



Oregon Department of Education

Mediator Selection Information 2024



Name	Background
<p>Celia Barlow</p>	<p>Celia Barlow is an attorney and mediator who has been practicing law since 1991 in the State of Oregon. She has also been licensed to practice law in Pennsylvania and actively practiced from 2006 through 2011. She has also been serving as a Complaint Investigator with the Oregon Department of Education since 2013, engaging with Parents and Districts throughout the State. She has been practicing in the field of Education Law since 2008.</p> <p>Celia received her undergraduate degree from the University of Dayton in 1987 and her JD from Lewis & Clark Law School in 1991. She was admitted to the Oregon State Bar in 1991 and admitted to the Pennsylvania Bar and the US District Court for the Western District of PA in 2006. She was admitted to the US District Court for Oregon in 2014. Celia is a member of the Oregon Mediation Association and was formally accredited in 2013 as an Oregon mediator.</p> <p>Celia brings practical Special Education experience to the mediation team.</p> <p>While Celia was residing in Pennsylvania, she was handpicked for service as an Educational Guardian and Educational Advocate by the bench in Allegheny County Common Pleas Court, Juvenile Division. As an Educational Guardian, Celia worked with the court system and Districts to guide the educational placement, choices, and programs for more than sixty children. These children needed this support because their parents were unable to fully function as caretakers on their child’s behalf. She also worked with School Districts and Parents to ensure a smooth transition for children exiting the juvenile justice system. As an Educational Advocate, Celia directly assisted parents in mediation, facilitated IEPs, and placement negotiations under the direction and supervision of multiple juvenile court judges. Under Celia’s tutelage, Parents learned the basics of the IDEA and how to effectively interact and communicate with Districts to help their children participate in Special Education programs.</p> <p>Educational disputes can be stressful for parents, teachers, and administrators. However, by engaging in mediation, both sides have expressed a desire to work together so that a child can progress in his or her education. It is this spirit of cooperation that Celia will foster as a mediator.</p> <p>Celia has always believed that the most important aspect to mediation is creating an agreement that will allow children to advance to the best of their ability while maintaining legal compliance with the IDEA. Every child and every program has</p>

	<p>its strengths and, working as a cohesive team, Celia believes that once parties embrace a common goal, Parents and Districts can come together to craft a mutually beneficial, respectful, and intelligent mediation agreement that should serve the student, district and parents for years to come.</p>
<p>Scott Bellows</p>	<p>Scott Bellows is a mediator, facilitator and mediation trainer with over 30 years experience in conflict resolution and over a decade's experience working with families and school districts serving special needs children. Scott has mediated or facilitated over a hundred special education matters, over 90% of which have resolved successfully, and remains doggedly committed to helping schools and families work together cooperatively -- not only in order to resolve their immediate conflicts, but also so they can better serve the children in their care.</p> <p>In addition to being a former special education complaint investigator and one of the longest-serving mediators on the Oregon Department of Education roster, Scott also serves as the mediator representative to ODE's Dispute Resolution Committee, a stakeholder group that includes parents, teachers, administrators, representatives of parent advocacy groups, administrative law judges, etc. and oversees ODE's special education dispute resolution program. He was one of the mediators chosen for ODE's initial IEP facilitation trial project (now discontinued), and has facilitated dozens of IEP, Placement, Evaluation, and similar team meetings, under both IDEA and Section 504, under that program and privately. He was the primary source for an article and sidebar on effective IEP Team Facilitation in the professional publication "Special Ed Connection" (www.specialedconnection.com, August 31, 2015).</p> <p>Mr. Bellows also trains mediation professionals, parent advocates, school personnel and others involved in special education and similarly challenging work. Examples of his training work include:</p> <p>Center for Appropriate Dispute Resolution in Special Education (CADRE) national conference, Oct. 2015: presented an extended training session, "Mediating/Managing the High-Emotion Case," with associated skill- building and reflective exercises, to administrators, advocates, administrative law judges, special education mediators, and others from across the country. Also participated in panel presentation on the successes and challenges of Oregon's unique Special Education Dispute Resolution Commission.</p> <p>Confederation of Oregon School Administrators (COSA) Annual Special Education Conference, Keynote Speaker, Oct. 2015: presented keynote address to several hundred school administrators, parent advocates, and others at statewide special education convention.</p> <p>Oregon Patient Safety Commission Early Discussion and Resolution Program (Trainer, June 2014): taught advanced skills to experienced mediators attending the initial, required training for a newly-created state program serving patients, families and medical professionals dealing with adverse medical challenges and potential medical errors. Subject matter included apology, caucus vs. joint session mediation methodologies, and managing high-emotion cases. Also co-moderated</p>

