

Birth to Three Mediation and Facilitation Programs



The Birth to Three Mediation and Facilitation Programs are statewide dispute resolution programs serving families with children receiving early intervention services in Delaware. These services are ideal for managing disputes involving any matter under the Individuals with Disabilities Education Act (IDEA) Part C, such as a child's eligibility, classification, and interventions.

Birth to Three Mediation and Facilitation services are *voluntary, confidential, and free of charge*. Utilization of these services will not delay or deny any rights afforded under the IDEA Part C.

Mediation

Mediation is a structured process in which an impartial third party helps families and the early intervention team resolve differences regarding a child and family's early intervention services. Mediation encourages dialogue, problem solving, positive relationships, and mutual trust. Participants are able to share their concerns in a confidential and supportive environment.

Through constructive dialogue and joint problem solving, participants gain a more holistic view of the problem *and* the solution that will best meet the needs of the child.

The participants, not the mediator, determine the outcome of mediation. If an agreement is reached, the terms are documented and are legally binding. If an agreement is not reached, the parties are free to pursue other avenues of dispute resolution.

IFSP Team Meeting Facilitation

IFSP team meeting facilitation is quickly becoming the most recognized strategy for improving the effectiveness and efficiency of IFSP meetings. Facilitated IFSP team meetings allow team members to focus on the child and family's early intervention services in a collaborative and respectful manner.

Prior to the IFSP team meeting, our trained facilitators work with the family and the early intervention team to create a comprehensive meeting agenda. During the IFSP team meeting, the facilitator guides the team through a process of open dialogue and understanding aimed at building trust among all team members.

Through balanced participation and shared decision-making, teams are better able to make decisions that are in the best interest of the child and family.

The facilitator is not a member of the IFSP team or an advocate for any person on the team. The facilitator's responsibility is to the whole team.



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Trained Staff

The Birth to Three Mediation and Facilitation Programs are administered through the University of Delaware's Conflict Resolution Program (CRP). The Program's experienced mediators and facilitators specialize in early intervention dispute resolution. The program staff adhere to the highest standards of ethics, professional competence, and personal integrity. They are committed to providing confidential and impartial dispute resolution services to families and early intervention team who want to work together to resolve differences.

Mediators and facilitators create an environment that promotes constructive dialogue and collaborative decision making. They assist parties in communicating effectively, problem solving, and exploring mutually satisfying solutions.

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

- You have done your best to resolve disagreements but cannot reach a resolution.
- You want to resolve differences swiftly, economically, and in the best interest of the child.
- You need confidential and impartial assistance to reach consensus.

Inquiries are free and confidential.

For more information, contact:

Conflict Resolution Program

Institute for Public Administration

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

