

The background of the slide is a grayscale collage. On the left side, there are several stacks of papers or documents, some slightly overlapping. On the right side, there is a close-up of a round analog clock with a white face and black numbers. The clock's hands are visible, and the numbers range from 1 to 12. The overall aesthetic is professional and focused on administrative or legal themes.

Who Do I Call When...

Presented By:
Advocates for Justice and
Education, Inc.



Overview

- This workshop is designed to teach you how to:
 - Resolve Problems
 - You will learn how to resolve problems in a way that benefits you and the school.
 - Identify Key Players
 - You will be able to identify the proper person to direct your concerns and frustrations.
 - Problem Solving Techniques
 - You will be able to ask the right questions, know who you should ask those questions, and where to go if you do not get an answer that satisfies you.



The Process of the “Problem”

- Our children are confronted with problems in school everyday
 - Children work them out themselves
 - Resolved at school
 - Bring them home



Investigation

- Get The Facts
 - Obtain documentation
- Remain Open Minded
 - Problem solve to find solutions
- Remain Calm
 - Focus on the needs of the child
- Assert Your Position
 - Communicate effectively
- Above All...Be Professional
 - Know how to resolve disagreements

Gather Key Players

- Start with your child's teacher
 - He or she spends the most amount of time with your child and will offer some insight





If You Are Not Satisfied...

- Get everyone involved!
 - Child
 - Teacher
 - Other Involved Party
 - Principal
 - Counselor

Gather Key The
Players!



Request
A
Meeting



Preparing For your Meeting

- Who is the “star?”
 - *Who is the decision maker?*
- Who are the players?
 - Encourage input from all members
- What are the rules?
 - Turn-taking, concentration, managing emotions
- What is my plan of action?
 - Strategy
- What do I say when it’s my turn?
- What do we do when we disagree?
 - State Complaint, Mediation

Instructional Superintendents

- Ensure that all school leaders are given the opportunity to lead effectively
- Model effective instructional leadership
- Provide support as needed



DCPS Instructional Superintendents

Cluster 1: Elementary Schools - **Barbara Adderley**

Barbara.Adderley@dc.gov

- Ferebee-Hope, Garfield, Hendley, Kenilworth, Ketcham, Kimball, Patterson, Plummer, River Terrace, Savoy, Thomas, Turner ES @Green

Cluster 2: Elementary Schools - **Clara Canty**

Clara.Canty@dc.gov

- Beers, Davis, Houston, King, Leckie, Ludlow-Taylor, Malcolm X, Nalle, Payne, Randle Highlands EC, Tyler ES

Cluster 3: Elementary and K-8 Schools - **Amanda Alexander**

amanda.alexander@dc.gov

- Amidon-Bowen, Bancroft, Brent, Bruce-Monroe ES @ Park View, Garrison, Hearst, Lafayette, Reed, Ross, Seaton, Tubman, Wilson, J.O. ES



DCPS Instructional Superintendents



Cluster 4: Middle Schools - **Errick Greene**

Errick.greene@dc.gov

- Aiton, Burrville, Cleveland, Cooke, H.D. ES, Drew, Harris, C.W. ES, Marshall, Moten ES @ Wilkinson, Shepherd, Simon, Terrell, M.C/McGogney ES, Thomson ES



Cluster 5: High Schools - **Eric Redwine**

Eric.redwine@dc.gov

- Hardy, Hyde-Addison, Janney, Mann, Maury, Miner, Orr ES, Smothers, Walker-Jones EC, Wheatley EC



Cluster 6: Alternative Schools - **Stephen Zagami**

Stephen.zagami@dc.gov

- Brightwood, Brookland EC @Bunker Hill, Browne EC, Francis-Stevens, LaSalle-Backus EC, Oyster-Adams Bilingual School, Truesdell EC, West EC

DCPS Instructional Superintendent

Cluster 7: K-8 Education Campuses - **Wayne Ryan**

Wayne.ryan@dc.gov

- Burroughs, Emery, Langdon, Noyes, Raymond, Shaed, Takoma, Whittier, Winston

Cluster 8: K-8 Education Campuses - **Lolli Haws**

Lolli.haws@dc.gov

- Barnard ES, Hamilton Center, Lee, Mamie D. School, MacFarland, Peabody ES, Powell ES, Prospect LC, School Within School, Sharpe Health School, Stuart-Hobson, Transition Academy @ ShaddWatkins ES

Cluster 10: High Schools - **John Davis**

john.davis@dc.gov

- Ballou, Cardozo, Columbia Heights, Eastern, McKinley Technology, Phelps, Roosevelt, School Without Walls, Spingarn, Wilson, W. SHS, Woodson, H.D.





