

**CADRE Has You Covered: Discover CADRE's  
Free Dispute Resolution Resources**

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**Introductions**



- Name
- Role/position
- Favorite song



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## Why Are We Here?

By the end of the session, you will be able to:

- Identify a variety of resources available for your use
- Access CADRE's online learning modules
- Integrate CADRE's resources into training and support for families



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## Agenda

- CADRE Continuum
- Dispute Resolution Parent Guides
- Comparison Chart
- CADRE Webinars
- For Families Webpage
- Online Learning Series



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## CADRE Continuum

CADRE Continuum of Dispute Resolution Processes & Practices					
Stages of Conflict	Stage I	Stage II	Stage III	Stage IV	Stage V
Levels of Intervention	Prevention	Disagreement	Conflict	Procedural Safeguards	Legal Review
Assistance/ Intervention Options	Family Engagement Participant & Stakeholder Training Stakeholder Council	Collaborative Rule Making Parent to Parent Assistance Case Manager	Telephone Intermediary Facilitation Mediation Models Ombudsperson Third Party Opinion/Consultation	Resolution Meeting Mediation under IDEA Written State Complaints Due Process Hearing Hearing Appeal (Two-Tier System)	Litigation
Dimensions that help clarify placement of the options along the Continuum	Third-Party Assistance			Third-Party Intervention	
	Decision Making by Parties			Decision Making by Third-Party	
	Interest-Based			Rights-Based	
	Informal & Flexible			Formal & Fixed	



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## IDEA Dispute Resolution Parent/Family Guides (Part B + Part C)



- Parent friendly language
- Part B and Part C
- FAQs
- Available in 12 languages
- Free to order
- Explains 5 DR options
  - Mediation
  - Written State Complaint
  - Due Process Hearings
  - Resolution Sessions
  - IEP Facilitation



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**Quick Guide to Special Education Dispute Resolution Processes for Parents of Children & Youth (Ages 3-21)**  
 This guide is not intended to interpret, modify, or replace any IDEA Part B procedural safeguards or requirements of federal or state law.  
 State regulations associated with these processes vary widely. Parents are encouraged to contact their state educational agency or parent center for more information.

