



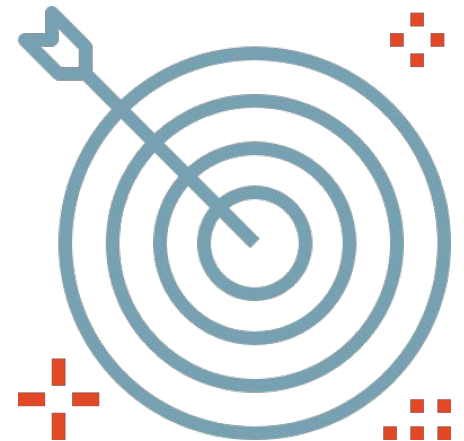
Alternative Dispute Resolution SFUSD

Collaboration between San Francisco Unified School
District and
The Bar Association of San Francisco



Objectives for Today

- Learn about the ADR continuum at SFUSD
 - Our Journey
 - Roles
 - Collaborative Conference
 - Partnership with The Bar Association of San Francisco
 - Communication Strategies Program
- Trainings provided
- Data



Why ADR at SFUSD?

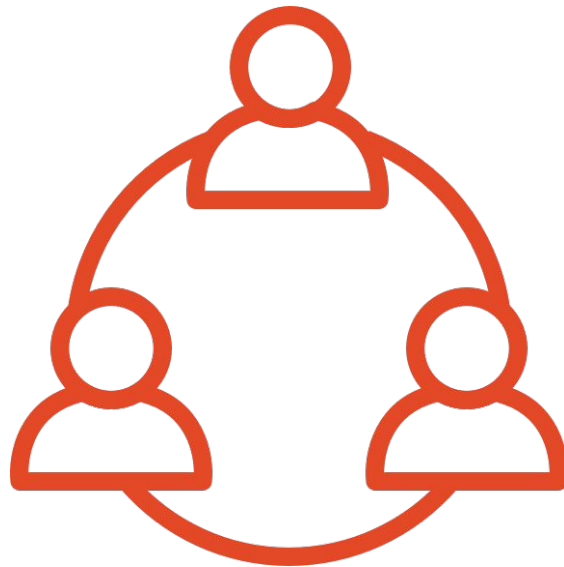
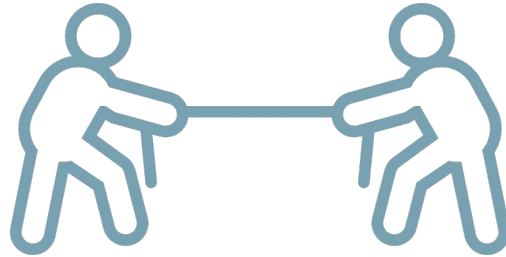


Benefits of Alternative Dispute Resolution

- Effective
- Free
- Convenient
- Empowering
- Confidential
- Voluntary



Building the Infrastructure - Year 1



CADRE Continuum of Dispute Resolution Processes & Practices

Stages of Conflict	Stage I	Stage II	Stage III	Stage IV	Stage V
Levels of Intervention	Prevention	Disagreement	Conflict	Procedural Safeguards	Legal Review
Assistance/ Intervention Options	Parent Engagement ○				
	Participant & Stakeholder Training ○				
	Stakeholder Council ○				
	Collaborative Rule Making <small>State level only</small>				
	Parent to Parent Assistance ○				
	Case Manager ○				
	Telephone Intermediary ○				
	Facilitation ○				
	Mediation Models <small>In development</small>				
	Ombudsperson ○				
	Third-Party Opinion/Consultation ○				
	Resolution Meeting ○				
	Mediation under IDEA ○				
Written State Complaints ○					
Due Process Hearing ○					
Hearing Appeal (Two-Tier Systems) ○					
Litigation ○					
Legislation ○					
Dimensions that help clarify placement of the options along the Continuum	Third-Party Assistance		Third-Party Intervention		
	Decision Making by Parties		Decision Making by Third-Party		
	Interest-Based		Rights-Based		
	Informal & Flexible		Formal & Fixed		

Alternative Dispute Resolution at SFUSD and the Collaborative Conference fit right here

Continuum of ADR at SFUSD



- Parent Engagement
- SFCD
- IEP Facilitation
- Communication Strategies
- Ombudsperson
- ADR Collaborative Conferences
- CDE Complaints
- Mediation
- Due Process

What is Alternative Dispute Resolution (ADR) at SFUSD?

