

**ODR Stakeholder Council Meeting
March 16, 2017
Meeting Minutes
Office for Dispute Resolution
6340 Flank Drive
Harrisburg, PA 17112**

Participants

Cindy Duch
Janice Estabrook
Betsy Gustafson
Debbie Leggens
Kay Lipsitz
Robyn Oplinger
Dr. Gina Scala
Julie Trbovich
Jane Williams, Esquire

ODR

Kerry V. Smith, Esquire, Director
Edward Titterton, Esquire, Legal Counsel
Kati Clendenin, Information Services Project Specialist
Heather Doyle, SC Secretary

Presenters

None

Minutes

The December 15, 2016 Stakeholder Council (SC) meeting minutes were adopted as written and will be published on the ODR website in both English and Spanish.

Welcome and Introductions

The SC welcomed the new Mental Health Community representative, Julie Trbovich. Julie is the Program Manager for Children and Families at National Alliance on Mental Illness (NAMI) located in Southwestern PA.

ConsultLine Update (Kerry Smith)

During February, three prospective candidates were interviewed for the ConsultLine position. One candidate was recommended to the CSIU board for approval. It is anticipated that the board will approve the recommendation and that the applicant will accept the offer within the next month.

The ODR Program Manager and ConsultLine staff have provided four days of intensive on-site training to HUNE's Spanish Help Line Plus consultant, who is providing outreach to the Hispanic community. Another on-site training is anticipated to be held in April. On-site trainings are the most efficient and informative type of training but distance and scheduling conflicts impact frequency. Training opportunities include emailing the consultant sample scenarios based on actual ConsultLine calls. The consultant researches answers and replies with citations and follow-up questions. To advertise this new service to the public, HUNE produced a flyer and designated a toll-free line.

The Pennsylvania SEA/Parent Center Collaboration workgroup has developed a rough draft of the PA partners collaborative project, which is a web-based dispute resolution resource document modeled after CADRE's Quick Reference Guide to Dispute Resolution Services. The PA version will include information about each type of dispute resolution service along with links to resources for additional resources and ODR forms. The draft was shared with CADRE staff and other initiative participants from Oklahoma and Utah during a video conference in February.

Parent Engagement Project Manager (Kerry Smith and Kati Clendenin)

During February, four prospective candidates were interviewed for the Parent Engagement Project Manager position. Kati Clendenin, ODR's Information Service Project Specialist, was recommended to the CSIU board for approval. Kati's knowledge in working with the Special Education ConsultLine will be a valued asset in this new position, which is aimed to reach more families to offer information and services regarding alternative dispute resolution.

ODR Updates (Kerry Smith)

The updated Parent Guide and Dispute Resolution Manual have been completed and uploaded to the ODR website. The Gifted Parent Guide will be issued in April.

In October, ODR emailed IU Special Education directors offering presentations on conflict resolution, services available from ODR, and presentations on due process trends (typically presented by a hearing officer). Numerous intermediate units have requested the due process trends presentation and the creating agreement trainings, including the School District of Philadelphia.

ODR staff reviewed all ODR website content to ensure it is accessible to constituents with disabilities. Alternative text labels have been added to graphics and charts; all ODR-produced videos have been closed captioned; and additional text/forms were translated into Spanish. A website accessibility training for ODR staff will be held in May or June. During the summer of 2017, an Independent Auditor will do an audit of ODR's website to ensure it is in compliance with federal guidelines.

ODR is collaborating with two SEAP members (one of which is on the SC) and a Parent Attorney to provide a Trust presentation at the Special Education Leadership Academy in July 2017.

Preliminary discussions began about possible changes to the Stakeholder Council composition.

The meeting concluded at 11:10am. The next quarterly meeting of the Stakeholder Council will be held on Thursday, June 15, 2017.