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| **Name of Bidder:** |  |
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| A workplan is completed each year of the project, including the first year in response to the Request for Proposal (RFP), and must accompany the annual budget. It describes the proposed activities the bidder will engage in to meet the deliverables, a schedule of implementation of those activities, as well as how the program will progress monitor their work. Deliverables from the RFP have already been included. Bidders should include relevant information in the tables below. Please add/delete rows from the tables as necessary. |

**Deliverable 1: Professional Development**

* 1. Deliver up to (4) four annual virtual mandatory 2 full day training(s) for new special education mediators.
	2. Deliver annual (1) all-day virtual mandatory training for all special education mediators (recorded and made available as needed).
	3. Plan, develop and facilitate quarterly online learning opportunities for special education mediators.
	4. Develop and host an introductory webinar (recorded and made available as needed), a minimum of 1 hour in length that will provide all stakeholders with a basic understanding of special education mediation as a dispute resolution option.
	5. Plan, develop and deliver minimally three (3) annual half day virtual trainings for stakeholders as identified by NYSED (e.g., [other funded contracts](https://osepartnership.org/about), NYSED staff, Districts, Families, etc.)
	6. Annually conduct one (1) virtual statewide all-day forum that focuses on supporting the prevention and resolution of disputes in special education.
	7. Provide ongoing technical assistance to CDRCs and all stakeholders via e-mail and phone.
	8. Each year, in collaboration with NYSED, the Special Education Dispute Resolution Center will be responsible for developing and analyzing a needs assessment.

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| **Specific Activities to Meet Each Deliverable** | **Schedule of Implementation****(start and end date)** | **Progress Monitoring Activities** |
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**Deliverable 2: Curriculum and Material Development**

**Develop and/or review materials and revise as necessary, under the direction of NYSED. As appropriate to the content, the materials may consist of full training packages (such as slide decks, handouts, webcasts/other multi-media) or core messages presented in alternative formats (such as infographics, flip charts, webcasts/other multi-media). NYSED will have final approval of materials and curricula.**

* 1. Develop and/or review materials for the provision of professional development to mediators in the area of special education. Training content for new special education mediators must include information on the IDEA, New York State laws, regulations and policy related to special education and students with disabilities, and the application of the specialty content in special education mediation.
	2. Develop and/or review materials for the provision of professional development to all special education mediators. Training content for all special education mediators must include, but may not be limited to, updates on the IDEA, New York State laws, regulations and policy related to special education and students with disabilities and the application of the specialty content in special education mediation.
	3. Develop and/or review materials for the provision of professional development for stakeholders (families, educators, community providers, etc.).
	4. Develop and/or review Administrative Procedures and forms for NYSED’s Special Education Mediation Program.
	5. Allocate funding for not more than 15 minutes of high-quality video per year.

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| **Specific Activities to Meet Each Deliverable** | **Schedule of Implementation****(start and end date)** | **Progress Monitoring Activities** |
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**Deliverable 3: Administer NYSED Special Education Mediation Program**

* 1. Develop and manage a centralized system to oversee requests for and intake of special education mediations across NYS including:
		1. Establishing a dedicated phone number and e-mail account to receive all mediation requests from parties (school districts and parents). Special Education Dispute Resolution Center staff must be available to receive phone calls and emails, with the goal of most phone calls and emails being handled within 24 hours.
		2. Initiating a brief intake using a format approved by NYSED.
		3. Contacting the CDRC in the location of the parties and ensuring that the mediation is scheduled in a timely manner, with the goal of most mediations being scheduled within 1 week of request.
		4. Collect and report data utilizing a database established by NYSED, on all data related to special education mediations.
	2. Maintain records of special education mediator training sessions and participant attendance, monitor and track completion of required training by special education mediators, and track completion of mandatory mediator training requirements for new special education mediators through communication with the CDRCs. Training requirements for new special education mediators will be determined in collaboration with NYSED.
	3. Reimburse to the CDRCs the administrative costs related to conducting special education mediation services including:
		1. Maintaining a data system to track claims for payment of mediation services by each CDRC.
		2. Reimbursing the CDRCs for the mediation services conducted.
* For bidding purposes, the applicant should budget $1,000,000 for special education mediation reimbursement costs over the 5 contract years.
* Reimbursement rates for administrative costs of cases are determined by NYSED.
* In NYS, the number of special education mediation cases per year has ranged from 298 to 355 with a goal of increasing the number of special education mediation requests over the life of this contract.
	+ 1. Submitting these costs to NYSED on a quarterly basis as part of the voucher and expenditure report.

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| **Specific Activities to Meet Each Deliverable** | **Schedule of Implementation****(start and end date)** | **Progress Monitoring Activities** |
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**Deliverable 4: Website**

Under the direction of NYSED, the Special Education Dispute Resolution Center will design, develop, and maintain a website to promote special education mediation. The first phase of the website must be available within the first year of the contract term.Domain name to be determined in collaboration with NYSED. The website will be accessible to the public, including families, parents/guardians, education professionals. All web content (print, video, documents) will be prepared to meet compliance standards under Section 508 of the Rehabilitation Act of 1973. Website content includes but is not limited to:

* Resources, curated by the Special Education Dispute Resolution Center, to include research-based articles and tools, as well as other materials, such as direct links to NYSED, and other national/state-funded technical assistance resources, as appropriate.
* Featured section, that includes, but is not limited to:
	+ Upcoming events, both within and outside of the Special Education Dispute Resolution Center.
	+ The release of new content/critical documents created by the Special Education Dispute Resolution Center.
	+ Pertinent emerging trends and issues in the field.
* Success stories/promising practices/data trends from across NYS.
* The main page of the website will include a password-protected site for members of the Special Education Dispute Resolution Center and others as appropriate.

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| **Specific Activities to Meet Each Deliverable** | **Schedule of Implementation****(start and end date)** | **Progress Monitoring Activities** |
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**Deliverable 5: Developing Expertise**

* 1. Each required Special Education Dispute Resolution Center staff member may attend one national conference per year, subject to NYSED prior approval. Preference should be given to conferences sponsored by a [federally funded technical assistance center](https://osepideasthatwork.org/find-center-or-grant/find-a-center).
	2. If national conferences aren’t available, participation in webinars/distance learning related to the continuum of dispute resolution processes and practices is expected.
	3. Annually, plan for funding up to one subject matter expert for up to four days per year as appropriate to support the vision/mission of NYSED’s dispute resolution process and practices via webinar. Subject matter experts will be selected and approved in consultation with NYSED as part of the annual work plan.

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**Deliverable 6: Coordination with other partners and NYSED**

* 1. Between 10/1/2024 and 12/31/2024, Special Education Dispute Resolution Center staff must plan to attend 2-3 hour bi-monthly virtual meetings with NYSED staff for the purposes of better understanding the nature of the project and the work with NYSED.
	2. Attend up to three (3) one-day meetings per year hosted by NYSED as requested by NYSED (for example, Commissioner’s Advisory Panel for Special Education Services, Statewide meeting, etc.). These meetings may be virtual or in-person at the discretion of NYSED.
	3. Establish and maintain regular communication with all 20 CDRCs via quarterly newsletter and/or virtual meetings.
	4. Coordinate and facilitate quarterly roundtable meetings with stakeholders identified in collaboration with NYSED to promote the use of special education mediation.
	5. The vendor will receive ongoing training and continued support from the NYSED on the use of the NYSED database. This will minimally include one (1) annual virtual training.

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| **Specific Activities to Meet Each Deliverable** | **Schedule of Implementation****(start and end date)** | **Progress Monitoring Activities** |
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