

The *Special Education* ConsultLine

Information for Families and Advocates
of Children With Special Needs



1-800-879-2301

(TTY Users: PA Relay 711)



pennsylvania
DEPARTMENT OF EDUCATION

Bureau of Special Education

Pennsylvania Training and Technical Assistance Net

1-800-879-2301



Help For Parents

No one knows your child as well as you. Whether you are new to special education in Pennsylvania or an old pro, sometimes the system seems confusing, especially when you have a question or a concern.

To make communication easier, we have established ConsultLine, a toll-free information line for your questions and concerns: 1-800-879-2301. ConsultLine is designed to assist parents and advocates of children with disabilities or children thought to be disabled.

ConsultLine provides information about school-related concerns, special education regulations, procedural safeguards, and parents' rights. If you have questions concerning your child's disability, special education program, or the laws relating to the provision of services in your child's IEP (Individualized Education Program), the special education specialists at ConsultLine may be able to assist you.

The ConsultLine Is . . .

A direct link to a special education specialist who will:

- Explain Federal and State laws relating to special education;
- Describe the options that are available to parents;
- Inform parents of procedural safeguards;
- Identify other agencies and support services;
- Describe available remedies and how parents can proceed;
- Provide resources to help parents learn more about their child's disability.

ConsultLine is designed to be used by parents and parent/advocacy organizations. School district personnel may call the Bureau of Special Education's main number: 717-783-6913.

Before You Call About a School-Related Concern

Although you may call ConsultLine at any time to discuss a school-related concern, consider taking the following steps first:

- Call your child's teacher, counselor, and/or principal.
- Discuss the situation with your school district's special education director.
- If neither of these steps resolves your concern, call ConsultLine for answers about special education regulations and related issues.

When You Call

When your call is received, give the specialist the following information:

- Identify yourself, the child, and where he or she is enrolled in school.
- Describe your question or concern and special circumstances.
- Be ready to write down any information given to you.

Education-Related Services

Pennsylvania Training and Technical Assistance Network (PaTTAN)

800-360-7282 Harrisburg

800-446-5607 Pittsburgh

800-441-3215 King of Prussia

www.pattan.net

PaTTAN serves as the training and technical assistance branch of the Pennsylvania Department of Education, Bureau of Special Education. PaTTAN consultants work collaboratively with intermediate units to provide services in the areas of professional development, technical assistance, and information dissemination to support school districts within Pennsylvania. The PaTTAN website includes a Parent Page for information, publications, and links to other agencies.

Office for Dispute Resolution (ODR)

Voice: 800-222-3353

TTY Users: PA Relay 711

ODR coordinates and manages Pennsylvania's special education mediation and due process systems. ODR also provides help concerning procedural safeguards to parents, advocates, school districts, and intermediate units.

Community Parent Resource Centers

Hispanos Unidos para Niños Excepcionales (HUNE) (Hispanics United for Exceptional Children)

Voice: 215-425-6203

Helpline: 215-425-5112

Email: huneinc@aol.com

www.huneinc.org

HUNE empowers parents of children with exceptionalities to obtain a free and appropriate quality education for their children. They provide training programs on all aspects of special education and support, including transition services. HUNE serves, but is not limited to, Hispanic parents in the American Street Empowerment Zone of Philadelphia.

The Mentor Parent Program

Voice: 814-226-4151

Toll Free: 888-447-1431 (in PA)

Email: info@mentorparent.org

www.mentorparent.org

The Mentor Parent Program (MPP) provides support and services to parents of children with disabilities through a coalition of united efforts of parents, educators, service providers, and professionals to effectively meet the needs of children with disabilities in the rural Appalachian region of Pennsylvania. The purposes of the program are to: provide assistance and training; provide one-on-one mentoring; provide information and appropriate referrals; develop home-school partnerships; foster parent involvement with the early intervention and education systems; and develop community awareness of the needs of children with disabilities. MPP provides educational workshops for families, educators, service agencies, and other interested parties.

Parent Training and Information Centers

Parent Education & Advocacy Leadership (PEAL) Center

Voice: 412-281-4404

FAX: 412-281-4408

Toll Free: 866-950-1040

TTY: 412-281-4409

Email: info@pealcenter.org

www.pealcenter.org

The PEAL Center is an organization of parents of children with disabilities reaching out to assist other parents and professionals. The PEAL Center provides workshops, training, and information about early intervention, special education, and inclusive education to the western and central regions of Pennsylvania. Parent advisors are available to assist the family with information about the special education process and problem-solving strategies.

Parent Education Network (PEN)

Voice & TTY: 717-600-0100

FAX: 717-600-8101

Toll Free: 800-522-5827 (in PA)

800-441-5028 (Spanish, in PA)

Email: pen@parentednet.org

www.parentednet.org

PEN is a coalition of parents whose children represent a full range of disabilities and ages from birth to adulthood. PEN provides consultation, technical assistance, workshops, and literature about special education to the eastern region of Pennsylvania. PEN's services are free and available to parents and professionals.

1-800-879-2301



Commonwealth of Pennsylvania

Tom Corbett, *Governor*

Pennsylvania Department of Education (PDE)

Ronald J. Tomalis, *Secretary*

Carolyn C. Dumaresq, Ed.D., *Deputy Secretary, Office of Elementary and Secondary Education*

Bureau of Special Education

John J. Tommasini, *Director*

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If you have any questions about this publication, or for additional copies, contact:
ConsultLine, 6340 Flank Drive, Harrisburg, PA, 17112; Voice/TTY/TTD: 1-800-879-2301.

The following persons have been designated to handle inquiries regarding the nondiscrimination policies:

Complaints regarding discrimination in schools:

Human Relations Representative

Intake Division

Pennsylvania Human Relations Commission

www.phrc.state.pa.us

Harrisburg Regional Office: Voice (717) 787-9784, Text (717) 787-7279

Pittsburgh Regional Office: Voice (412) 565-5395, Text (412) 565-5711

Philadelphia Regional Office: Voice (215) 560-2496, Text (215) 560-3599

Complaints against a Pennsylvania Department of Education employee:

Pennsylvania Department of Education

Equal Employment Opportunity Representative

Bureau of Human Resources

11th Floor, 333 Market Street

Harrisburg, PA 17126-0333

Voice Telephone: (717) 787-4417

Fax: (717) 783-9348

Text Telephone TTY: (717) 783-8445

Information on accommodations within the Department of Education for persons with disabilities:

Pennsylvania Department of Education

Americans with Disabilities Act Coordinator

Bureau of Human Resources

11th Floor, 333 Market Street

Harrisburg, PA 17126-0333

Voice Telephone: (717) 787-4417

Fax: (717) 783-9348

Text Telephone TTY: (717) 783-8445

General questions regarding educational law or issues:

Pennsylvania Department of Education

School Services Unit

Director

5th Floor, 333 Market Street

Harrisburg, PA 17126-0333

Voice Telephone: (717) 783-3750

Fax: (717) 783-6802

Text Telephone TTY: (717) 783-8445