Ombudsperson

- Investigates complaints, proposes solutions and negotiates with all parties
- Works with and refers families to Support for Families and works with the Family Resource Specialists
- Locates proper SFUSD staff to address concerns

Program Administrator

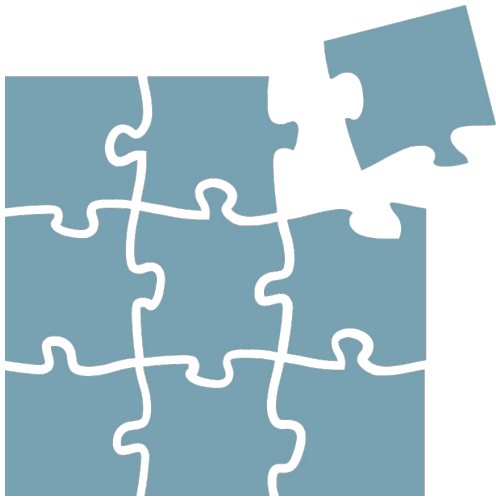
- Coordinates all referrals
- Works with families, school sites and Special Education staff with concerns
- Schedules Collaborative Conferences
- Oversees case from beginning to the end
- Tracks data and compiles results
- Determines and provides Professional Development for staff

Collaboration with The Bar Association of San Francisco

- Collaborative Conferences
- Communication Strategies sessions
- Facilitator-led Professional Development for SFUSD
 - Dispute Resolution and Communication Strategies
 - Active Listening and Building Relationships
 - Building Trust and Positive Communication
- Facilitated IEPs by Bar Association ADR Facilitators

Components of our Collaboration with The Bar Association

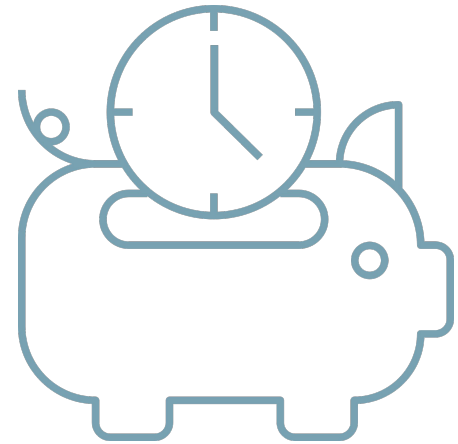
- The Collaborative Conference
- Communication Strategies Sessions for District Personnel



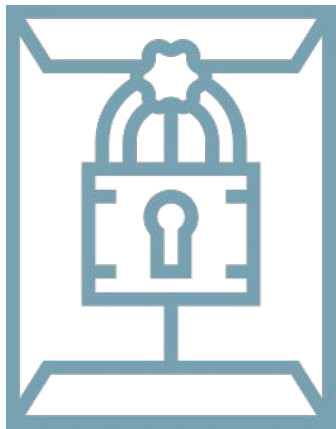
Who can attend the Collaborative Conference?

- Support persons who are family and friends and are not advocates / consultants
 - Role
- We want to foster direct dialogue with family

The ADR Collaborative Conference is a no-attorney, confidential and completely voluntary forum which:



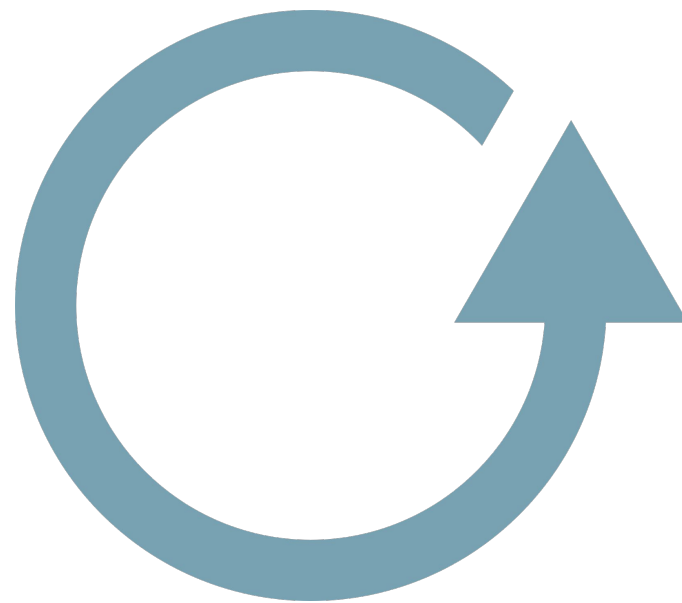
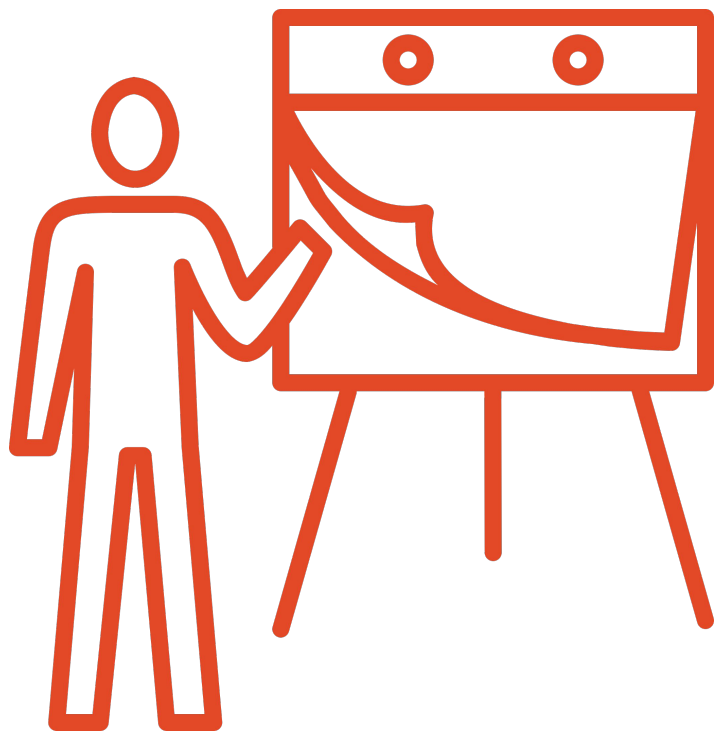
What Happens *Before* the Collaborative Conference?



What Happens *During* the Collaborative Conference



What Happens *After* the Collaborative Conference

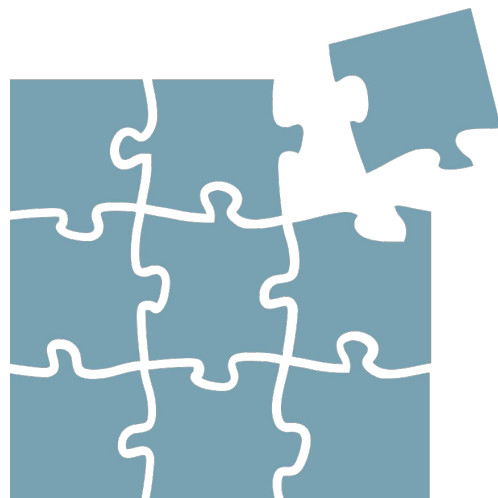


Who are The Bar Association ADR Facilitators?



Communication Strategies Program

- Facilitators provide up to two hours weekly of [Communication Strategies](#) sessions
- The goal is to help improve communication between district personnel and families





ADR at SFUSD is Not:

Office of Equity

Encourages early and informal resolution of complaints when possible. Responsible for developing and revising district policies and procedures and ensuring they are disseminated on a districtwide basis. Responds to and investigates harassment, discrimination, intimidation and bullying complaints.

Office of Family Voice

Takes concerns related to school programs, leadership, district policies and disciplinary actions. Concerns relating to Special Education are sent to the Ombudsperson.

