

>> Welcome back, everybody, to day two of our first virtual symposium. We at CADRE are so pleased to have survived day one with only a few hiccups. We'd like to thank you, the attendees, for your kindness and support that we've received as we've endeavored to bring all this talent to your door at no cost. We have learned a lot, and your patience and your generous spirit with our little team has been greatly appreciated. You have been to more polished events in the past, but I guarantee you've not been to one with more heart, so thank you to everyone. Next slide, please. I'm going to take a few minutes and reflect upon yesterday. There were 11 sessions and we could only attend three of them. So, if you would think for a minute and share something that you took away from day one, with the exception of Paul's keynote, we will have the opportunity to review the recordings of other sessions that we've missed, so please share in the chat, to everyone, what resonated with you yesterday. Or feel free to unmute if you want to share verbally, just raise your hand and I'll call on you. Christina, yes, take more breaks and be kind to myself. That's important. Where did you hear that one? Again, feel free to unmute if you'd just like to share verbally. Comments about Paul's information. Yeah, that was quite a thought provoking presentation. I came away from Lenore's presentation yesterday really hammering home the idea that fate is fate, even in a pandemic, and the importance that we still have the responsibility regardless of what's going on, so that's important. Monique evidently was in the same session. Recognizing trauma, trauma sensitive approach. Yeah, that was one that I wanted to see. It's actually, "Communication, Collaboration, and How the Pandemic Changed the Way of Building School ..." [Indistinct] was mediation and IEP facilitation are excellent tools for a state department to have available for families and districts. There's so much more that a state department could do to support families. Indeed. [Indistinct] impact trauma and that we're all living in a current state of trauma. So, might [Indistinct] living in a state of trauma ... learning. I was really struck by Paul's conversation about Maslow's Hierarchy of Needs, and how inadequate that is in explaining the human condition, was very interesting. All the topics associated on social emotional learning. The Hands & Voices org resources mentioned in the chat for the afternoon session. Thank you for posting that. Important of family engagement as we navigate through the chaos of our world. The presentation Greg Abell and Norm Ames yesterday, talked about the third side of conflict, the neutrals in community as being also part of conflict. I thought that was really interesting. Patty, to listen fully and be ready to be surprised. Where was that from? Family being engaged, collaborating, and culture and values are good strategies for a better resolution. [Indistinct] in conflict and collaboration. Please feel free to keep posting. We ... There's only so many hours in a day, but there's a lot of information shared at symposiums, so I want to make sure that people are aware of what they might have missed. Go ahead and go to the next slide, Noah. So we have some housekeeping items to address. One of the things that we learned is there was a little bit of a mix-up on the evaluations that were automatically sent following the sessions yesterday. With automation comes the possibilities of making errors on a grand scale, and we learned of a cute little setting that caused folks not to be able to fill out a second evaluation once they'd already submitted one. That snafu has been fixed, so if you go to your e-mail and access the evaluations that were sent out after the sessions you attended yesterday, you should be able to fill those out now with no problem. Check

your agenda to determine which evaluation corresponds with the session number if you're not sure. [Indistinct] help with that if you have any questions. Also, speaking of evaluations, as an attendee of this conference, on Tuesday, you will be receiving a survey link to rate the entire symposium and it will be coming from our external evaluator, Dr. Courtney Brown. As a grant-funded organization, this survey is a critical data collection point for our grant and we would be deeply grateful if you could take just a few minutes to fill that out. We'd appreciate your feedback immensely. Next slide, please. Yesterday, we spent time thanking folks who have made this conference possible, as well as giving a shout-out to our fellow partners and presenters. Today we want to highlight our incredible CADRE advisory board. We are so fortunate to have a baker's dozen of highly engaged experts from a rich variety of backgrounds serving on our advisory board. These folks generously weigh in on our products and provide input on how best we can meet the needs of our multiple stakeholders. Our board collectively has hundreds of years of experience and top level leadership and expertise to bring to bear on our work. If I were in a large room right now I would ask these folks to stand up and be recognized, but I will just take the time to recognize