

Consider the Birth to Three Early Intervention Mediation and Facilitation Programs when...

- You have done your best to resolve disagreements between the family and early intervention program but cannot reach a resolution.
- You want to resolve differences quickly, inexpensively, and confidentially.

Inquiries are free and confidential. **Contact us today!**

Conflict Resolution Program

Phone: 302-831-8158

Email: partc-info@udel.edu

www.bidenschool.udel.edu/ipa/serving-delaware/crp

Conflict Resolution Program

For more than 20 years, the Conflict Resolution Program has been dedicated to building statewide capacity for collaborative approaches to resolving conflict. The foundation of our work is built on key democratic practices: debate, dialogue, consensus building, and collaboration.

Institute for Public Administration

The University of Delaware's Institute for Public Administration (IPA) addresses the policy, planning, and management needs of its partners through the integration of applied research, professional development, and the education of tomorrow's leaders.

Visit us online at www.ipa.udel.edu.

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When families experience conflict with the early intervention program, seek amicable resolution through the...

Birth to Three Early Intervention Mediation and Facilitation Programs

Provided by the

Conflict Resolution Program
Institute for Public Administration
University of Delaware

In cooperation with the

Delaware Department of Health and Social Services
Division of Public Health
Birth To Three Early Intervention Program



Birth to Three Early Intervention Mediation and Facilitation Programs

for the amicable resolution of conflict

Overview

The Birth to Three Early Intervention Mediation and Facilitation Programs are statewide dispute resolution programs serving families with children receiving early intervention services in Delaware. When families and the early intervention program disagree, our staff may be able to help with one of two services:

- **Early intervention mediation**, where a trained mediator assists the parties to resolve specific conflicts regarding a child and family's early intervention services.
- **Individualized Family Service Plan (IFSP) meeting facilitation**, in which a trained facilitator assists the IFSP team in working together to develop an IFSP for the child and their family.

Our services are built on respect and self-determination, which nurture the relationship between the family and the early intervention program. We help all parties work together in a positive way to resolve disputes by creating conditions for constructive dialogue and collaborative decision-making.

Participating in Birth to Three Mediation and Facilitation services may not be used to delay or deny the right to a due process hearing or any other rights afforded to parents under the Individuals with Disabilities Education Act (IDEA) Part C.

Staff

The Birth to Three Early Intervention Mediation and Facilitation Programs are administered through the University of Delaware's Conflict Resolution Program by experienced mediators and facilitators who specialize in early intervention dispute resolution.

Our staff adhere to the highest standards of ethics, professional competence, and personal integrity. We are committed to providing confidential and impartial dispute resolution services to those in need.

Our services are...

- Confidential
- Free
- Voluntary
- Effective
- Expedient
- Respectful

You gain...

- A voice in discussions and decisions
- Confidential and impartial assistance
- Facilitated, open dialogue and problem-solving
- Recognition of your perspective and goals

Exceptional children deserve exceptional family-early intervention program partnerships.

Birth to Three Early Intervention Facilitation Program

IFSP Meeting Facilitation

About IFSP Meeting Facilitation

IFSP meeting facilitation is quickly becoming the most recognized strategy for improving the effectiveness and efficiency of IFSP meetings.

Facilitated IFSP meetings...

- Allow team members to focus on the child and family's outcomes in a collaborative and respectful manner.
- Create an environment of open dialogue, understanding, and trust among all team members.
- Ensure balanced participation and shared decision-making in order to reach decisions that are in the best interest of the child and family.

Inquiries are free and confidential.

For more information, contact our office.

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Birth to Three Early Intervention Facilitation Program

IFSP Meeting Facilitation

How does a facilitated meeting work?

1. A facilitator will speak with both parties to listen to concerns, explain the facilitation process, and answer questions.
2. If all parties are willing to participate, the facilitator will create an agenda for the meeting incorporating all concerns.
3. During the meeting, the facilitator manages the meeting process so the team can focus on the needs of the child and family.
4. The participants control and create the outcome of the IFSP team meeting. The facilitator is impartial.
5. If the meeting does not end in agreement, the parties may pursue other forms of resolution or exercise their procedural safeguards.

The facilitator is not a member of the IFSP team or an advocate for any person on the team.

The facilitator is an independent impartial person to the IFSP team meeting process.

Birth to Three Early Intervention Mediation Program *Mediation Services*

About Mediation Services

Mediation services are available to families participating in the early intervention program who want to resolve differences regarding their early intervention services.

Mediation...

- Is free, voluntary, and confidential.
- Encourages dialogue.
- Ensures concerns are heard.
- Finds common ground.
- Rebuilds family and program relationships.
- Empowers participants to find a mutually agreeable solution.

In mediation, the participants determine the outcome, not the mediator.

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Birth to Three Early Intervention Mediation Program *Mediation Services*

How does mediation work?

1. A mediator will speak with both parties to listen to concerns, explain the mediation process, and answer questions.
2. If all parties are willing to participate, the mediator will coordinate a time and place for the mediation.
3. The mediator guides the participants through a process that encourages open dialogue, helps clarify the issues, promotes understanding, and works to reach a mutually satisfying agreement that is in the best interest of the child and family.
4. The participants control and create the outcome of the mediation, and the resolutions reached are documented in a mediation agreement, which is legally binding.
5. If the participants do not reach a resolution, the participants may pursue other forms of resolution or exercise their procedural safeguards.