Prevention	Disagreement	Conflict	State Level Supports
Constituents' Office **Community Advisory Council (CAC)** ***Training and Resources*** **Crucial Conversations©** Research based program to help navigate high-stakes, emotional discussions, (like IEP meetings) by creating a safe space and shared meaning. **High Quality IEPs** **Procedural Safeguards**	**SELPA Helpline:** Phone: 650.802.5306 Email: SELPA@smcoe.org Complete Support form SELPA team gathers information and determines next steps. **Case Support:** Coordinator supports virtually, in person, and/or by liaising with LEAs.	**Facilitated IEPs:** Coordinators provide Facilitiation support if family and LEA agree to outside facilitation of an IEP meeting to discuss ongoing disagreement with the IEP process. **Formal Mediation:** If families and LEAs continue to disagree, SELPA may support identification of external Mediator to support with resolution process.	**CDE Constituents' Office** **Pathways to Partnership** **CDE Complaint** **Mediation** **Office of Administrative Hearings (OAH)**