Implementing Our Program - Year 2



SFUSD Community Advisory Committee (CAC)
for Special Education



**SUPPORT FOR FAMILIES
OF CHILDREN WITH DISABILITIES**

Sharing with Stakeholders

- Director and Assistant Superintendents
- SpEd Central Office staff
- All Principals and Asst. Principals
- Parent Advisory Committee
- Procedural Safeguards

- Flyers
- Newsletter
- SFUSD website

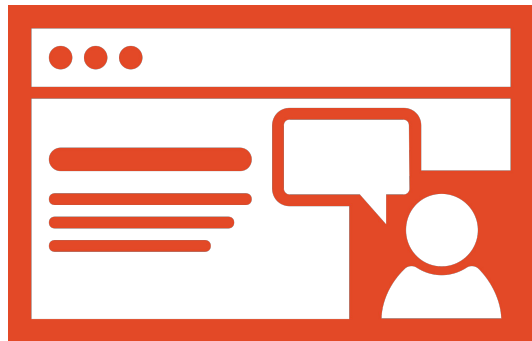


*What Happens When You and Your School Just Can't Agree?
Using Alternative Dispute Resolution to Repair Relationships
and Find Student-Centered Resolutions*

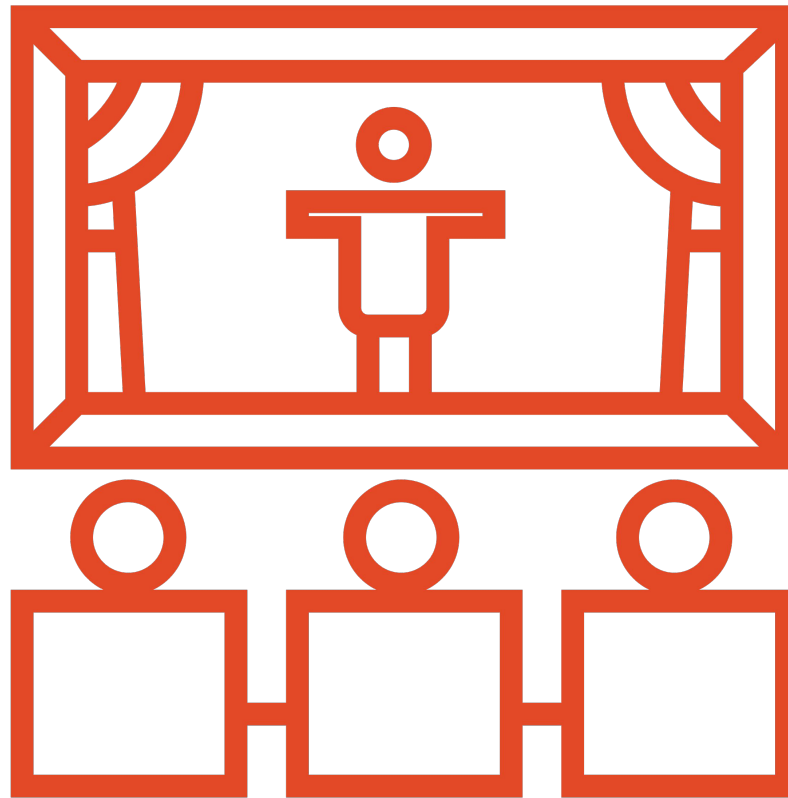




Under Construction, Coming Soon!



Role Play



Ongoing Professional Development

For:

- Facilitators
- Support for Families Family Resource Specialists
- Community Advisory Committee
- SFUSD staff



