



# Alternative Dispute Resolution

- “It’s important to make sure that
- we’re talking with
- each other in a way that heals, not in a way that wounds.”
- ~Barack Obama

For questions,  
[adrreferral@sandi.net](mailto:adrreferral@sandi.net)

## Our Team

Each member of the team brings unique set of skills. Highlighting each member's strengths, we work collaboratively to support each member of an IEP team through the IEP process.

## Level of Support

- Level 1 Prevention
  - Family Outreach and Training
  - Staff Training
- Level 2 Collaborative Supports
  - Phone, Zoom, or in-person consultation to answer questions or concerns.
- Level 3 Collaborative Support (Collaborative work with ADR Specialists or Ombudsperson)
  - one to one coaching
  - Neutral Team Coaching
  - Collaborative Conferences
  - Restorative Conference
- Level 4 Formal Support
  - Facilitated IEP
  - Mediation(All supports include but not limited to the above)

## Focus of Work

Our focus is to improve communication and build trust among IEP teams with consistent and equitable multi-level support using prevention, training, collaboration, and resolutions to ensure student centered decisions and support.

REQUEST SUPPORT



[bit.ly/3Kkx0A6](https://bit.ly/3Kkx0A6)

“When the trust account is high, communication is easy, instant, and effective.”

~STEPHEN R. COVEY

## Intake Process

### Step 1: Referral

Complete the referral form. The case is assigned to an ADR specialist within 24 hours of receiving the referral

### Step 2: Intake Process

ADR Specialist will connect with you to complete the intake process within 48 hours of receiving the referral assignment.

- Intake call allows ADR Specialist to get details and connect with you about your concerns (referral).
- The ADR specialist will then begin to gather background information (before & after the call)

### Intake email

You will receive an email with ADR documents to review and agreement to sign.

\*\*The ADR Representative will work in partnership with you to determine the interventions utilized to resolve the conflict. Please see the definitions for our Tier System to better understand the intervention being utilized.