DCPS Office of Special Education

To ensure that students with disabilities have the services and support they need to achieve success.

Contact Information:

Richard Nyankori, Deputy Chancellor

Contact Phone: (202) 442-4800

Address: 1200 First St., NE,

Washington, DC 20002

Suite/Room: 9th floor

DCPS Office of Special Education

- OSE Strategy and Operations Team
- Resolution Team
- Communications and Public Outreach
- Related Services Team
- Non-Public Transition Team
- Critical Response Team for Special Education





Related Services Team

Manages assessment and intervention services for:

- Audiology
- Speech-language therapy
- Occupational and physical therapy
- Orientation and mobility
- Social work
- Psychology

Contact Information:

Director/Manager - Dr. Erica Fener

Contact Phone: (202) 442-4800

Contact Email: OSE.RelatedServices@dc.gov

Address: 1200 First St., NE, Washington, DC
20002

Suite/Room: 9th floor



Critical Response Team

Responsible for rapidly and thoroughly addressing the concerns of stakeholders, particularly parents, regarding special education issues.

Contact Information:

Contact Phone: (202) 442-5400

Address: 1200 First St., NE, Washington, DC 20002

Suite/Room: 9th floor



Dispute Resolution: State Complaints

To investigate and resolve any complaint alleging that a public agency or a Part C private service provider has violated a requirement of the Individuals with Disabilities Education Act (IDEA) or the District of Columbia's laws and policies regarding special education.

State Complaints

- Identification
- Evaluation
- Educational placement of a child
- Provisions of a Free and Appropriate Public Education (FAPE)



State Complaints

- Any **individual** or **organization** may submit a written complaint that claims that any District of Columbia public agency has failed to comply with a requirement of Part B or Part C of the (IDEA) or the District's laws and regulations regarding special education.
- State Complaint Office must respond within 60 days.



State Complaints

- Visit www.osse.dc.gov to obtain a model State Complaint form.

Submit your complaint

- **BY MAIL:** Office of the State Superintendent of Education Division of Special Education - State Complaint Office 810 First Street, NE – 5th Floor Washington, DC 20002
- **BY FAX:** Fax: (202) 741-0227
- **BY E-MAIL ATTACHMENT:** osse.IDEAstatecomplaints@dc.gov



State Complaints

For more information on the State
Complaint process contact:

Office of the State Superintendent of
Education

Division of Special Education
810 First Street, NE, 5th Floor
Washington, DC 20002

(202) 727-6436 (phone)

(202) 741-0227 (fax)

Email:

osse.ideastatecomplaints@dc.gov

www.osse.dc.gov



Dispute Resolution: Mediation

*Affords parents and public education agencies responsible for providing services to children with disabilities the opportunity to **resolve** special education disputes through a mediation process.*





Requesting Mediation

- To initiate the mediation process, complete the Mediation Request Form on OSSE's website and submit it to:
 - Student Hearing Office 810 First Street, NE – 2nd Floor Room 2001 Washington, DC 20002
 - Email: Hearing.Office@dc.gov
 - Fax: (202) 478-2956
 - Phone: (202) 481-3460

Mediation Process

- After a request for mediation is made, OSSE will appoint an independent mediator to facilitate the mediation session.
 - The mediator is not an employee of OSSE and will not have a personal or professional interest in the case that would affect his/her objectivity.
 - All mediators are knowledgeable in laws and regulations related to special education and related services.
 - The mediator will contact the parties to schedule the mediation session at a time that is convenient to both parties. If an agreement is reached, the written, signed mediation agreement is enforceable in any State court or in a district court of the United States.
 - Discussions that occur during the mediation process are confidential and may not be used as evidence in any subsequent due process hearing.





For More Information Contact Us:

2041 Martin Luther King, Jr. Avenue

Suite 400

Washington, D.C. 20020

202-678-8060 phone

202-678-4094 fax

D.C. Parent Training and Information Center

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