**Plan of Operation**

**Include**:

* Specific activities to meet deliverables (included on each page);
* Timeline/schedule of implementation; and
* Procedures to evaluate the achievement of the proposed objectives.

**Deliverable 1:** Develop training content for special education mediators and conduct training as indicated below. The vendor will provide a detailed outline of special education mediator training and contractor support, which must include:

* Plans and content for an annual two-day training session (conducted once upstate and once in NYC) for **new** special education mediators; and
* Plans and content for a one annual one-day training (conducted once upstate and once in NYC) for **veteran** special education mediators.

Training content for new special education mediators must include information on New York State laws, regulations and policy related to special education and students with disabilities, effective mediation techniques, and practice scenarios in the application of mediator skills. Training content for veteran mediators must include updates on IDEA, Federal Guidance, New York State laws, regulations and policy related to special education and students with disabilities and opportunities for practice in effective mediation techniques. The contractor will provide post training support to address any special education training issues.

Post training evaluation forms must be provided by the trainer and shall be submitted to SED within 2 weeks of each training session.

**Annually contractor support will be provided to each of the 20 CDRCs through a series of documented status updates. A summary of the individual updates (which includes number of intakes; time frames between intake and mediation session(s); general summary of mediation session(s); etc.) will be submitted via the quarterly report.**

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 2:** Develop and disseminate training announcements and materials; obtain and/or provide training space, copying and materials for participants; register participants, conduct training sessions and collect participant evaluations after each training session to inform future training. All mediation training materials will require submission to and approval by the Office of Special Education at least one month prior to delivery.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.**Deliverable 3:** Maintain records of special education training sessions and participant attendance, monitor and track completion of required training by new and veteran special education mediators, and track completion of mandatory mediator internship requirements for new special education mediators through communication with the CDRCs. Under the internship requirement, new special education mediators must shadow an experienced special education mediator for a minimum of two (2) special education mediation cases prior to independently conducting a special education mediation session.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 4:** Maintain a website that describes and promotes the benefits of special education mediation in New York State. The website will provide announcements of special education mediation training for new and veteran mediators, and links to the NYSED P-12 Office of Special Education website and other State and federal websites related to alternative dispute resolution. In addition, the website would include brochures, informational flyers, etc. that could be printed and used by parties interested in mediation. The website must be maintained annually or as needed. The maintenance will include, but is not limited to, checking that links are active and appropriate. The website must be accessible to persons with disabilities.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 5:** Develop and deliver active and ongoing activities and strategies, such as brochures, LISTSERV announcements of resources and training opportunities and outreach to school districts and community agencies to promote the utilization of special education mediation across the State. Outreach would be primarily driven and supported by a comparison of data that focuses on the number of school district impartial hearings and mediations requested.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 6:** Attend quarterly project management meetings with the Office of Special Education project lead, either in Albany or by conference call. Post quarterly meeting documentation will be submitted to SED within 2 weeks of the meeting.

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.

**Deliverable 7:** Submit accurate quarterly progress reports and vouchers and expenditure reports to the Office of Special Education project lead within four weeks of the close of each quarter. (Reports due by January 31, April 30, July 31, and October 31 of each contract year.)

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| **Specific activities to meet deliverable** | **Timeline-Schedule of implementation** | **Procedures to evaluate achievement of the activities** |
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Attach additional sheets as necessary.