**School District:** Eau Claire Area School District

# Communication Options for Families

#### Options Available if You Have Questions or Disagree with a Decision of the School

***Student Name***:

# Communication Options for Families

**Who Can I Talk To?**



**Local Contacts**

**Problem Solving Locally Gives Families and School Districts Shared Input over the Outcomes for Children**

**General EducationTeacher**

Name: Phone: Email:

**Special EducationTeacher**

Name: Phone: Email:

**Special Education Coordinator**

Name: Sarah Duncan

Phone: 715-852-5286

Emal: sduncan@ecasd.us

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| **Special Education Program Support**  Name: April Krall  Phone: 715-852-3137  Email: [akrall@ecasd.us](mailto:akrall@ecasd.us) |
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| **Special Education Program Support**  Name: Nicole Vinopal  Phone: 715-852-4262  Email: [nvinopal@ecasd.us](mailto:nvinopal@ecasd.us) |

**Special Education Program Support**

Name: Julie Carlson

Phone: 715-852-3079

Email: [jcarlson@ecasd.us](mailto:jcarlson@ecasd.us)

## State Contacts & Options

**Special Education Program Support**

Name: Whitlee Nicholson

Phone: 715-852-5193

Email: [wnicholson@ecasd.us](mailto:wnicholson@ecasd.us)

**Family Engagement Contact**

**School District Coordinators and/or District Liaison** [**http://wspei.org/contact/**](http://wspei.org/contact/)

**Family Engagement Coordinator-Special Education**

Name: Heather Griffith

Phone: 715-852-3075

Email: [hgriffith@ecasd.us](mailto:hgriffith@ecasd.us)

**Director of Special Education**

Name: Dana McConnell

Phone: 715-852-3077

Email: [dmcconnell1@ecasd.us](mailto:dmcconnell1@ecasd.us)

**Related Services**

**(Ex: Psychologist, Speech; OT; PT; Nurse, etc.)**

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

**Administrator/Principal**

Name: Phone: Email:

**DPI Special Education Team Phone: (608) 266-1781**

**DPI Family Engagement**

Name: Rita Fuller Phone: (608) 266-5194

Email: [rita.fuller@dpi.wi.gov](mailto:rita.fuller@dpi.wi.gov) Phone: (608) 266-1781

**Mediation & Facilitated IEP Intake Coordinator**

[**www.wsems.us**](http://www.wsems.us/)

**Phone Toll Free:** (888)298-3857

**DPI SPED Team Staff Listing:** [**http://dpi.wi.gov/sped/about/staff**](http://dpi.wi.gov/sped/about/staff)

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WSPEI information can be found at 1‐877‐844‐4925 or [www.wspei.org](http://www.wspei.org/)

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#### Options Available if You Have Questions or Disagree with a Decision of the School

***Families and schools have a “built-in” partnership with the child as the focus.***

***This partnership will grow when parents and school staff work together. Disagreements may happen but working together improves your child’s education.***

### What can you do if questions or concerns arise:

* If concerns arise, families are encouraged to first talk directly with the people involved as soon as possible
* (see local contacts – ex: your child’s teachers, principal, other school administrators) First, call to schedule an informal meeting to discuss the situation
* Then, prepare for the meeting by making a list of concerns and some possible solutions

### What can you do in the meeting?

* Identify student strengths and acknowledge what is working
* Identify concerns of families and educators
* Use active listening in order to understand the other person’s perspective
* Ask questions or restate ideas so the team has a clear understanding
* Work together to suggest some possible options to resolve the concerns
* Analyze all of the options to see if you can find areas of agreement
* Discuss what should happen next

### What if concerns are not fully resolved in the meeting?

* + Request a break or ask the IEP team to meet again and consider including additional team members.
  + Call others for suggestions on possible future action (see Communication Options for Families chart).

***Problem solving at the school level gives families and school districts more collaborative options on outcomes for children.***

### Next Steps: What can be done if these attempts at solving problems don’t work?

* **Facilitated IEP**: An option for early conflict resolution Wisconsin has chosen to make available to families and schools. A neutral, trained professional helps the IEP team with the IEP process. <http://www.wsems.us/iep>‐facilitation
* **Mediation:** An option for early conflict resolution available at no cost to families and schools. A mediator helps families and schools work toward resolution on special education conflicts/issues. <http://www.wsems.us/mediation>
* **IDEA State Complaints**: Anyone who believes a school district violated state or federal special education law has the right to file a complaint with DPI. More information at: <http://dpi.wi.gov/sped/dispute>‐resolution/complain
* **Due Process Hearings**: Parents, adult students, and schools districts have the right to request due process hearings for special education disputes. More information at: <http://dpi.wi.gov/sped/dispute>‐resolution/due‐ process

***Access to WSPEI Family Engagement Coordinators and the WI Mediation System are provided at no cost to parents.***

CESA – Cooperative Educational Service Agency IEP – Individualized Education Program DPI – Department of Public Instruction WSPEI – Wisconsin Statewide Parent Educator Initiative

Developed by WSPEI, 2011. Revised 06/2019

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