Processes	IEP Facilitation <small>Not required by the IDEA, mandatory under the state</small>	Mediation	Resolution Meeting	Written State Complaint	Due Process Complaint/ Hearing Request	Expedited Hearing Request & Resolution Meeting
<b>How the Process Differs</b>	An informal dispute resolution process where an impartial facilitator assists the IEP team with communication and problem solving.	A voluntary process that brings people together with a mediator, who helps them communicate with each other and resolve their disagreements.	A hearing that takes place after a parent files a due process complaint/hearing request but before a due process hearing takes place.	A written document used to communicate that a public agency (e.g., school district) has not followed the IDEA, and to request an investigation.	A process used to request a formal complaint made by a parent or public agency (e.g., school district), who are together advised to do "the parties' best" to resolve disagreements relating to the identification, evaluation, educational placement or services of a child.	A faster form of due process complaint/hearing request available only in certain situations that result in a student's discipline and placement.
<b>What Issues &amp; When Used</b>	Used when a parent and school district are unable to agree on important issues related to a child's IEP, or when a hearing is desirable to resolve complex issues or controversial.	Available anytime from a disagreement between parents and educators about special education and/or related services.	Used for resolution issues listed in a due process complaint/hearing request. The hearing must occur within the parent and school district agree or writing out to have the hearing, or to use the resolution process instead.	Available anytime from a concern about a particular child or an issue that affects another student.	A parent or school district may file a due process complaint/hearing request if a school district may use this process if it believes that a child's behavior could be dangerous to the child or others.	Used ONLY parents disagree with a school district's discipline-related decision that affects that child's placement, or whether the district's behavior is related to his or her disability.
<b>Who Initiates</b>	A parent or school district may request IEP facilitation. A state educational agency may also recommend this, as an alternative to a mediation or dispute resolution process.	A parent or school district may request mediation. A state educational agency may also recommend this, as an alternative to a mediation or dispute resolution process.	The school district must hold a resolution meeting within 10 school days of receiving notice of a parent's due process complaint/hearing request.	Any parent or organization may file a written state complaint.	A parent or school district may file a due process complaint/hearing request.	A parent or school district may file an expedited due process complaint/hearing request.
<b>Outcome or Desired Result</b>	An IEP that is mutually agreed upon by the parent and the school.	A signed resolution agreement, written agreement, or other resolution.	A signed, written resolution agreement that resolves issues listed in the due process complaint/hearing request.	A written decision that includes findings, conclusions, and the reasons for the final decision. Must also include actions required to address the needs of the child or children related to the complaint.	A written decision with findings of fact and conclusions of law, which may include specific actions to be carried out.	A written decision with findings of fact and conclusions of law, which may include specific actions to be carried out.
<b>Process Distinctions</b>	IEP facilitation is an early dispute resolution option that is not required by the IDEA. IEP facilitation allows all members of the team the chance to participate fully, since the facilitator serves as the meeting leader.	Mediation is confidential and voluntary. Mediation is a flexible process. Mediators may influence the process, and ultimately determine the outcome.	Resolution meetings only occur after a due process complaint/hearing request is filed. The resolution meeting occurs between the parent and school district both agree or writing out to have the meeting, or go to mediation instead.	The final decision may include corrective actions that are either specific or vague to system-wide issues.	A formal record of the hearing is written and accessible to the parent. The proceeding party may request to receive attorney fees in a separate court action.	Due Process Complaint/hearing request.
<b>Benefits</b>	May build and improve relationships among IEP team members. Sometimes, upon members that build trust when a facilitator is involved. Can help resolve disagreements more quickly than other options. Parents decision-making with team members who know the IDEA best. The IEP team may work together more effectively and efficiently. Can help resolve disagreements more quickly than other options.	Mediators are confidential – what is said in mediation can't be used as evidence in a due process hearing or civil lawsuit. A more flexible, less adversarial alternative to other dispute resolution options. The due process complaint/hearing requests. Sometimes, participants work with the mediator to design the process, or some dates. They may be allowed to attend the mediation together. Can help resolve disagreements more quickly than other options.	Provides a chance for the parent and school district to work together to resolve issues prior to a due process hearing. Keeps decision-making with the parent and school district who know the child. The school district may only bring an attorney to the resolution meeting if the parent district has brought an attorney. The parent or school district may contact a mediator anywhere within 30 school days of the agreement being signed.	A written decision must be issued no later than 60 school days after the complaint was received, unless the hearing is otherwise. A written state complaint is not subject to file. The school district may only bring an attorney to the resolution meeting if the parent district has brought an attorney. The IDEA does not require states to offer an expedited process for the written decision issued with their state educational agency for actions that they discipline.	A written decision must be issued no later than 60 school days after the complaint was received, unless the hearing is otherwise. If a decision is expedited, it may not be denied and still the appeal to trial. School districts are typically represented by attorneys. If a parent files an attorney, it is at their own expense.	The process is intended to quickly address decisions concerning a student's discipline and placement.
<b>Considerations</b>	Parents and the school district must agree to use IEP facilitation. For the process to be successful, awareness of the hearing needs to respect the role of the facilitator and be willing to participate. The facilitator typically does not address issues unrelated to the IEP.	Mediation is voluntary for the parent and school district (four both agree to participate). Whether there is resolution of the issues, or an agreement is reached, depends upon the participants. Certain situations may require multiple mediation sessions to come to agreement. There is no guarantee that a written agreement will be created.	Discussions in the resolution meeting are not confidential, and you cannot be required to sign a confidentiality agreement or provide it in a resolution agreement. Parents and the school district may choose to sign a confidentiality agreement or provide it in a resolution agreement. The IDEA does not require states to offer an expedited process for the written decision issued with their state educational agency for actions that they discipline.	The parent or organization filing the complaint must provide facts to support the problems listed in their complaint. The process does not require those required to sign a confidentiality agreement or provide it in a resolution agreement. The IDEA does not require states to offer an expedited process for the written decision issued with their state educational agency for actions that they discipline.	The decision is expedient in state or federal court. The proceeding party may request to receive attorney fees in a separate court action. The decision is expedient in state or federal court. The proceeding party may request to receive attorney fees in a separate court action.	The expedited hearing timeline is based on school days and the resolution meeting period is based on school days. It is important to help resolve differences as soon as possible. Disputes or issues to resolve include: such as violations and extended breaks. The resolution period, hearing, and decision timelines cannot be extended.



