



OFFICE OF DISPUTE RESOLUTION



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Dispute Resolution Coordinator

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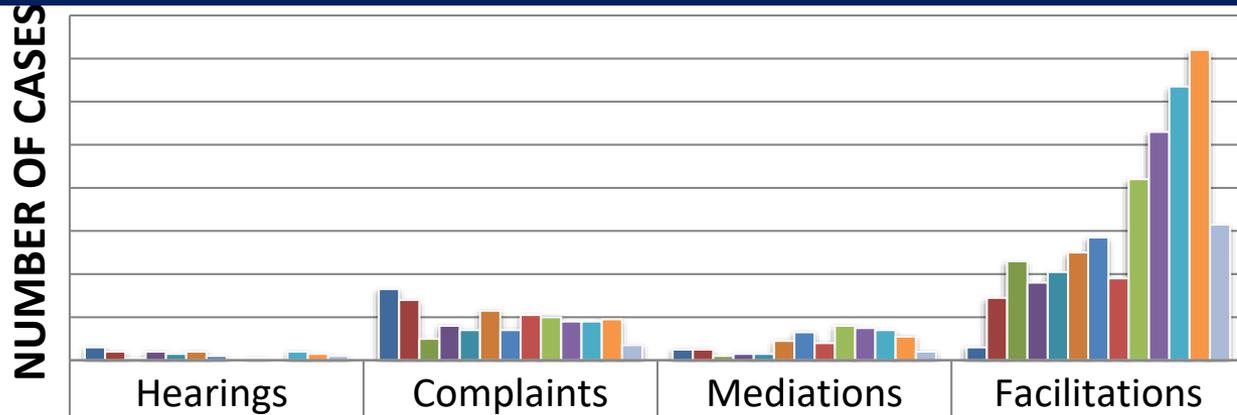
Dispute Resolution Program Specialist

Consistent and Clear Messaging

Office of Dispute Resolution Guiding Principles

- ▶ **Conflict provides opportunities**
- ▶ **Perceptions of neutrality, fairness, and honesty are the currency of the office**
- ▶ **Everyone deserves to be heard and understood**
- ▶ **Aim to resolve at the lowest level appropriate**
- ▶ **Good outcomes are student-centered and are IDEA compliant**