Data

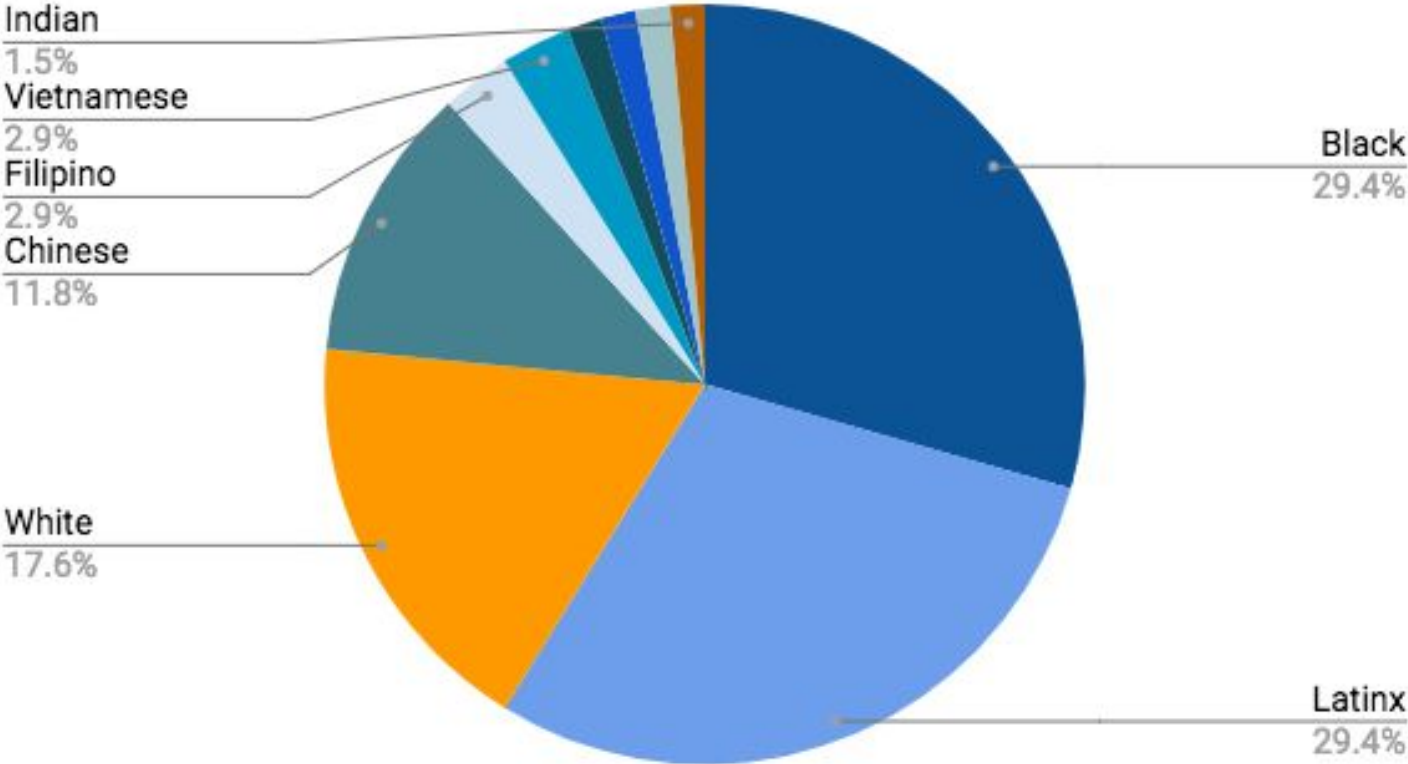
- Developed own database
- Goals
- Feedback
- Communication log



