

Wednesday, 10:00 – 11:30, D1

## **Engaging Family Advisers to Improve Healthcare Quality**

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Objective:

Identify effective methods for the practical application of concepts related to improving the delivery of services for persons with developmental disabilities at the level of the state.

Notes:



## **Facilitation**

### **When to use Facilitation**

- IFSP, IEP settings
- Resolution meetings
- Participants uneasy about a meeting
- Parent, school relations strained
- Participants need to focus on issues

### **A Facilitator will:**

- Contact the family and school in advance
- Create an agenda from their input
- Stay neutral
- Conduct the IEPT meeting if requested
- Keep the meeting centered on the student's needs
- Help negotiate disagreements
- Keep the meeting on track and on time
- Make sure everyone adheres to agreed upon ground rules

### **A Facilitator won't:**

- Be a part of the team
- Give legal advice
- Advocate for a position
- Make decisions

### **Benefits of facilitated IEPs, IFSPs, Resolution Meetings:**

- Builds and improves relationships among the IEP team members and between parents and schools.
- Ensures the meeting is student-focused
- Models effective communication and listening
- Clarifies points of agreement and disagreement
- Provides opportunities for team members to resolve conflicts if they arise
- Encourages parents and professionals to identify new options to address unresolved problems
- Is typically less stressful than formal proceedings
- Supports better follow through and follow-up; roles and responsibilities can be discussed and planned
- Supports all parties in participating fully
- Facilitation and mediation skills can help prevent the IEP meeting from getting off track and intervene during the meeting to get people back on track
- Past experiences between the group members can hinder future working relationships. Having an IEP facilitator involved can sometimes change the whole environment and outcome of the meeting



## **Mediation**

### **When to use Mediation**

- Any dispute
  - Eligibility for programs, services
  - Evaluation interpretations
  - Transition issues
  - Service delivery, effectiveness
- Resolution meetings
- Communication, relationship issues

### **The Mediator will:**

- Remain neutral
- Conduct the mediation
- Ensure all parties have equal opportunity to express their ideas and thoughts
- Make sure that everyone abides with rules for appropriate conduct
- Help the parties remain on the topic of their disagreement
- Guide the participants towards creating an agreement
- Record the agreement

### **A Mediator won't:**

- Make decisions
- Give legal advice
- Take sides

### **Benefits of Mediation**

- Participants control outcomes
- Participants become self-sufficient
- Solutions remain local
- Dispute resolution costs decline
- More time, money spent on educating



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**MSEMP'S MISSION**

To provide conflict resolution services and training for parents & schools who have disputes about special education, for individuals age birth to 26 years.

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**MSEMP FRAMEWORK**

- Individuals with Disabilities Education Act- (IDEA)
- Michigan Department of Education/Office of Special Education (MDE/OSE)
- Dispute Resolution Education Resources, Inc. (DRER)
- MSEMP
- Community Dispute Resolution Programs (CDRPs)

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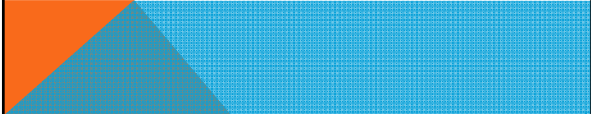
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## SPECIAL EDUCATION PROCESS

- Evaluation
- Eligibility
- Individualized education program(IEP)
- Yearly review of IEP
- Three year re-evaluation→ eligibility→IEP




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## MI SPECIAL EDUCATION DISPUTE RESOLUTION

**Informal**

- MSEMP services:  
Facilitation\*\*\*Mediation\*\*\*Training

**Formal**

- State Administrative Complaint
- Due Process Hearing Complaint




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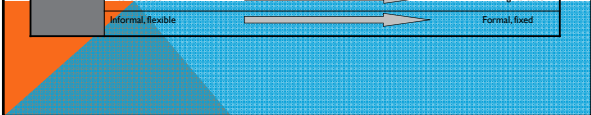
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### Michigan Dispute Resolution Continuum