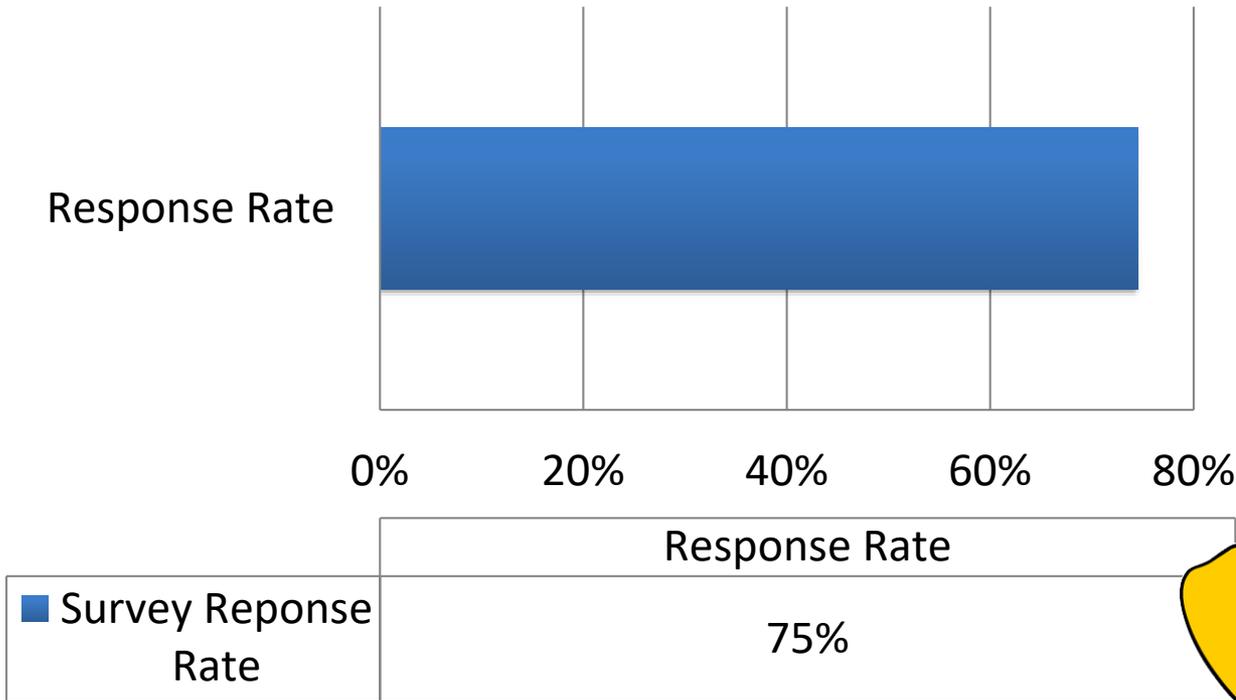
DR Comparison 2004-2016



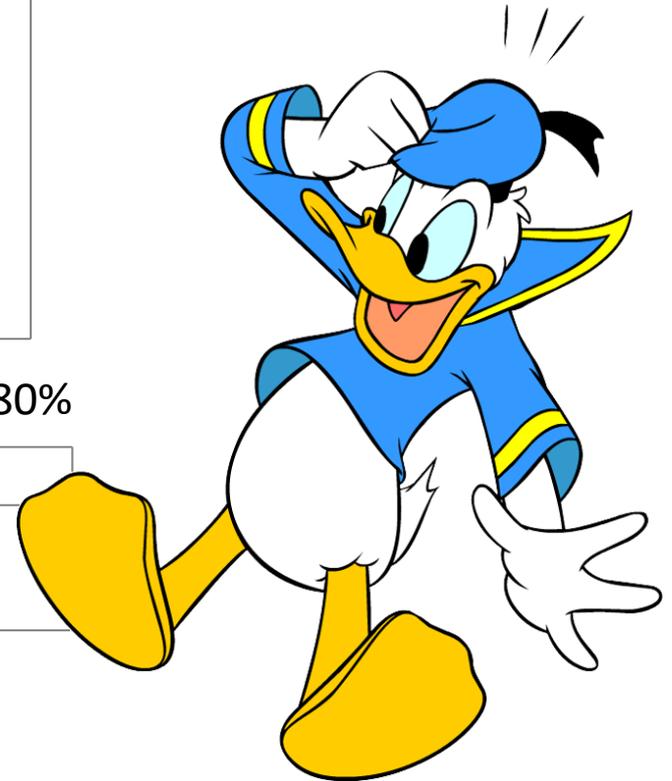
	Hearings	Complaints	Mediations	Facilitations
■ 2004-5	6	33	5	6
■ 2005-6	4	28	5	29
■ 2006-7	1	10	2	46
■ 2007-8	4	16	3	36
■ 2008-9	3	14	3	41
■ 2009-10	4	23	9	50
■ 2010-11	2	14	13	57
■ 2011-12	0	21	8	38
■ 2012-13	1	20	16	84
■ 2013-14	0	18	15	106
■ 2014-15	4	18	14	127
■ 2015-16	3	19	11	144
■ 2016-17*	2	7	4	63

