ODR Stakeholder Council Meeting  
June 25, 2020  
Meeting Minutes  
Office for Dispute Resolution  
6340 Flank Drive  
Harrisburg, PA 17112

Participants  
Cindy Duch  
Janice Estabrook  
Betsy Gustafson  
Nancy Giacomini  
Luz Hernandez  
Jill Hrinda-Patten  
Heidi Konkler-Goldsmith  
Gina Scala  
Edward Titterton, Esquire  
Julie Trbovich  
Jane Williams, Esquire

ODR  
Kerry Smith, Director  
Samantha Pudloski, Program Manager  
Jake McElligott, Hearing Officer  
Brian Ford, Hearing Officer  
Heather Doyle, Administrative and Technical Specialist

Minutes  
The September 26, 2019, December 19, 2019, and March 19, 2020 Stakeholder Council (SC) meeting minutes were adopted as written and will be published on the ODR website in both English and Spanish.

Due Process Update (Jake McElligott and Brian Ford)  
Hearing Officers McElligott and Ford provided an update on due process hearings during the COVID-19 pandemic. As of March 16, 2020, all due process hearings were transitioned to virtual hearings. ODR hearing officers have been offering virtual hearings for several years prior to the pandemic, therefore, ODR’s experience with virtual hearings allowed due process to continue effectively.

Given this experience, ODR’s hearing officers were asked to present statewide to Pennsylvania stakeholders, as well as nationally to states with significantly less experience with virtual hearings.

Mediation Update (Nancy Giacomini)  
Nancy Giacomini provided an update on mediations during the pandemic. As of March 16, 2020, all mediations and facilitations were transitioned to being held virtually via Zoom. ODR has three zoom rooms available for sessions. Each room contains a waiting room, private caucus rooms, and the ability to share screens to make sharing documents seamless.
**ODR Updates**
ODR staff will begin pulling statistics for the 2019/2020 annual report in July.

The COVID-19 pandemic slowed down the rate of requests, however, ODR will be searching for another independent-contracted hearing officer to help with the potential increase of requests as schools re-open.

The meeting concluded at 11:41am. The next quarterly meeting of the Stakeholder Council will be held on Thursday, September 24, 2020.