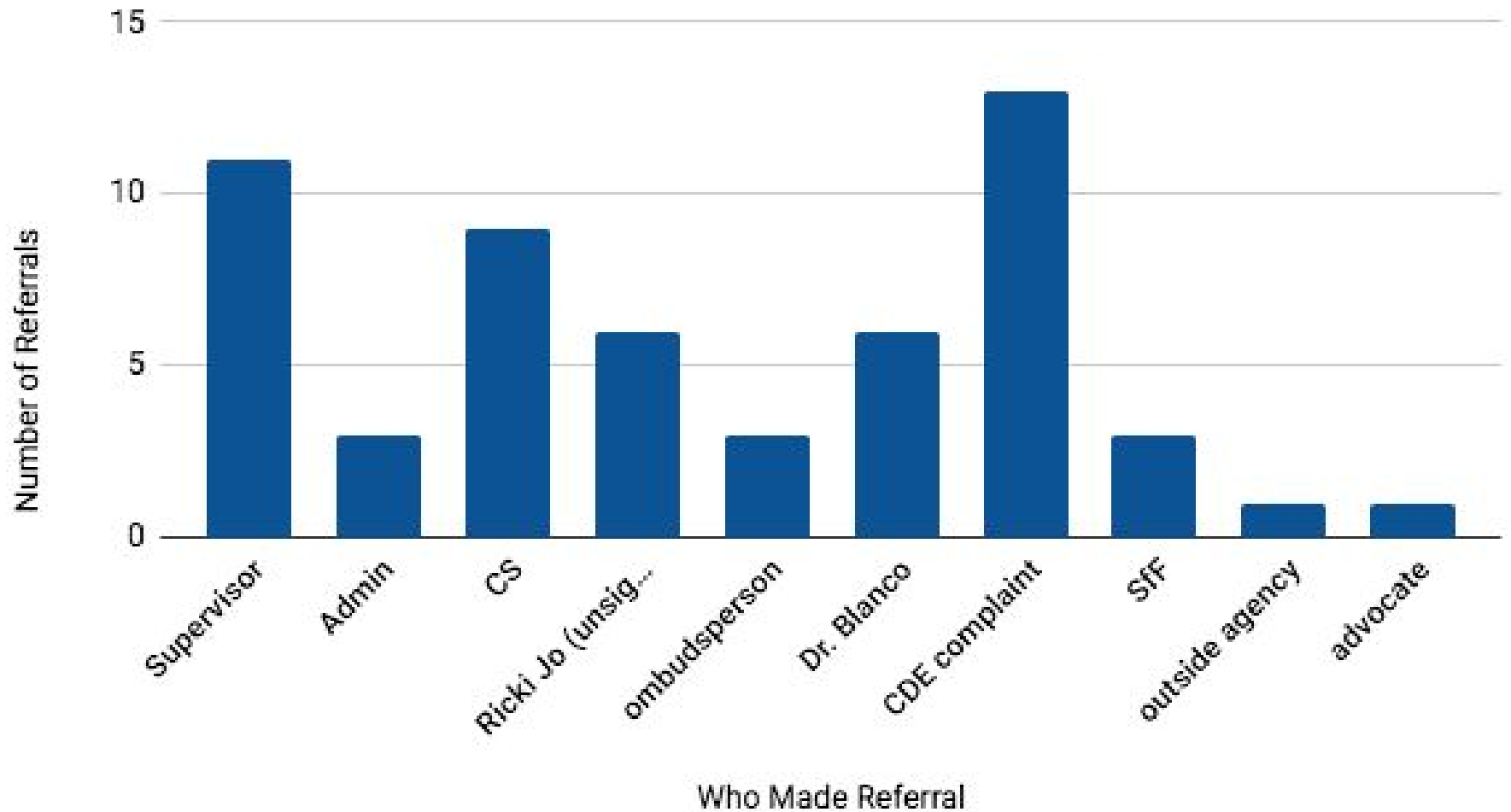
Total Referrals

- 20 Black
- 20 Latinx
- 12 White
- 8 Chinese
- 2 Filipino
- 2 Vietnamese
- 1 Japanese
- 1 Asian Indian
- 1 Native American
- 1 Indian