Survey Data

Survey Reponse Rate

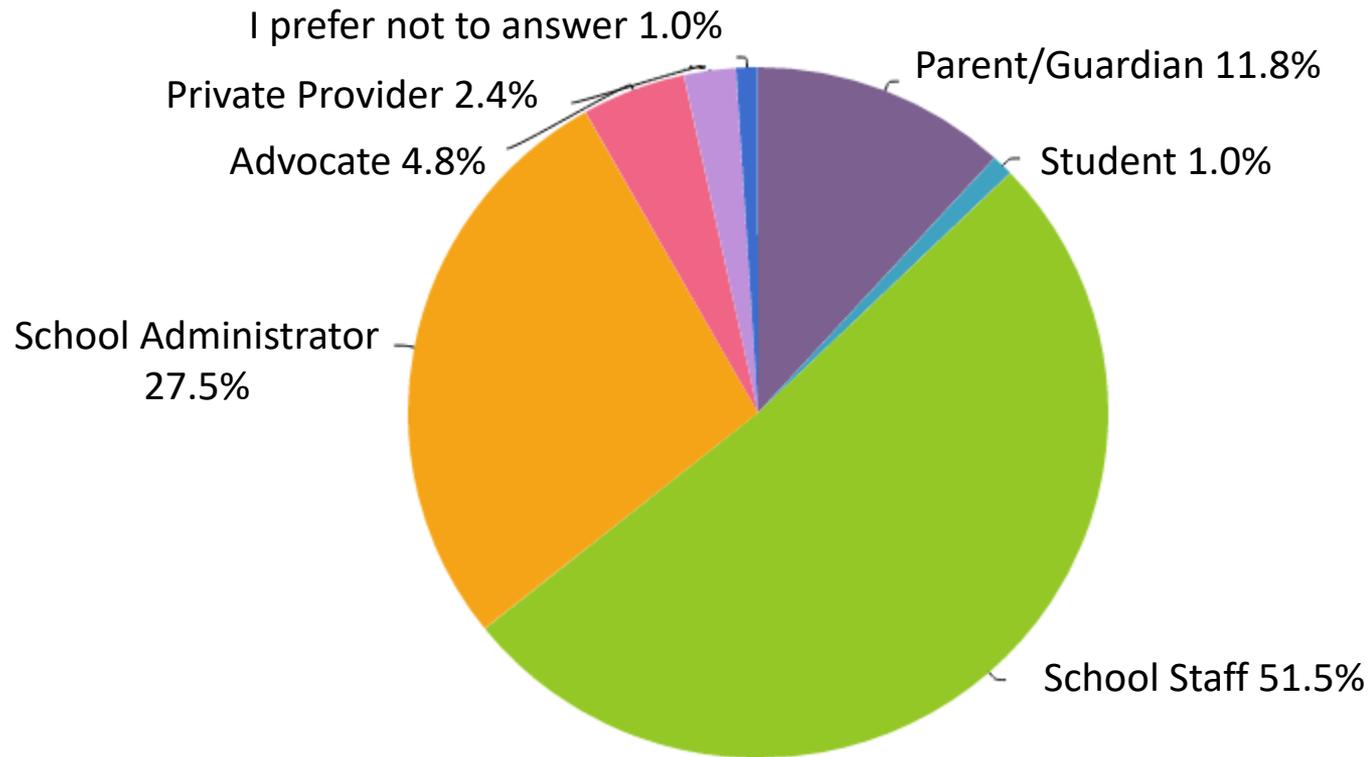


Total Emails Sent: 568
Total Responses: 423



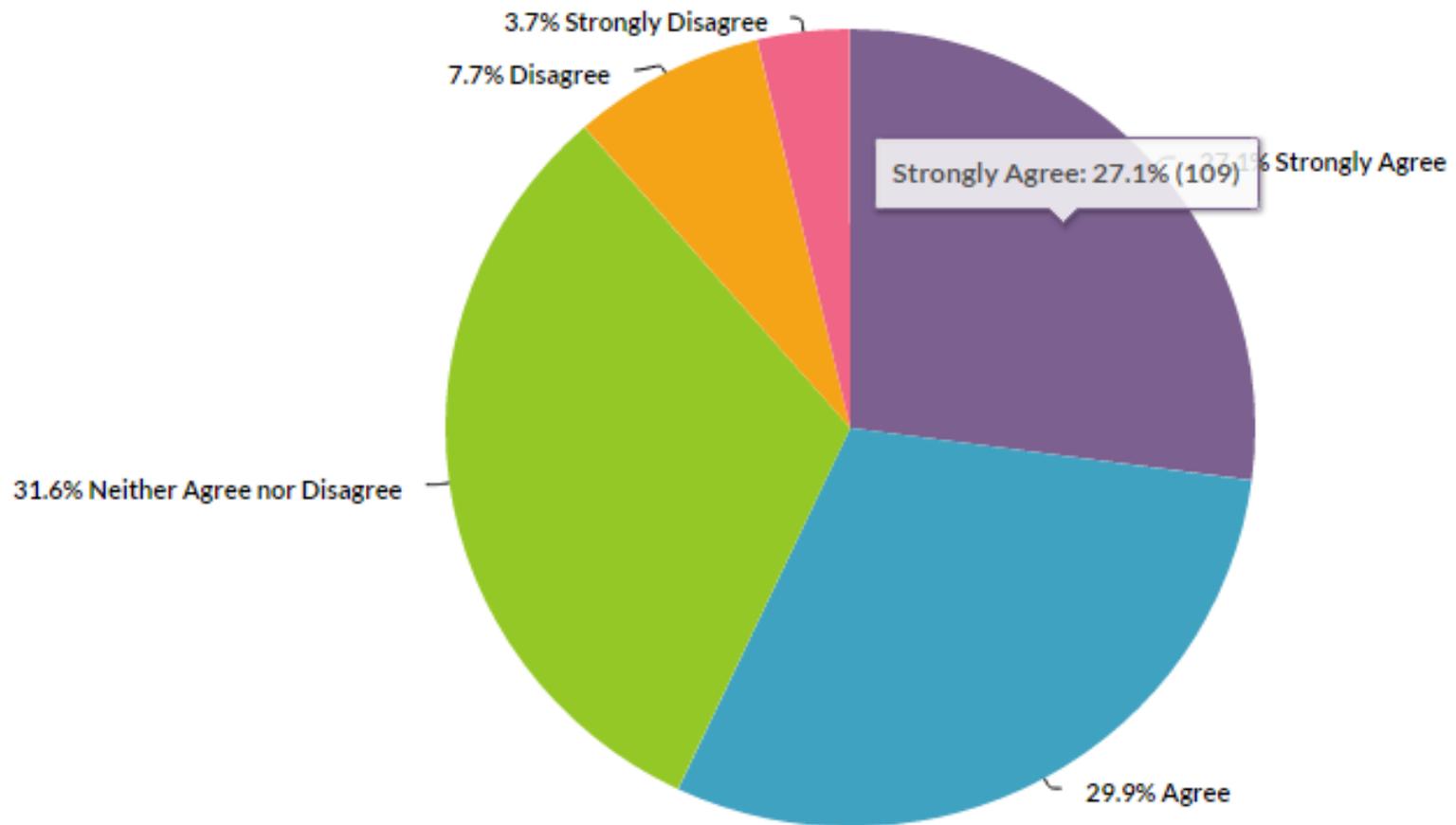
Survey Data

1. I am a:



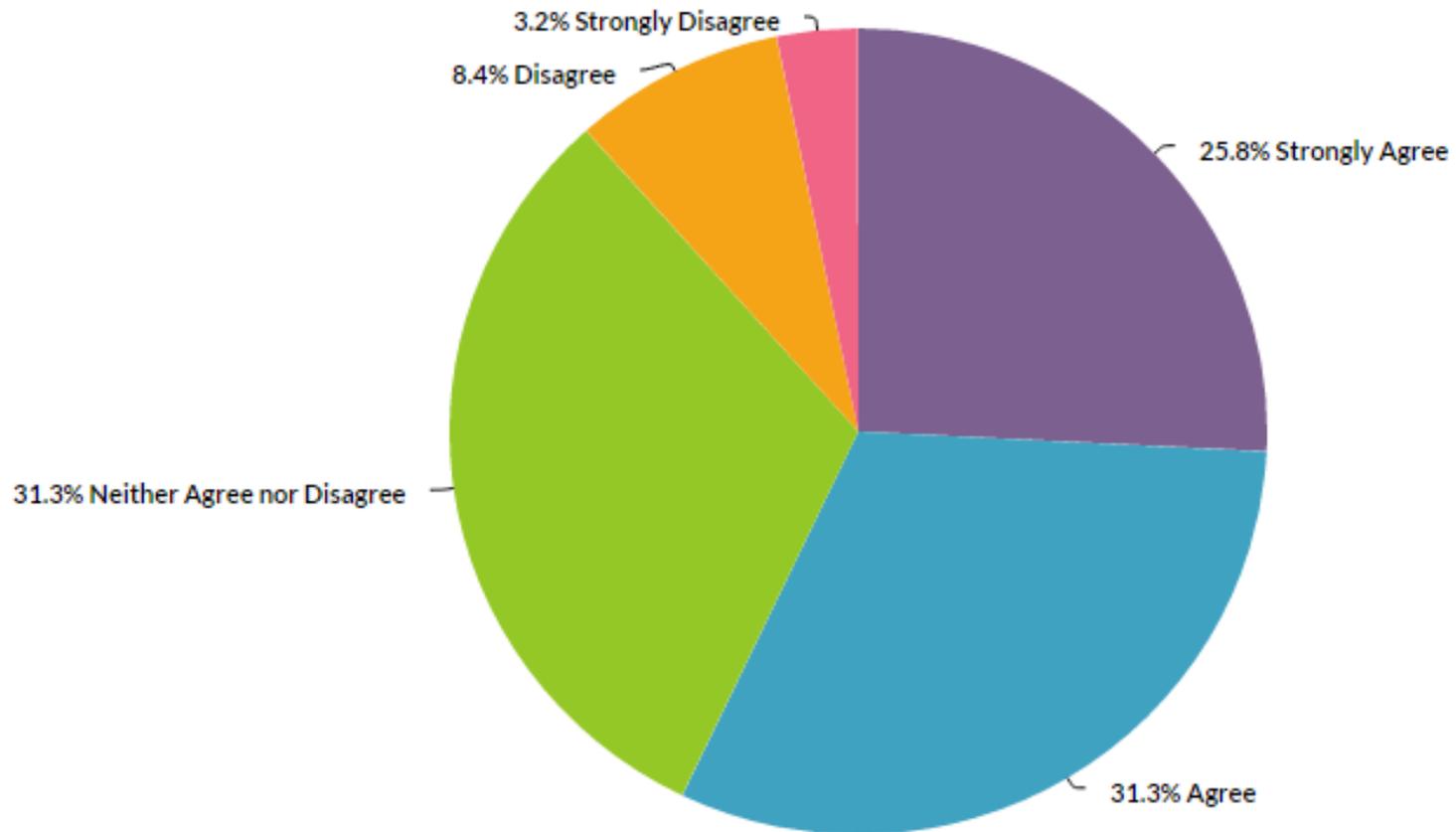
Survey Data: Program Effectiveness

15. The Facilitation process improved relationships between school staff and family.