	<p>discussion panels.</p> <p>Oregon Mediation Association Annual Conference: presented “Healing Justice: Bringing the Lessons of Healthcare Design to Conflict Resolution” (2007) and “Mediating the High-Emotion Case” (2014) to an audience of experienced mediators.</p> <p>More generally, Scott is a member of the Editorial Board overseeing the pending rewrite of Alternative Dispute Resolution in Oregon (an Oregon State Bar publication); has served on the Executive Committees of the Oregon Mediation Association and the Oregon State Bar Section on Alternative Dispute Resolution; is a member of the Oregon and Washington Department of Justice Alternative Dispute Resolution Providers rosters; has served in the Oregon State Bar House of Delegates; facilitated the Oregon Attorney General's select workgroup that helped create the state's cutting-edge Foreclosure Avoidance Mediation Program; and regularly mediates and facilitates for the Oregon Court of Appeals, numerous Circuit Courts, Department of Forestry, and Department of Transportation; the U.S. District Court, Forest Service, and Postal Service; and numerous other agencies, businesses, employee assistance programs, law firms, and individuals.</p> <p>Scott’s professional and mediation education include undergraduate and law degrees from the University of California, Davis (where, as a law student, he helped start and run a university-based community mediation center in 1986); mediation training from Willamette University and the Institute for the Study of Conflict Transformation; and ongoing training in special education law from the University of Washington’s Pacific Northwest Institute on Special Education and the Law and elsewhere.</p> <p>The son of a physician and a high school English teacher, he has served on various nonprofit and educational boards, on a public school Site Council and Diversity Committee, as pro bono counsel (and hammer-swinger) for his local Habitat for Humanity, and as a volunteer with the Girl Scouts and the Portland and Eugene Mountain Rescue units. He and his wife have two successful adult daughters, both of whom benefited from supports or services under Rehabilitation Act Section 504 during their public school years.</p>
<p>Tim Hicks</p>	<p>Tim Hicks is a conflict management professional providing mediation, facilitation, training, coaching, and consulting to individuals and organizations in the private and public arenas since 1993. From 2006 to 2014, after 14 years in private practice, he led the Master’s degree program in Conflict and Dispute Resolution at the University of Oregon to a position of national prominence as its first director. In that position, in addition to his other responsibilities, he taught a number of graduate-level conflict resolution courses.</p> <p>Tim returned to private practice in 2015, living in and working from Eugene, Oregon. As well as his mediation, facilitation, and consulting work, he continues to teach and present nationally. He is an adjunct professor at Endicott College teaching a course on conflict and its resolution.</p>

	<p>In addition to hundreds of divorce, family, and workplace mediations, Tim has been trained in the Americans With Disability Act (ADA) and has provided mediation for ADA disputes and complaints for the U.S. Department of Justice since 1998.</p> <p>Tim’s passion is in helping people to communicate across divides, resolve disagreements, and build optimal agreements that address the needs and interests of everyone involved.</p> <p>Tim is co-author of the book <i>The Process of Business/Environmental Collaborations: Partnering for Sustainability</i> (Quorum Books, May 2000), a text on collaborative partnerships to resolve environmental disputes between corporations and environmental organizations, author of the article <i>Another Look At Identity-Based Conflict: The Roots of Conflict in the Psychology of Consciousness</i> (Negotiation Journal, Vol. 17, #1, January 2001), author of the novel, <i>Last Stop Before Tomorrow</i> (iUniverse, 2015) that offers a perspective on climate change and our struggle to respond, and author of what has been called a groundbreaking book, <i>Embodied Conflict: the neural basis of conflict and communication</i> (Routledge, 2018).</p> <p>Prior to his conflict management career, he and his wife started and managed two successful businesses, one that grew to 150+ employees. From that experience, he has first-hand understanding of the challenges of the workplace and of organizational management and leadership.</p> <p>Tim has three grown children. He also has a brother-in-law with special needs. His experience with his brother-in-law and with those of his brother-in-law’s community has given Tim insight into, understanding of, and compassion for the children, parents, teachers, and school systems whose lives involve special needs circumstances.</p> <p>You will find more information about Tim's work and about his mediation and facilitation approaches at his web site at https://www.connexusconflictmanagement.com.</p>
<p>Sally Lajoie</p>	<p>As both an advocate and mediator, Sally has over two decades of experience on all sides of disputes, with a particular gift for understanding the unique perspective of each party and reaching a just solution. She prides herself on listening and has a determination for finding creative solutions in a safe and structured environment.</p> <p>In addition to her work with Oregon Department of Education, she has pioneered an innovative, first-of-its-kind in the nation Ombuds program for the City of Portland. As the Ombudsperson, she helps resolve conflicts between drivers and ride share companies such as Uber and Lyft.</p> <p>Prior to her current mediation practice, she served as one of three State of</p>

