

ALTERNATIVE DISPUTE RESOLUTION (ADR) SERVICES

The Santa Clara SELPAs I, II, III, IV & VII* offer 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 within Santa Clara SELPAs I, II, III, IV & VII with a continuum of dispute resolution processes and practices to engage in different levels of intervention – prevention, disagreement, and conflict.

TELEPHONE INTERMEDIARY (HELP LINE)

The telephone intermediary (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

CASE MANAGEMENT SUPPORT

Case Management support is available to help resolve disagreements through collaborative problem-solving meetings between parents, special education and general education staff and administrators, and IEP team members.

Case management support provider can be made available when a consensus is not achieved at the IEP meeting, and 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

Targeted IEP facilitation will be conducted by a neutral third-party individual who will engage with IEP team members through a problem-solving process.

Targeted IEP facilitation will be utilized in the following cases: 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.

Facilitated IEP meetings are voluntary, and both family and school must agree to use the process. The IEP facilitator will assist the IEP team in clarifying disagreements and developing, discussing, and negotiating solutions.

LOCAL MEDIATION

Local Mediation will involve an impartial individual who will assist in identifying issues and concerns and support the parents and the LEA in finding mutually acceptable agreement.

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.



To request services, visit:
[Santa Clara SELPAs I, II, III, IV & VII ADR Request Form](#)

For questions, email:
Selpa-adr@sccoe.org

*(*Santa Clara SELPAs I, II, III, IV and VII includes the following local education agencies: Cambrian, Campbell, Campbell High, Cupertino, Fremont Union, Lakeside, Loma Prieta, Los Altos, Los Gatos, Los Gatos-Saratoga, Luther Burbank, Moreland, Mountain View Whisman, Mountain View-Los Altos, Palo Alto, San Jose Unified, Santa Clara Unified, Saratoga, SCCOE, Sunnyvale, Union.)*