



Alternative Dispute Resolution Process SIPOC Diagram

Instructions: 1) Identify beginning and ending process steps (boundaries); 2) Identify 4-6 high-level steps between process boundaries; 3) Identify key outputs and the customers of those outputs; 4) Identify inputs and suppliers; 5) Identify critical to quality requirements for the inputs, process steps, and outputs (you will have to verify this information later with data collection).

Supplier(s)	Inputs/Requirements	Process Steps	Output(s)/Requirements	Customer(s)
ADR Coordinator	<ul style="list-style-type: none"> Phone /email inquiry Web Request Forms 	1. Respond to customer's needs	<ul style="list-style-type: none"> Timely, respectful , accurate referral to appropriate process 	Parents/Educators/Student
Parents/Educators	<ul style="list-style-type: none"> Request Form Parent and District signatures 	2. Submit request form	<ul style="list-style-type: none"> Complete and accurate request form 	Support Staff
Support Staff	<ul style="list-style-type: none"> Request form 	3. Process request form/open case	<ul style="list-style-type: none"> Signatures obtained Case file prepared Form signed by both parties Data in CDT 	ADR Coordinator
ADR Coordinator	<ul style="list-style-type: none"> Case file 	4. Review case file	<ul style="list-style-type: none"> Appropriate process Define session participants 	Parents/Educators/Student /IEP team
ADR Coordinator	<ul style="list-style-type: none"> Phone calls Emails 	5. Schedule and confirm session	<ul style="list-style-type: none"> Session scheduled Venue reserved Confirmation letter sent Data in CDT 	Parents, Advocate, Educators, Mediator/ Facilitator
Parents, Advocate, Educators	<ul style="list-style-type: none"> Explain process/role of neutral Issues/IEP concerns Relationship dynamics History of conflict Barriers for resolution Level of trust Communication styles Parties' questions 	6. Case development/ Coaching on effective communication, option exploration, collaborative problem solving	<ul style="list-style-type: none"> Issues clarified Communication styles/need for accommodations assessed Parties prepared for session Mediator/facilitator briefed 	Parents/Educators/Student Mediator/ Facilitator
ADR Coordinator /Encumbrance/contracts	<ul style="list-style-type: none"> Fair assignment process Prepare encumbrance and work order 	7. Assign mediator/ facilitator	<ul style="list-style-type: none"> Assignment rotation maintained ADR professional assigned Funds encumbered Work order executed 	Mediator/ Facilitator Encumbrance/contracts



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			/distributed • Brief mediator	
Parents/District	<ul style="list-style-type: none"> • Mediation - location, phone, participants • FIEP - Notice of Meeting • Time commitment 	8. Confirm IEP meeting or mediation session	<ul style="list-style-type: none"> • Mediation – neutral location • FIEP • Parents/District/Advocate receive confirmation letter/preparation documents 	Parents/District/Advocate /Student
Mediator /facilitator	<ul style="list-style-type: none"> • Skilled/prepared/on time • Impartial • Sign Agreement to Mediate • Agreements/decisions 	9. Conduct session	<ul style="list-style-type: none"> • Parents/educators/advocates heard and understood • Address issues, facilitate legally required IEP process • Signatures on Agreement to Mediate/Participate • Record parties' mediated agreement /IEP meeting decisions • Distribute survey instructions 	Parents/Educators/Student
Survey Monkey/ Parents/Advocate/District	<ul style="list-style-type: none"> • Parties receive instructions/case number • Complete initial evaluation online 	10. Evaluate session	<ul style="list-style-type: none"> • Complete survey with case number 	ADR Program Mediator/Facilitator Stakeholders
Mediator/facilitator	<ul style="list-style-type: none"> • Submit Agreement to Participate/Mediate and Mediated Agreement • Submit invoice/expenses/ • Complete online evaluation 	11. Submit paperwork	<ul style="list-style-type: none"> • Formed have case number, date, signatures • Accurate numbers/ calculations/receipts/ approved/tracked • Mediator/facilitator paid 	Parents/District/Student ADR Program Accounts Payable Mediator/Facilitator
ADR Coordinator	<ul style="list-style-type: none"> • Verifies accuracy of paperwork • Reviews outcomes • Completes case close form 	12. Close case	<ul style="list-style-type: none"> • Case close form completed • Outcome recorded in CDT • Required documents retained • Debrief with mediator/facilitator 	Support Staff ADR Program