



Solano County SELPA December Update

Dispute Prevention

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SELPA Coordinator

Open, clear, and consistent communication is one of the easiest ways case managers and service providers can establish quality relationships with families. This doesn't mean that educators need to make themselves overtly available to families at all times but rather establish an intentional system to touch base with families outside of the IEP process.

A 1997 Levinson Study looked into what factors impact a patient's decision to sue a doctor for malpractice given that the quality of service was the same. One of the key findings was that doctors who were *less* likely to be sued for malpractice spent an average of 3 1/2 minutes more with patients during visits. Such a seemingly small and manageable amount of time makes the biggest difference in perception of a patient/doctor relationship, not all that different from parent/educator relationships.

This can be a simple email to share how the student is doing, a positive phone call, a check-in with the family. A little goes a long way in establishing the relationship that is so helpful in the event conflict arises in the future.



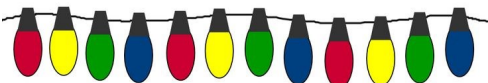
Solano County SELPA wishes you a Happy Holiday Season!

December Meetings

Date	Meeting
12/8	Special Education Council (SEC) & Special Education Council + (SEC+)
12/13	SELPA Governance and Finance Committee
12/13	SELPA Special Focus Committee (SFC)
12/14	Council of Superintendents (COS)
12/14	Community Advisory Committee (CAC)

Upcoming Professional Development Opportunities

- 12/6 - 2:00-4:00 PM [Reactive Attachment Disorder and Treatment](#)



Read the *Fall 2023 SELPA IMPACT* Newsletter [here](#).