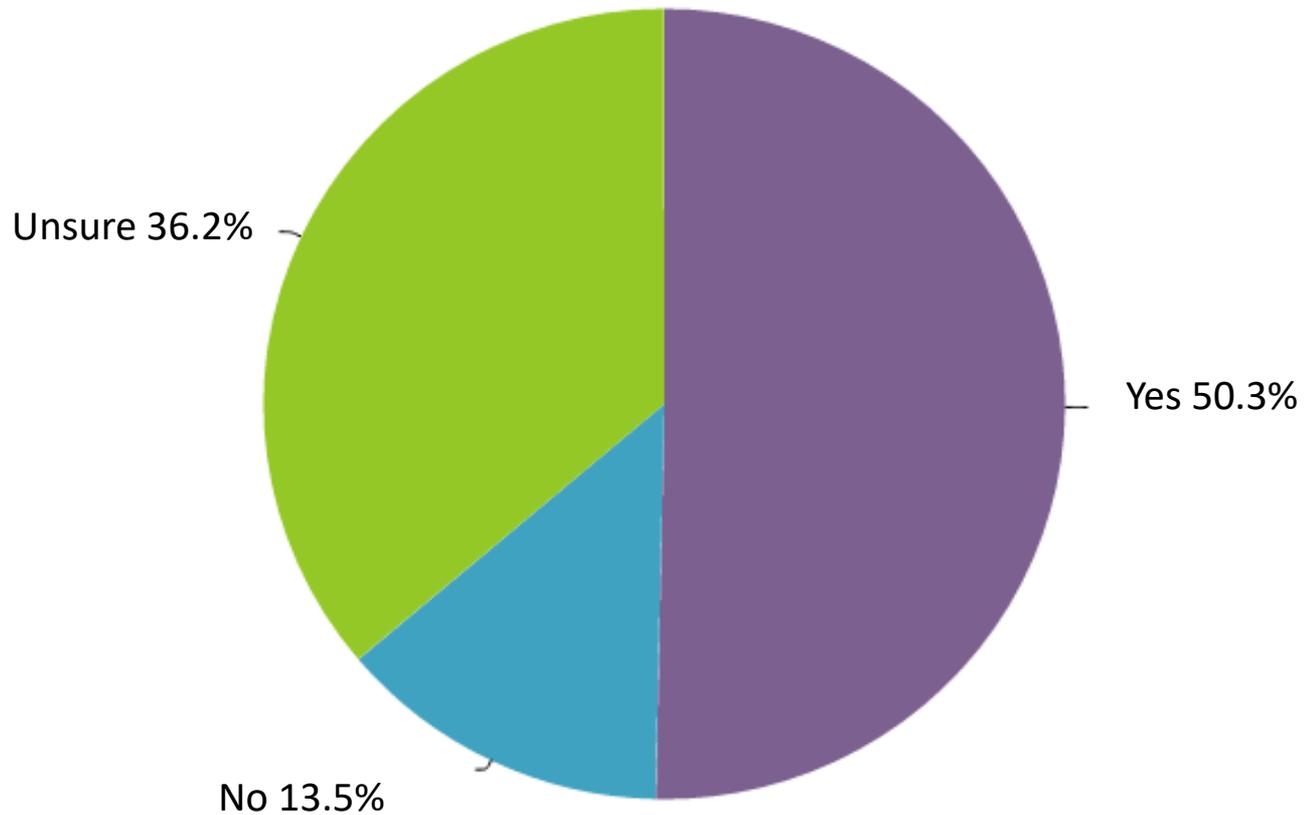
Survey Data: Program Effectiveness

16. The Facilitation process increased likelihood that future disagreements will be more easily worked out.



Survey Data: Program Effectiveness

17. Did the Facilitation process reduce the probability of needing other processes (such as Mediation, State Complaint, Due Process Hearing) to resolve disagreement regarding the student's program? (Comments optional)



Survey Data: Program Effectiveness

18. Did the Facilitation process reduce the probability of needing other processes (such as Mediation, State Complaint, Due Process Hearing) to resolve disagreement regarding the student's program? (Comments optional) - comments

I believe that if we had not reached an agreement, a due process hearing would have been likely.

Facilitation replaced a due process filing.

At least for right now.

The school district had been predetermining and set on their way.

