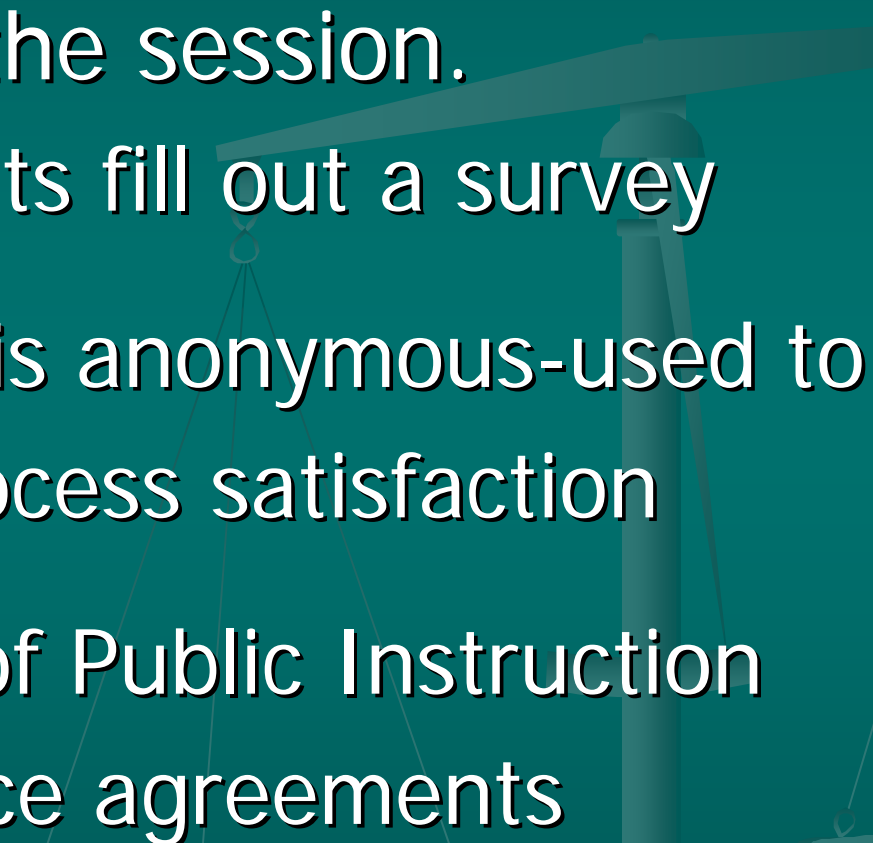
What happens before Mediation or Facilitated IEPs

- * Parents knowledge/experience with Dispute Resolution processes
 - * Cultural impact, Literacy or Disability issues
 - * Help with process
- 

WSEMS Training Manual

- Talk about what may happen during Mediation/Facilitated IEP
 - * Give a visual picture
 - * Five principles of problem solving
 - * Invent options for mutual gain
 - * Help parents determine their BATNA
 - * The agreement
- 

WSEMS Training Manual

- Discuss after the session.
 - * All participants fill out a survey
 - * Information is anonymous-used to check on process satisfaction
 - * Department of Public Instruction cannot enforce agreements
- 

Interpreter Manual




- Prepared by WSEMS in 2009
- The manual includes:
 - A letter for the interpreters
 - An overview of what happens during the mediation session and intake process
 - Over 100 Dispute Resolution terms with Spanish translations

http://www.wsems.us/pdf/Interpreter_Manual.pdf



QUESTIONS?



- 
- Karen Thompson, ASK Iowa
(515) 243-1713 or (800) 450-8667
www.askresource.org
 - Sharon House, OPC Oklahoma
(877)-553-4332
www.oklahomaparentscenter.org
 - Charlotte Price, Wisconsin FACETS
(877) 374-4677
www.wifacets.org
 - Nelsinia Wroblewski, WSEMS & WI FACETS
Multicultural Outreach Specialist
(414) 374-4645
www.wsems.us