

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

- You have done your best to resolve disagreements between the family and early intervention program but cannot reach a resolution.
- You want to resolve differences quickly, inexpensively, and confidentially.

Inquiries are free and confidential. **Contact us today!**

Conflict Resolution Program

Phone: 302-831-8158

Email: partc-info@udel.edu

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

Conflict Resolution Program

For more than 20 years, the Conflict Resolution Program has been dedicated to building statewide capacity for collaborative approaches to resolving conflict. The foundation of our work is built on key democratic practices: debate, dialogue, consensus building, and collaboration.

Institute for Public Administration

The University of Delaware's Institute for Public Administration (IPA) addresses the policy, planning, and management needs of its partners through the integration of applied research, professional development, and the education of tomorrow's leaders.

Visit us online at www.ipa.udel.edu.

The University of Delaware is an equal opportunity/affirmative action employer and Title IX institution. For the University's complete non-discrimination statement, please visit <http://www.udel.edu/home/legal-notices/>

When families experience conflict with the early intervention program, seek amicable resolution through the...

Birth to Three Early Intervention Mediation and Facilitation Programs

Provided by the

Conflict Resolution Program
Institute for Public Administration
University of Delaware

In cooperation with the

Delaware Department of Health and Social Services
Division of Public Health
Birth To Three Early Intervention Program



Birth to Three Early Intervention Mediation and Facilitation Programs

for the amicable resolution of conflict

Overview

The Birth to Three Early Intervention Mediation and Facilitation Programs are statewide dispute resolution programs serving families with children receiving early intervention services in Delaware. When families and the early intervention program disagree, our staff may be able to help with one of two services:

- **Early intervention mediation**, where a trained mediator assists the parties to resolve specific conflicts regarding a child and family's early intervention services.
- **Individualized Family Service Plan (IFSP) meeting facilitation**, in which a trained facilitator assists the IFSP team in working together to develop an IFSP for the child and their family.

Our services are built on respect and self-determination, which nurture the relationship between the family and the early intervention program. We help all parties work together in a positive way to resolve disputes by creating conditions for constructive dialogue and collaborative decision-making.

Participating in Birth to Three Mediation and Facilitation services may not be used to delay or deny the right to a due process hearing or any other rights afforded to parents under the Individuals with Disabilities Education Act (IDEA) Part C.

Staff

The Birth to Three Early Intervention Mediation and Facilitation Programs are administered through the University of Delaware's Conflict Resolution Program by experienced mediators and facilitators who specialize in early intervention dispute resolution.

Our staff adhere to the highest standards of ethics, professional competence, and personal integrity. We are committed to providing confidential and impartial dispute resolution services to those in need.

Our services are...

- Confidential
- Free
- Voluntary
- Effective
- Expedient
- Respectful

You gain...

- A voice in discussions and decisions
- Confidential and impartial assistance
- Facilitated, open dialogue and problem-solving
- Recognition of your perspective and goals

Exceptional children deserve exceptional family-early intervention program partnerships.