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## Role Playing Activity

- One person is a parent, one person is Parent Center staff.
- Parent – Present your concerns and what you want to accomplish with your child's school.
- Parent Center staff – Using the sample resources, help the parent determine their next steps.



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## Using CADRE Webinars

CADRE offers a series of webinars that can assist in professional development.

- [Self-Care Strategies for Families with Children with Disabilities](#)
- [Productive Conversations Through Empathy](#)
- [Perfect Together: Aligning and Leveraging State Education Agencies and Parent Centers in Shared Work](#)









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## Can't Find What You're Looking For?

For Families

View [DEA](#) [Resources](#)

<p><b>State Agency &amp; Parent Center Information</b></p>  <p>A map portal providing contact information for state education agencies, early intervention lead agencies, and federally funded parent centers.</p> <p><a href="#">Learn More</a></p>	<p><b>Steps to Success</b></p>  <p>Offers specific communication skills that may be helpful to parents as they develop and maintain partnerships with their child's school.</p> <p><a href="#">Learn More</a></p>	<p><b>Educational Advocates: A Guide for Parents</b></p>  <p>This resource provides families interested in hiring an advocate with questions to consider and highlights additional resources available to families.</p> <p><a href="#">Learn More</a></p>
<p><b>Working Together</b></p>  <p>Five interactive self-directed courses that provide families and educators with a number of strategies for working together and through conflict.</p> <p><a href="#">Learn More</a></p>	<p><b>Dispute Resolution Parent Guides</b></p>  <p>Five parent guides for IDEA Part B Dispute Resolution, available in English and Spanish.</p> <p><a href="#">Learn More</a></p>	<p><b>Dispute Resolution Family Guides</b></p>  <p>Four guides on Part C dispute resolution processes, a comparison chart, commonly used terms, and more!</p> <p><a href="#">Learn More</a></p>



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## Online Learning Series

- *Working Together Series*
  - For educators and family members
  - 5 courses
  - Facilitator guide
  - Available in Spanish!
  - Course transcripts and supplemental resources
- *Your Journey to Self-Determination*
  - Student modules
  - 6 courses and assessments
  - Course transcripts and supplemental resources



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## Facilitator Guide Activity

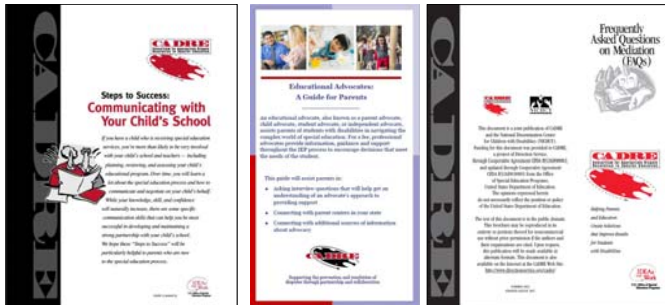
- Get in a group of 4.
- Review the assigned section of the facilitator guide.
- Work with your group to think about an extension activity that could be implemented.
- Share the activity and how you implement it with the group.



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# Additional Popular Resources



[Order publications online!](#)



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# Questions



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## Need More Information?

Visit CADRE online

[www.cadeworks.org](http://www.cadeworks.org)

Contact CADRE via email

[dcruz@directionservice.org](mailto:dcruz@directionservice.org)

[Sign up](#) for the CADRE Caucus Newsletter!



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