2016 - 2017 Referrals by Race



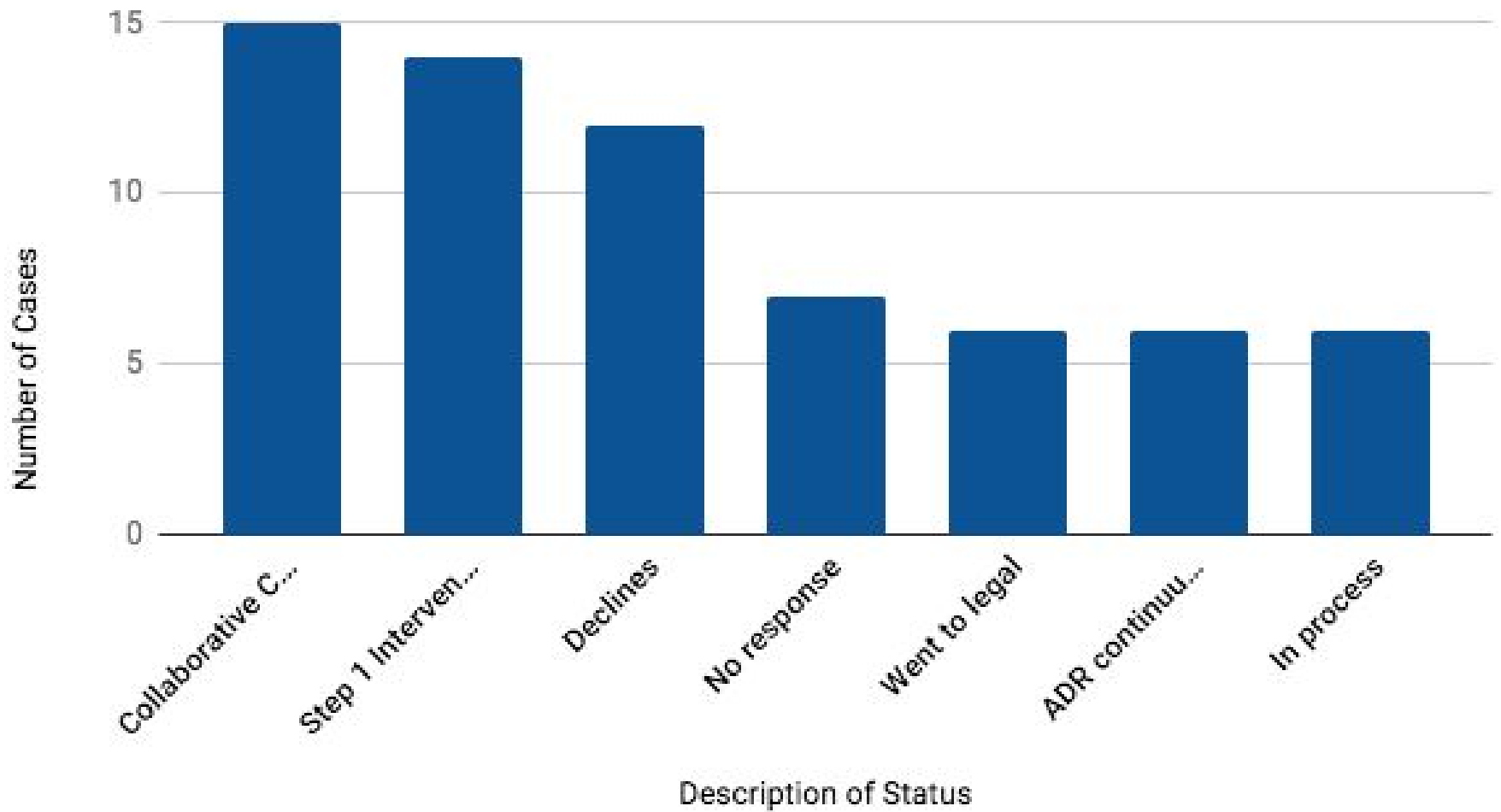
2016 - 2017 ADR Referrals



Main Types of Referrals

- Disagreement with eligibility
- Compensatory Education
- Relationships with school site / SpEd office
- Safety, bullying
- Wants a more inclusive setting
- Paraeducator support not provided

