

ALTERNATIVE DISPUTE RESOLUTION (ADR) Services



The South East Consortium SELPA offers ADR services to assist school districts and parents in proactively resolving special education disagreements and disputes brought about by the COVID-19 pandemic. These ADR services aim to provide parents and school districts with a continuum of dispute resolution processes and practices to engage in different levels of intervention – prevention, disagreement, and conflict.

TELEPHONE ASSISTANCE (HELP LINE)

This process involves assistance with parents and schools by telephone as soon as a request for assistance is made.

The telephone assistance (SELPA ADR Help Line) serves to provide information and clarification to parents of students with disabilities and IEP team members about the following:

- Special education processes
- Procedural safeguards
- Options to address concerns and resolve disagreements
- Appropriate agencies, as needed, to obtain additional support and resources
- Formal complaint processes

For more information on our ADR services, visit:

[South East SELPA> Alternative Dispute Resolution](#)

For questions, email sofa@mpesd.org

CASE SUPPORT

Case support generally involves addressing differences in understanding and interpretation of the law. Case support also involves the clarification of concerns and assists in identifying solutions between members of the IEP team.

A case support provider can:

- Work with families to clarify their needs/interests to assist all parties in resolving disagreements.
- Assist families in understanding special education processes/laws, including distance learning services, clarify requirements, and address issues.
- Engage in problem-solving between parents, special education/general education staff and administrators, and IEP team members.
- Review existing special education data.
- Identify areas of concern.
- Participate in meetings to communicate parent concerns.

INDIVIDUALIZED EDUCATION PROGRAM (IEP)

FACILITATION SERVICES

IEP facilitation is a voluntary, mutually agreed upon process involving a neutral third party facilitator to engage in communication and problem solving.

IEP facilitation can be utilized if there is a history of disagreements between the family and school/LEA, the parties anticipate that they will not be able to reach a consensus on essential IEP components, or when the IEP meeting is anticipated to be contentious and involved.

The IEP facilitator will assist the IEP team in clarifying disagreements and developing, discussing, and negotiating solutions.

LOCAL MEDIATION

Local mediation is a mutually agreed upon timely process that involves a trained mediator to assist the IEP team in finding a mutually acceptable agreement in the best interest of the child.

Local mediation services can be requested when a consensus is not achieved at the IEP meeting and when other attempts to resolve conflict have been found unsuccessful.

A mediator can be involved to consider dispute resolution options, explain the mediation process, answer questions, clarify issues, and focus on resolving the issue between the parents and the LEA.

The South East Consortium includes the following local education agencies: Alum Rock Union School District, Berryessa Union School District, East Side Union High School District, Evergreen Elementary School District, Franklin McKinley School District, Gilroy Unified School District, Milpitas Unified School District, Morgan Hill Unified School District, Mt. Pleasant Elementary School District, Oak Grove School District, Orchard School District, and the Santa Clara County Office of Education