Survey Data

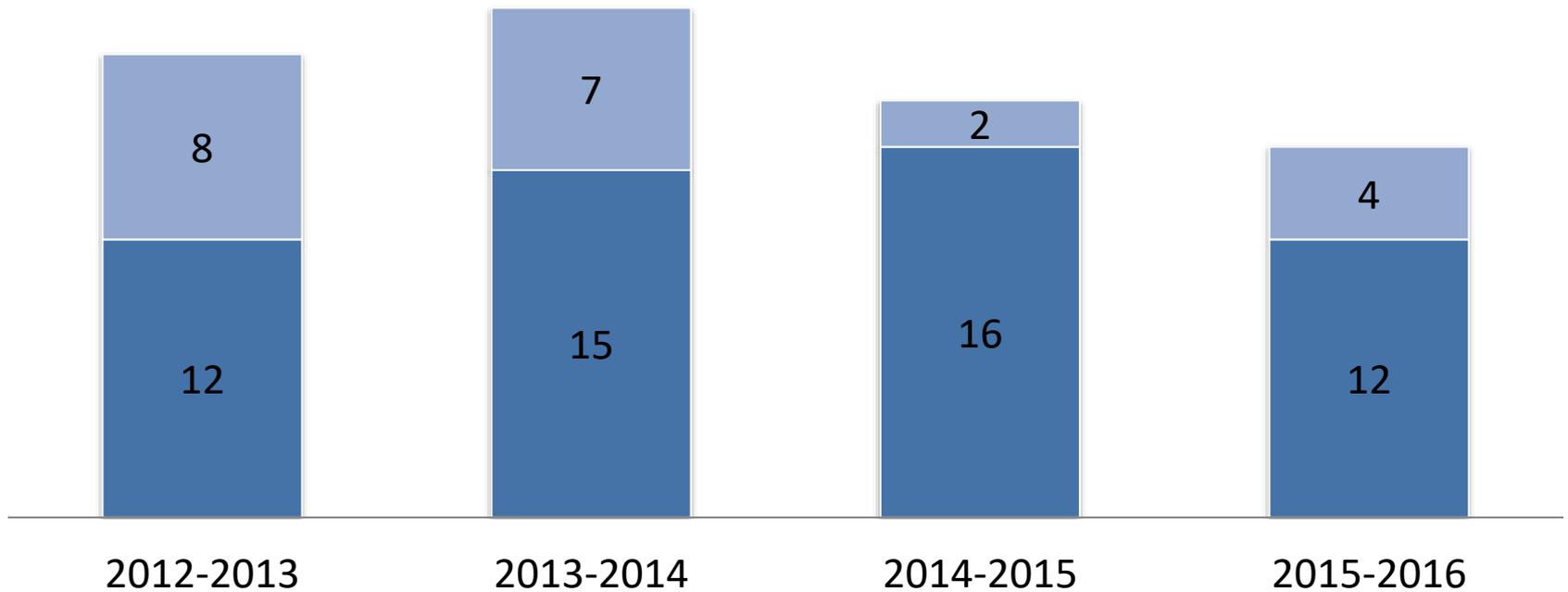
10. Comments on the Facilitator:



Complaint Investigations Data

Complaints with Written Reports

■ Founded Allegations ■ No Findings



Cost Comparison

Facilitations

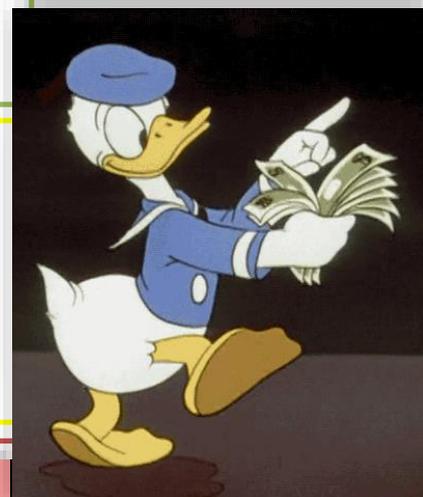
TOTAL COST (includes D,W, etc.)	\$	89,874.37
Total Cost	\$	89,874.37
Count Paid		130
Average Cost (not including *)	\$	691.34

Mediations

TOTAL COST (includes D,W, etc.)	\$	11,034.46
Total Cost	\$	11,034.46
Count Paid		12
Average Cost (not including *)	\$	919.54

Complaint Investigations

TOTAL COST		
Total Cost	\$	59,208.22
Count Paid		19
Average Cost (not including *)	\$	3,116.22



Questions?





SHERRI YBARRA, SUPERINTENDENT OF PUBLIC INSTRUCTION

SUPPORTING SCHOOLS AND STUDENTS TO ACHIEVE

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