Stage of Conflict	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Level of Intervention	Prevention	Disagreement	Conflict	Procedural Safeguards	Legal Review
Assistance, Intervention Options	Conflict resolution skills training	Informal party-to-party discussions MDE call-and-referral program (888.320.8384)	CEI (telephone, in-person) EPI (party facilitation) Pre-filing mediation	Mediation under IDEA Complaints Resolution sessions Due process hearings	Litigation Litigation
Dimensions	Third party assistance	Third-party intervention		Third-party decision	
	Decision making by parties	Third-party decision		Rights-based	
	Interest-based	Rights-based		Formal, fixed	
	Informal, flexible	Formal, fixed		Formal, fixed	




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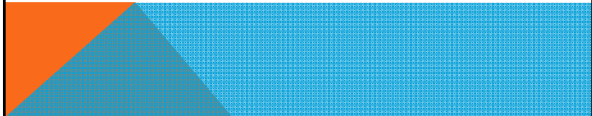
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Facilitation/Mediation: 30 days

State Complaint: 60 days

Due Process: average 270 days



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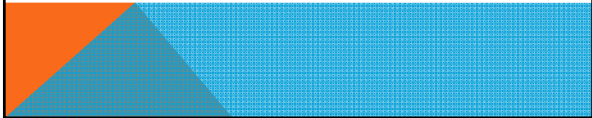
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**MSEMP GOALS**

1. Collaborative planning
2. Mediation and facilitation
3. Skill development
4. Foster long-term relationships



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**MSEMP: CRITICAL CONCEPTS**

- Voluntary
- Neutral
- Confidential (mediation)
- All options available at all times
- Support for ALL



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**MSEMP: FACILITATION**

- Supports good communication
- Negotiate disagreements



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**MSEMP: FACILITATION**

By request:

- IFSP, IEP
- Resolution & other meetings



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**MSEMP: FACILITATION**

- Poor/ineffective communication
- Strained relationships
- History of difficult IEPs
- Need to focus



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**MSEMP: FACILITATION**

- Agenda
- Neutral
- Fair, inclusive, organized
- Negotiate disagreements



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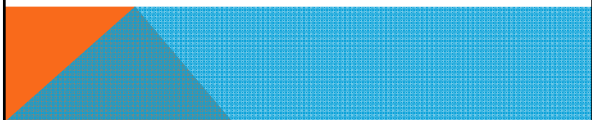
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**MSEMP: MEDIATION**

- Conflict resolution process
- Trained, neutral 3<sup>rd</sup> party
- Collaborative, cooperative
- Balances the table



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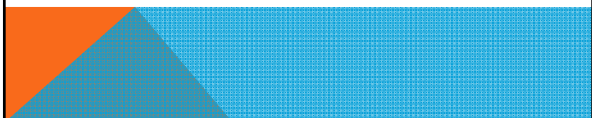
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**MSEMP: MEDIATION**

- Eligibility
- Evaluation interpretation
- Placement
- Transition issues
- Program & services
- Resolution meetings
- Communication/relationships, etc.



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### MSEMP: MEDIATION

- Mediator run
- Explore the issues
- Brainstorming solutions
- Work toward agreements



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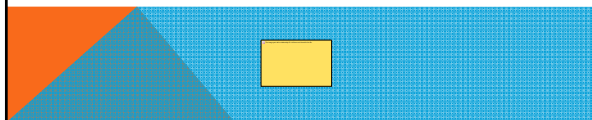
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### MSEMP: BENEFITS OF SERVICES

- Control
- Balance
- Modeling → skill development
- Neutrality
- Costs decline



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### MSEMP: WORKSHOPS

- Proactive
- Specific to needs of group
- Grow skills



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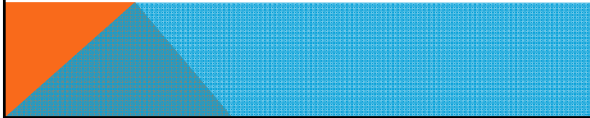
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## MSEMP: CONTACT INFORMATION

▪ **Services 1-800-8RESOLVE**

▪ **Program information:**  
516 S. Creyts, Rd, Suite A  
Lansing, MI 48917  
Phone: 517.485.2274  
Fax: 517.485.1183  
Email: [msemp@drer.org](mailto:msemp@drer.org)  
<http://msemp.cenmi.org>



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