

At a Glance
OSEP Technical Assistance (TA) Resources
For State Improvement

Indicator(s) Addressed: B 16, 17, 18, 19

Description of Indicator:

Indicator 16: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

Indicator 17: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the 45-day timeline or a timeline that is properly extended by the hearing officer at the request of either party.

Indicator 18: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements.

Indicator 19: Percent of mediations held that resulted in mediation agreements.

Indicator(s) Addressed: C 10, 11, 12, 13

Description of Indicator:

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

Indicator 13: Percent of mediations held that resulted in mediation agreements.

OSEP TA Provider(s) and Contact Information (web address and email link)	Relevant Products and Services Including Potential Relationship to Identified Performance Issues	Best Way for a State to Access TA Resources
<p>Consortium for Appropriate Dispute Resolution in Special Education (CADRE) P.O. Box 51360 Eugene, OR 97405-0906 (541) 686-5060 www.directionservice.org/cadre</p> <p>Web page specific to IDEA & Legal http://www.directionservice.org/cadre/indexidea.cfm</p> <p>Web page specific to SPP/APR resources http://www.directionservice.org/cadre/sppresources.cfm</p>	<ul style="list-style-type: none"> • DR SIPE (Dispute Resolution Systemic Improvement and Performance Enhancement) is a facilitated process that assists states to comprehensively examine their dispute resolution practices and engage in strategic planning activities that lead to meaningful improvement. Information on DR SIPE is at: http://www.directionservice.org/cadre/walter.cfm. This ongoing process focuses on five critical aspects of the dispute resolution system: <ul style="list-style-type: none"> ○ System Oversight and Coordination ○ Public Awareness and Outreach ○ Professional Standards, Training & TA ○ Evaluation ○ Program Improvement • Assistance with APR/SPP reporting and planning • Assistance with linkage to national resources and exemplars. Dispute resolution practices can be found at: http://www.directionservice.org/cadre/continuum. • Customized training on conflict resolution and advanced mediation skills • Connection to peer-to-peer resources and national symposia • Publications, jointly developed with the ALLIANCE and NICHCY aimed at elevating consumer awareness and capacity to effectively participate in dispute resolution processes including: <p>Special Education Mediation: A Guide for Parents http://www.directionservice.org/cadre/ParentBooklet.cfm</p> <p>Facilitated IEP Meetings: An Emerging Practice http://www.directionservice.org/cadre/facilitatediep.cfm</p> <p>Resolution Meetings: A Guide for Parents http://www.directionservice.org/cadre/resmtgdoc.cfm</p> <p>Steps To Success: Communicating with Your Child's School http://www.directionservice.org/cadre/success.cfm</p> 	<p>Contact: Marshall Peter, Director mpeter@directionservice.org 541-686-5060</p>

<p>IDEA Partnership National Association of State Directors of Special Education 1800 Diagonal Road, Suite 320 Alexandria, VA 22314</p> <p>www.ideapartnership.org Presentations are available on the CADRE website at: www.directionservice.org/cadre/IDEApartnership.cfm</p> <p>The National Community for Creating Agreement information is under development at: www.sharedwork.org (requires registration) Beyond Mediation Dialogue Guide is available at the Partnership webpage: http://www.ideapartnership.org/partnership5anon.cfm</p> <p>The Facilitators' Handbook is available at the Partnership webpage: http://www.ideapartnership.org/documents/Dialogue_Guide_Facilitator_Handbook.pdf</p>	<p>The IDEA Partnership brings stakeholders into the work of state agencies as allies. The Partnership also uses the networks that are connected to national organizations to expand the reach of ideas and initiatives. The Partnership unites groups with common interests in Communities of Practice.</p> <p>The IDEA Partnership, and lead partner CADRE, have launched A National Community of Practice on Creating Agreement and Early Dispute Resolution. States and national organizations have coalesced around non-adversarial interactions and positive student, family and system outcomes. Customized presentations are available targeted to various stakeholder groups. On-line <i>coaching</i> for individuals that want to access and use the materials is under development.</p> <p>National Organizations working in the Community include: American Association of School Administrators, American Occupational Therapy Association, Council of Administrators of Special Education, National Independent Living Council, National Education Association, National Fiesta Educativa, School Social Worker Association of America, and Wisconsin Special Education Mediation System. States working in the community include New Hampshire, New Jersey and Wisconsin.</p> <p>A stakeholder developed <i>Dialogue Guide</i> that can be used to explore the CADRE document <i>Beyond Mediation</i> is available along with a <i>Facilitators' Handbook</i> for hosting dialogues.</p>	<p>Contact: Joanne Cashman 703-519-3800 Ext 325 joanne.cashman@nasdse.org or Terry Jackson 703-519-3800 Ext 319 terry.jackson@nasdse.org</p>
<p>National Early Childhood TA Center http://www.nectac.org Web pages specific to procedural safeguards http://www.nectac.org/topics/procsafe/procsafe.asp</p>	<ul style="list-style-type: none"> • NECTAC can help states develop procedural guidance, procedural safeguard forms and family hand-books. • NECTAC can help states plan an array of informal complaint and problem-solving mechanisms, since Part C receives few formal complaints. • NECTAC can provide training to service providers on procedural safeguards in the context of the IFSP process and how to explain rights and safeguards to families. • Assuring the Family's Role on the Early Intervention Team: Explaining Rights and Safeguards (An online resource) 	<p>Contact the states' TA Contact person at NECTAC or Joicey Hurth 919-962-2001 Joicey_hurth@unc.edu</p>

