

**ODR Stakeholder Council Meeting**  
**December 14, 2017**  
**Meeting Minutes**  
**Office for Dispute Resolution**  
**6340 Flank Drive**  
**Harrisburg, PA 17112**

**Participants**

Cindy Duch  
Janice Estabrook  
Betsy Gustafson  
Jill Hrinda-Patten  
Heidi Konkler-Goldsmith, Esquire  
Debbie Leggens  
Kay Lipsitz  
Jane Williams, Esquire

**ODR**

Kerry V. Smith, Esquire, Director  
Edward Titterton, Esquire, ODR Legal Counsel  
Heather Doyle, Administrative and Technical Specialist  
Kati Clendenin, Parent Engagement Project Manager  
Suzanne McDougall, Program Manager  
Jeffrey DiVincenzo, Information Technology Coordinator

**Minutes**

The September 14, 2017 Stakeholder Council (SC) meeting minutes were adopted as written and will be published on the ODR website in both English and Spanish.

**Website Accessibility (Jeffrey DiVincenzo)**

The ODR Information Technology Coordinator provided an update regarding website accessibility. ODR staff have gone through the ODR website to ensure documents, videos, and online submission forms meet accessibility standards required for ADA-compliance. ODR is looking into having the website audited to make sure standards are met.

**Parent Engagement Update (Kati Clendenin)**

The Parent Engagement Project Manager provided an update on the parent engagement service. Majority of technical assistance provided is related to mediation. Feedback states the service is helpful to parents who don't have the opportunity to review documents but would like to speak with someone. Numerous outreach opportunities have taken place with additional opportunities currently in progress. Outreach includes creation of videos, infomercials, mock due process hearings, podcasts, trainings, overviews, and a guide for Hearing Officer Settlement Conferences.

### **ConsultLine Update (Suzanne McDougall)**

The ODR Program Manager provided an update on the Special Education ConsultLine. There has been an increased number of calls regarding settlement agreements. The ConsultLine has also received calls that have been forwarded to the Spanish Helpline Plus, who is providing outreach to the Hispanic Community. Spanish Helpline Plus has also forwarded other calls to ConsultLine.

The ODR/PTI/CADRE workgroup are currently taking steps to facilitate a meeting located at ODR. They are planning a video of different partners in the state in the upcoming year.

The ConsultLine staff have participated in trainings with hearing officers. The goal is to participate in five topic specific trainings over the year.

The ODR Program Manager announced her upcoming retirement as of August 2018 and stated there is currently a focus on rebuilding the ConsultLine team.

### **ODR Updates (Kerry Smith)**

The ODR Director provided an update on Restorative Practices. The project is currently on hold due to Cheryl Cutrona being unavailable for a couple of months. Details will be figured out in the upcoming months. Any ideas regarding the project are welcome. An SC member has firsthand experience with Restorative Practice and will follow up with ODR.

Basic Hearing Officer Settlement Conference data is showing there is a 70% resolution rate. The next steps include the designing of a more detailed database to collect data.

ODR has contracted with Attorney Joy Waters Fleming to assist in presiding over cases where CSIU or any LEA within CSIU is a party, as well as gifted-only due process cases.

Hearing Officer William Culleton will be retiring towards the end of the 2017/2018 fiscal year.

### **Council Member Issues**

Debbie Leggens announced she will be retiring at the end of June 2018.

The meeting concluded at 10:57am. The next quarterly meeting of the Stakeholder Council will be held on Thursday, March 15, 2018.