Outcome of Referrals

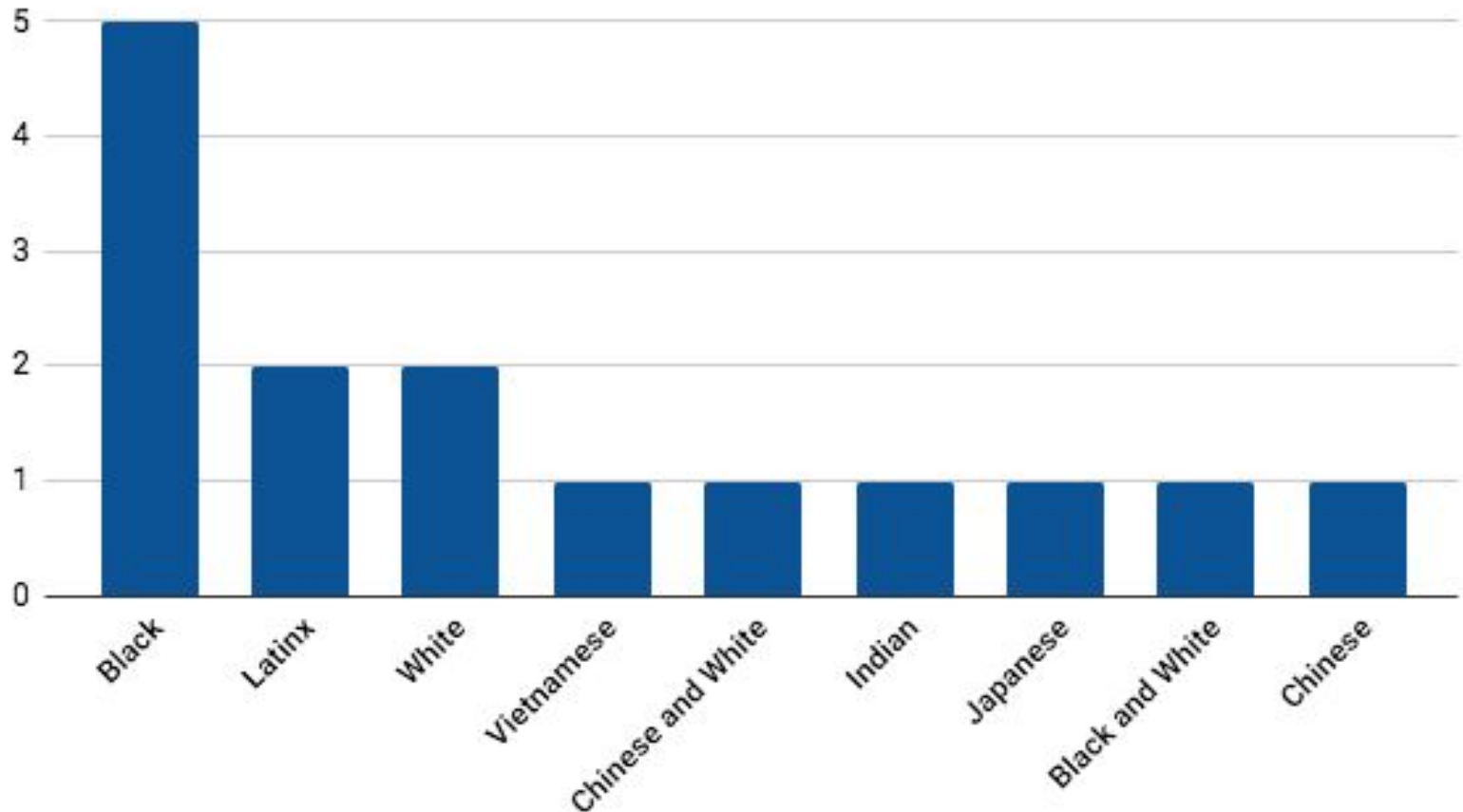


Vision 2025 - our mission, vision and goals to provide **every student** quality instruction and equitable support in order to thrive in the 21st century

Universal Goal

Make social justice a reality by ensuring **every student has access to high-quality teaching and learning**

ADR Collaborative Conferences by Race



Indicators

Number of CDE complaints

2012 - 2013	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017
14	21	20	36	18



As Students Transition and Long-term Data

- Alert all schools where students are transitioning that ADR was referred for this family (K, 6th, HS)
- Track a handful of cases for an extended period of time
 - Determine what happens with the relationship once an ADR Collaborative Conference takes place
- Strategies for staff based on data



Overall Most Positive Aspects of the CC

- Concerns were addressed
- All were able to speak without interruption, which is hard with this particular parent
- I really appreciate the honesty everyone spoke with
- Opportunity to continue a positive partnership with family
- Parent open to talk
- Parents and student were supported
- Teamwork
- Equal involvement
- The outcome
- Our child's needs were met

- Agreement on issues that the family came with went back 4 years. We were able to resolve some of these issues within this CC
- It was a calm and tranquil environment, everyone was respectful
- Coming to an Agreement and getting the CDE complaint dropped
- Parents left the meeting satisfied
- All parties were able to air emotions
- Having a very focused agenda and Facilitator
- The Asst. Supe and Director attended
- That my child will be getting services

Next Steps with ADR at SFUSD





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