

**Education Service Center, Region 20
Head Start Program**

Procedure or Form Title	Internal Dispute Resolution – Impasse Process
Timeline	As needed
Location of Documentation	ESC-20

Procedural Steps		Staff Responsible
1.	This procedure provides a mediation process for conflicts that could lead to adverse action against the Education Service Center, Region 20 (ESC-20) as the fiscal agent and program administrator. Each month that the ESC-20 Board of Directors (ESC-20 Board) and the ESC-20 Head Start Policy Councils meet, there are identified items on the agendas that are either information only or items that seek input, discussion and approval. The Program Coordinator and Community & Family Coordinator present items to the Policy Council. The Executive Director of ESC-20 or designee presents items to the ESC-20 Board. Each group is informed as to whether these items have already gone before the other governing body, and if so, they are informed of the input and decision on the item that needs approval.	Program Coordinator Community & Family Coordinator Executive Director or Component Director
2.	In the event of an impasse (disagreement/dispute) between the Policy Council and ESC-20 Board, the following steps will be taken, in accordance with 45 CFR 1301.6 Impasse procedures and the ESC-20 Board Policy and procedures.	
3.	Step 1 - The ESC-20 Board or the Board designee or the Policy Council group will notify the other party in writing why they do not accept the item that is being considered for approval. The Head Start Services Component Director will provide the written notification to the receiving governing body and explain the concerns that have caused impasse.	Executive Director or Component Director
4.	Step 2 – Mediation - ESC-20 will inform the ACF Region VI office that there has been an unresolved conflict that is moving into mediation in order to keep all critical parties informed. The ESC-20 Board or Board designee and Policy Council will work together to identify and secure the services of a third party mediator. The mediator will design a process that includes participation by the Policy Council and the ESC- 20 Board of Directors. Representatives are expected to attend any meetings as requested by the mediator. If conflict relates to the refunding grant application, the mediation process will be completed as soon as possible in order to meet the ESC-20 refunding application deadline. If additional time is needed for mediation, the mediator will work with ESC-20 Head Start program to request in writing an extension of the refunding grant application to the ACF Region VI office. The refusal of either party to engage in a mediation process or if no resolution is reached in Step 2, the process moves to Step 3.	Executive Director or Component Director
5.	Step 3 – Arbitration - ESC-20 will update ACF Region VI office that the mediation process did not resolve the issue and an arbitrator is being secured. The ESC-20 Board Chairman or Board designee and Policy Council Chairperson will select a mutually agreeable arbitrator. The arbitrator will design a process to become educated on what has already transpired, listen to both interested parties and make a decision that will be considered final so that the program can move forward with necessary business.	Executive Director or Component Director ESC-20 Board or ESC-20 Board designee Policy Council
6.	Once the dispute has been resolved, the ESC-20 Board and/or Policy Council will record the decision in their next meeting minutes. Additionally, ACF Region VI office will be notified of the final resolution.	Executive Director or Component Director Community & Family Coordinator