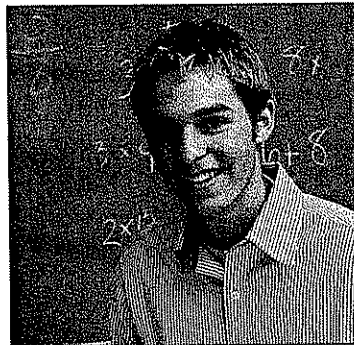


The *Special Education* ConsultLine

1-800-879-2301

(Voice/TTY/TDD)



Information for families and
advocates of children with
special needs about:

- school-related concerns
- special education regulations
- procedural safeguards
- general disability questions



Inspiring productive, fulfilled, life-long learners

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.

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.

Education-Related Services You May Find Helpful

Before/When You Call

The Consultline Is . . .

Help For Parents

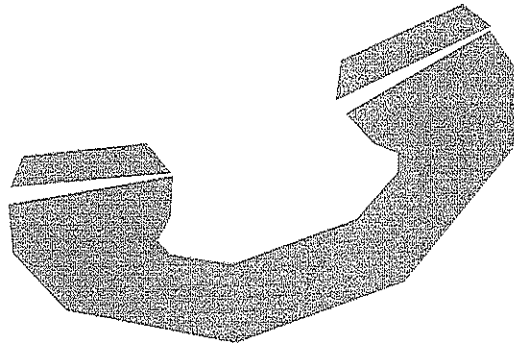
1-800-879-2301

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 information on disabilities.

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.



**Education-Related Services You May Find Helpful
Before/When You Call**

The ConsultLine Is . . .

Before You Call About A School Related Concern

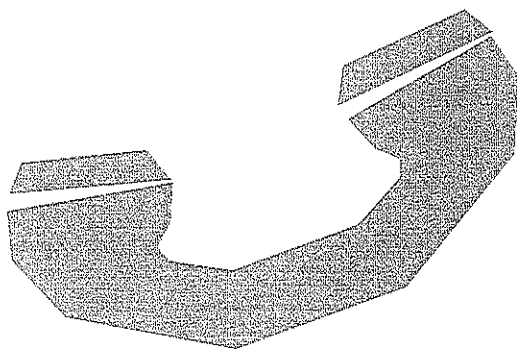
Although you may call ConsultLine at any time to discuss a school related concern, consider taking the following steps first:

- Call your child's teacher, counselor and/or the 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.



1-800-879-2301

Education-Related Services You May Find Helpful

Pennsylvania Training and Technical Assistance Network (PaTTAN)

1-800-360-7282 Harrisburg 1-800-446-5607 Pittsburgh
1-800-441-3215 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. Our website includes a Parent Page for information, publications, and links to other agencies.

Office for Dispute Resolution (ODR)

Voice: 1-800-222-3353 1-800-992-4334
TTY: 1-800-654-5984

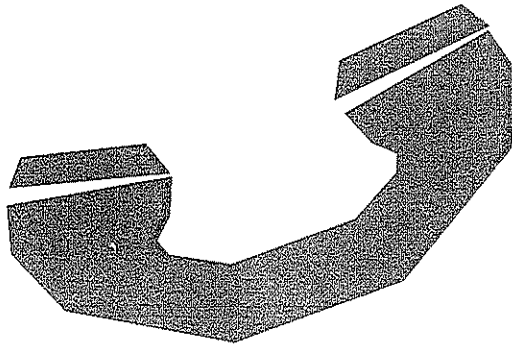
The ODR coordinates and manages Pennsylvania's special education mediation and due process systems. ODR also provides help concerning procedural safeguards to parents, advocates, school districts, and intermediate units.

Pennsylvania Community Parent Resource Centers

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

Voice: 215-425-6203 FAX: 215-425-6204
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 and other children with disabilities. 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: 814-563-3470 FAX: 814-563-3445
Toll Free: 1-888-447-1431 (in PA)
Email: gwalker@westpa.net
www.mentorparent.org
Serving: Rural Northwest Pennsylvania

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 Education & Advocacy Leadership (PEAL) Center

Voice: 412-422-1040 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: 1-800-522-5827 (in PA)
Toll Free: 1-800-441-5028 (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.

Commonwealth of Pennsylvania

Edward G. Rendell, *Governor*

Pennsylvania Department of Education (PDE)

Gerald L. Zahorchak, *Secretary*

Diane Castelbuono, *Deputy Secretary, Office of Elementary/Secondary Education*

Bureau of Special Education

John J. Tommasini, *Director*

The Pennsylvania Department of Education (PDE) does not discriminate in its educational programs, activities, or employment practices, based on race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, disability, or any other legally protected category. Announcement of this policy is in accordance with State law including the Pennsylvania Human Relations Act and with Federal law, including Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, and the Americans with Disabilities Act of 1990.

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