

# RESPECTFUL CONFLICT RESOLUTION

## **Step 1: Identify the issue that is the source of the conflict.**

Don't assume. It is effective for each party to state very specifically what their issue and preferences are. The more information you have about the cause of the conflict, the more easily you can help to resolve it. Both parties should have the chance to share their viewpoint. Separate feelings from facts.

## **Step 2: Request solutions.**

After getting each party's viewpoint on the conflict, identify how the situation could be changed. Be creative and flexible.

## **Step 3: Find a solution together.**

Write each idea down and identify pros and cons from everyone's perspective. Make a team decision.

## **Step 4: Agreement.**

If possible, agree to one of the alternatives identified in Step 3.

## **Step 5: If you cannot agree.**

The Case Manager is only authorized to approve services within the requirements of rule. If the conflict cannot be resolved you have the option to:

1. Request an Administrative review. Sign the plan with what can be approved that you agree to so the child can access services. The supervisor of the hub or delegate will review the plan to determine if the denied services are supported.
2. Choose to appeal the services but sign the plan. Sign the plan with the services you agree to so your child can access services pending your appeal. Indicate at the bottom of the plan what you disagree to in order to initiate an appeal. Your appeal rights will be provided.
3. Submit appeal request and do not sign the plan.

## **Administrative Appeal**

If you disagree with a decision of Department, you have the right to file an appeal. All Notices of Decision issued by Family and Community Services include appeal rights and information on how to file an appeal.

Once an appeal is filed a Hearing Officer will be assigned and an administrative hearing will be scheduled. An appeal is an administrative hearing, an agency process, not a court process. When the hearing is complete, a written decision will be issued by the hearing officer. Either party may then request a review by the Director or designee. Any further appeal is filed with the local district court.

