



# Communication Options for Families

Options available if you have questions or disagree with a decision made by the school

Name of Child / Student

## WHO CAN I TALK TO?

### SPECIAL EDUCATION TEACHER

Name:  
Phone:  
E-mail:

### SPEECH / LANGUAGE

Name:  
Phone:  
E-mail:

### PHYSICAL THERAPY

Name:  
Phone:  
E-mail:

### OCCUPATIONAL THERAPY

Name:  
Phone:  
E-mail:

### DIRECTOR OF SPECIAL EDUCATION

Name:  
Phone:  
E-mail:

### DEPARTMENT OF INSTRUCTION (DPI) Family Engagement & Special Education Team

Name: Daniel Parker  
Phone: (608) 266-1781  
E-mail: daniel.parker@dpi.wi.gov  
Name: DPI Special Education Team  
Phone: (608) 266-1781  
Website: [sped.dpi.wi.gov/sped\\_hmstaff](http://sped.dpi.wi.gov/sped_hmstaff)

## LOCAL CONTACTS

Problem solving locally gives families and school districts shared input over the outcomes for children

### FAMILY ENGAGEMENT CONTACT

Chippewa Area Unified School District  
Coordinator and Liaison

**Lauri Malnory**

office: (715) 726-2785 ext. 3030  
cell: (715) 828-1685  
[malnorlr@chipfalls.org](mailto:malnorlr@chipfalls.org)

### REGULAR EDUCATION TEACHER

Name:  
Phone:  
E-mail:

### SCHOOL PSYCHOLOGIST

Name:  
Phone:  
E-mail:

### ADMINISTRATOR / PRINCIPAL

Name:  
Phone:  
E-mail:

### OTHER CONTACTS / SERVICES

(Example: School Nurse, Counselor, etc.)

Name:  
Phone:  
E-mail:

Name:  
Phone:  
E-mail:

Name:  
Phone:  
E-mail:

### MEDIATION & FACILITATED IEP INTAKE COORDINATOR

Name: Jane Burns  
Phone: (888) 298-3857  
E-mail: [jane@wsems.us](mailto:jane@wsems.us)  
Website: [wsems.us](http://wsems.us)

## STATE CONTACTS AND OPTIONS

See contact names, numbers, etc. on the bottom left and right



# Communication Options for Families

Options available if you have questions or disagree with a decision made by 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 the child's education.

## What can I do if questions or concerns arise?

**STEP 1:** Families are encouraged to talk directly with the people involved as soon as possible (see Local Contacts on the opposite side of this form)

**STEP 2:** Call to schedule an informal meeting to discuss the situation

**STEP 3:** Prepare for the meeting by making a list of concerns and possible solutions.

## What can I 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 my 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 on opposite side of this form).

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. [sped.dpi.wi.gov/sped\\_wsems](http://sped.dpi.wi.gov/sped_wsems)
- **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.  
[sped.dpi.wi.gov/sped\\_wsems](http://sped.dpi.wi.gov/sped_wsems)

- **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: [sped.dpi.wi.gov/sped\\_complain](http://sped.dpi.wi.gov/sped_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: [sped.dpi.wi.gov/sped\\_dueproc](http://sped.dpi.wi.gov/sped_dueproc)

### NOTE

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