them here. CADRE's heartfelt thanks go out to Myriam Alizo from New Jersey State Life Parent Advocacy Network and Center for Parent Information and Resources; Terry Amsler, lecturer at Indiana University and Program Director Emeritus for the Institute for Local Governments of Engagement Program; Young Seh Bae, Executive Director of the Community Inclusion and Development Alliance; Patricia Bourexis, President and a principal researcher of the study group [Indistinct]; Kathy Clayton is a consultant for ED21 Consulting Services and previous State Director of Special Education in Texas; Tawara Goode from Georgetown University's Center for Excellence in Developmental Disabilities and the Georgetown National Center For Cultural competence; John English from the University of Oregon's Law School Conflict and Dispute Resolution Program and formally with the Oregon Department of Education; Jamila Pollard, a Program Manager and Senior Legal Officer for the Dispute Resolution Unit at the Georgia Department of Education; Luann Purcell, past Executive Director of the National Council of Administrator's of Special Education; Esperanza Reyes, Associate Director of the Utah Parents Center ; Courtney Salzer, Executive Director of the Wisconsin Family Assistance Center for Education, Training, and Support; Kerry Voss-Smith, Director of the Pennsylvania Office for Dispute Resolution; and Sharon Walsh, policy consultant for the Early Childhood Technical Assistance Center, ECTA. We are humbly honored to be associated with all of you and we thank you for your gifts of time and the energies that you put forth to make CADRE better. So a big shout-out to our advisory board. Part of what the advisory board does is helps review and weigh in on resources that we put together, and so we're going to share some of the featured resources that we think might be of interest to you. We have some new resources and some updates that we want to bring to your attention. Feel free to ask questions in the chat as I go through these. We have been busy since we last met with you all, and we have a lot more to share than what I'm going to highlight for you today. However, we thought that these items might be of most interest to all of you. So we'll talk about the dispute resolution coordination and leadership suite, our FAQs for families, our dispute resolution guides/companion resources, and our Working Together series updates. First, I'll talk about the dispute resolution coordination and leadership suite. So up until about 4 years ago I sat in the seat as the dispute resolution coordination at a state department of education, and I came to that position from academia. I was amazed at how much there was to learn just to do the work. The first couple years felt like graduate school all over again. I just had a handle on the state education policy and the IDEA

regs, but then I would hear that I didn't have the whole picture. Had I read the latest Dear Colleague Letter or reviewed the federal register for the comments of regulations? I often felt like I was infomercial with someone shouting, "But wait! There's more!" From our current vantage point at the national center, we speak to many state dispute resolution coordinators and state directors who start the position as experts in one area, like IDEA or dispute resolution, but have holes in their knowledge in other areas. They are facing a steep learning curve as they work on top of all the compliance requirements, best practices, and job duties necessary to be successful in that role. That work is both complicated, as well as being high stakes. Next slide, please. For those trying to get on top of the legal and compliance side of special education, there's a lot of information to wade through and it seems like from a million different resources, places. Having the understanding of the basics of IDEA is important, and it's not just for the state department staff, but also for anyone supporting families in dispute resolution. Like I said, there's a lot to digest, even gathering all the resources in one place is difficult to undertake. So just to show there's the big green IDEA book that lays out the federal regulations and then there's the Federal Register with the comments to the regulations that provide federal interpretation, and then there are decades of federal memos and the federal [Indistinct] colleagues letters. And then on top of that, there's all the applicable guidance from other areas like from the Office of Civil Rights for example. The amounts of materials can be overwhelming. At CADRE, we kept hearing how nationally there was a lot of turn over at the state level and we learned that there was a need to help new Dispute Resolution Leaders get on top on all of the information. And so, this led us to the resource suite we recently, just a week ago, launched. Next slide, please. So, welcome to our landing page of the State Education ... or the SEA Dispute Resolution Coordination and SEA ... Let's try again. Big [Indistinct] Try again. SEA Dispute Resolution Coordination and Leadership suite. Please don't try to read this page. There's a lot on here and assure that I'm not going to read it to you. This is just