<p>RRFC Network (Regional Resource & Federal Centers) http://www.rfcnetwork.org</p> <ul style="list-style-type: none"> • NERRC – Northeast Regional Resource Center • MSRRC – Mid-South Regional Resource Center • SERRC – Southeast Regional Resource Center • NCRRC – North Central Regional Resource Center • MPRRC – Mountain Plains Regional Resource Center • WRRC – Western Regional Resource Center • FRC – Federal Resource Center 	<p><u>RRFC Portal Topical Collections/Links Directory</u> Resolution Meetings – IDEA 2004 http://www.rfcnetwork.org/component/option,com_bookmarks/Itemid,28/mode,0/catid,62/navstart,0/search,*/</p> <p>SPP/APR Documents Sorted by Indicator and Other Categories http://www.rfcnetwork.org/content/view/409/47/</p> <p><u>Other RRFC Documents</u> Bureau of Indian Education Mediation Manual – go to http://www.rfcnetwork.org/content/view/176/47/</p> <p>Bureau of Indian Education Due Process Hearing Officer Manual – go to http://www.rfcnetwork.org/content/view/176-47/</p>	<p>RRFC Network Menu; FRC Menu Contact the state’s RRC network contact person (click on the state map or TA&D network for specific RRC contact information)</p>
<p>Technical Assistance ALLIANCE for Parent Centers National Center (ALLIANCE) http://www.taalliance.org/</p> <ul style="list-style-type: none"> • Region 1 - Diana Autin, Diana.Autin@spannj.org • Region 2 - Connie Hawkins, chawkins@ecacmail.org • Region 3 - Connie Hawkins, chawkins@ecacmail.org • Region 4 - Margaret Burley, ocecdmb@gte.net • Region 5 - Barbara E. Buswell, bbuswell@peakparent.org • Region 6 –Nora Thompson, norat@matrixparents.org • National PACER Center Paula Goldberg, pgoldberg@pacer.org 	<p>The ALLIANCE:</p> <ul style="list-style-type: none"> • Collaborates with other technical assistance providers and OSEP • Participates in collaborative activities with the technical assistance and dissemination network, OSEP, the Federal Resource Center, Regional Resource Centers, and the Dissemination Center • Promotes effective parent-professional partnerships at state, regional, and local levels to improve achievement for children • Regional TA centers work to strengthen collaborative relationships among the PTIs, CPRCs, and state education systems • Comprehensive curricular resources for training parents, including participation on State advisory panels <p>http://www.taalliance.org/publications/index.htm</p> <p>Parent training and information centers or community parent resource centers assist parents in resolving disputes in the most expeditious and effective way possible, including encouraging the use, and explaining the benefits, of alternative dispute resolution, such as mediation process described in section 615(e) of IDEA.</p>	<p>Contact Regional TA and the national Alliance: http://www.taalliance.org/</p> <p>Scroll down the page for regional Technical Assistance. Click on a state for PTI/CPRC contacts.</p>

<p>U.S. Department of Education, Office of Special Education Programs (OSEP) - IDEA website Building the Legacy: IDEA 2004 http://idea.ed.gov/explore/home</p>	<p>Browse Major Topics: http://idea.ed.gov/explore/view/p/%2Croot%2Cdynamic%2CTopicalArea%2C12%2C</p> <p>Procedural Safeguards: Regulatory Topic Briefs</p> <ul style="list-style-type: none"> • Procedural Safeguards: Surrogates, Notice & Consent • Procedural Safeguards: Due Process Hearings • Mediation • State Complaint Procedures <p>Video Clip</p> <ul style="list-style-type: none"> • Procedural Safeguards <p>Presentations</p> <ul style="list-style-type: none"> • Procedural Safeguards (Leadership 2006) • Procedural Safeguards (RIM 2007) <p>Q&A Documents</p> <ul style="list-style-type: none"> • Questions & Answers on Procedural Safeguards and Due Process Procedures for Parents and Children with Disabilities <p>Model Forms: http://idea.ed.gov/static/modelForms -Model Forms: Procedural Safeguards Notice</p>	<p>Contact the state's assigned OSEP contact person as needed http://www.ed.gov/policy/special-ed/guid/idea/monitor/state-contact-list.html</p> <p style="text-align: center;">and/or</p> <p>The state's RRC network contact person</p>
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