to show you what the landing page looks like and Kelly is posting a link to it in the chat. While this information is aimed at State Education Agencies, the information is available to anyone who wants to understand the IDEA requirements for dispute resolution in more depth. We have created and curated resources to help you learn the world of IDEA dispute resolution, from the very basics of what's an IEP and how ... On to how does the state maintain a roster of hearing officers. Next slide, please. We are most excited to share with you all the new dispute resolution process manuals. The goal was to gather in one place information needed to build a compliant system, but also identify key guidance documents, as well as provide prompts for improving your system. Next slide, please. These comprehensive manuals feature a table of contents that is hyperlinked and easily searchable, explanations of the dispute resolution procedures under IDEA with hyperlinks to the regulations. There are also hyperlinks to key citations and the type of guidance documents, and letters, and pointing out The Federal Register, and the wealth of Federal Register information. Finally, we provide coaching questions to explore system improvement areas. Next slide, please. On this landing page, you'll also find links to our other companion resources such as premade presentations on each of the IDEA dispute resolution processes, as well as presentations on alternative dispute resolution and the bigger picture of how the IDEA evolved, the relationship with Section 504, and civil rights legislation. It's a pretty comprehensive suite of resources and we encourage you to look around and see what's there. We're going to be building out further in the coming years, so stay tuned. Next, I'll share resources designed to help families find answers to questions they may have and point them to helpful

materials. Next slide, please. Oh, the FAQ for Families page was created to help people find high value resources. If you've ever taken a drive around the CADRE website, you know that we have a lot there. What we've tried to do here is backwards map helpful resources to answer questions that families might have. For example, if we clicked on the support for IEP process topic, third one down there, next slide, please, what would pop up are several questions under that topic, support of the IEP process. An example question would be, "Where can I learn more about preparing for an IEP meeting?" The answer is shared and it brings the question to the Working Together series as the resource. Coincidentally that's the next resource I'm going to highlight. Next slide, please. [Indistinct] offers .. . Or the Working Together series offers five courses with several online learning modules that could be undertaken as self study or with a facilitator guide used as part of larger training experience for a group. The course covers topics like IEP meetings, listening and responding, managing emotions, focusing on interests to reach agreement, and these resources have been out for a few years, well received, the facilitator guide offers a review of courses and step-by-step instructions and how to facilitate your discussion material, and offers a whole bunch of supplemental activities. What's new is that these courses are now available in Spanish, as is the facilitator guide. [Indistinct] it looks like she's posted ... Or we're posting that in the chat. Next slide, please. Finally, if you're familiar with our dispute resolution parent guides and the early interventions family guides for Part C, that are written in parent friendly language, these guides take a daunting words of the federal regulations and procedural safeguards and puts them in to easy to understand words. The guides cover facilitation, mediation, [Indistinct] complaints, due process of complaints. They are available in multiple languages, Spanish, Arabic, Chinese, [Indistinct] Korean, Russian, Vietnamese, Burmese, Portuguese, Japanese, Mali. The early intervention guides for the Part C group have mediation, or state complaints, due process hearings, and are also available in six different languages. Most recently what we've added are the companion videos for each of these 10 guides, short videos to help folks understand their rights under the IDEA. Now all these videos are available in Spanish. Next slide, please. So, that's just a few of our resources. It's our mission to support you and your important work! CADRE is committed to the symposium theme to resolve, innovate, support and engage. We'd love to know what you think about these resources, so please do let us know. Also, want to point out, don't forget that we had the Discord server available for you to share resources, engage in discussions, and network with other folks. People were using it quite a bit yesterday to address technology questions and we encourage you to connect with one another in that forum. With that, we'll send you off to take on the day here at the symposium. Enjoy, learn, and thank you so much for spending your time with us. We'll see you in the sessions and join you in the network for the session coming up next. Take care, everybody. See you soon.