Oregon mediators. In that role, she mediated disputes between public employers and their employees across the State, including schools, ESDs, higher education, public safety, and counties. Sally's passion for mediation was honed during her years as a union advocate and litigator. From this experience, she saw the power of mediation to reduce and eliminate stress during litigation and conflict.

She believes that independence and self-determination in decision-making is essential to good outcomes and that this allows the parties to craft their own solutions. Through her work as a State mediator, she gained experience and an understanding of the diversity of urban and rural communities and the importance of the breadth of perspectives of all Oregonians.

Her professional accomplishments are indicative of the professional respect she has garnered in the legal community. She currently serves as on both the executive committee of the Alternative Dispute Resolution and the Labor/Employment Sections of the Oregon State Bar. She has extensive experience in providing trainings and facilitation on better negotiations and working relationships. Reflecting that leadership role, Sally was asked to author a chapter on Mediation in the Oregon State Bar, ADR CLE manual.

Education and Certifications:

- Willamette University College of Law, 1998
- Willamette University College of Liberal Arts 1994 and Oregon State University, Bachelor of Science
- Yamhill County / George Fox University Mediation Training
- Pepperdine University / Strauss Institute of Conflict Resolution, Advanced Mediation Training

Activities, Panels and Professional Organizations

- Oregon State Bar Labor and Employment Law Section, Executive Committee Member (2017-present)
- Oregon State Bar Alternative Dispute Resolution Section, Executive Committee Member (2018-present, Treasurer- 2021) Arbitrator, Financial Industry Regulatory Authority (FINRA), 2017- present
- Oregon Mediation Association, Member
- Panel Mediator: Multnomah County Court Arbitration and Mediation Panels, Equal Opportunity Employment Commission, U.S. District Court of Oregon, Oregon Patient Safety Commission / Early Dispute Resolution Program, Multnomah County Small Claims Mediator, Federal Executive Board Shared Neutrals (mediator)
- Arbitrator: FINRA, FMCS Labor Arbitration (pending)

Publications and Presentations:

- Co-author, Oregon State Bar, Arbitration and Mediation, 2018

	<ul style="list-style-type: none"> • Speaker, National Labor and Employment Relations Association Conference, November 2018 <p><i>Admissions and Certifications</i></p> <ul style="list-style-type: none"> • Oregon State Bar Association (1998-present) U.S. District Court of Oregon (1999-present) • Woman-Owned Business Certification and Emerging Small Business Certification: (State of Oregon) Certification #12121
Mary-Anne Linden	<p>Mary-Anne Linden, JD, PhD, is deeply committed to alternative dispute resolution (ADR) and has been actively involved in mediation since 1990, when she was a law student. She mediates primarily in the fields of special education and family law.</p> <p>Mary-Anne believes that school personnel and parents are knowledgeable about the appropriate education of students with disabilities and that, most of the time, they can successfully address disagreements without resort to more adversarial dispute resolution mechanisms. When the parties to a special education dispute are unable, for whatever reason, to negotiate their differences on their own, mediation affords a high level of autonomy and flexibility to fashion a resolution that respects their needs, addresses their concerns, and strengthens their collaborative relationships.</p> <p>As a mediator, Mary Anne does not offer legal advice or attempt to substitute her own preferences or understanding of the law but instead facilitates the parties' efforts to resolve their disagreements through: (a) fostering positive communication and providing all parties the opportunity to present their perspectives on the disputed issue(s); (b) identifying ambiguities and clarifying the specific issues to be resolved; (c) explaining relevant IDEA requirements, when appropriate; (d) moderating the exploration of options; and (e) writing a succinct settlement agreement that clearly states each element of the agreement, specifies applicable time frames, and assigns the rights and responsibilities of each party in executing the settlement.</p> <p>Mary-Anne's involvement in special education spans 30 years. She has been a teacher, a special education director, and a professor. She has taught special education law and countless courses on special education practice, team collaboration, and dispute resolution. She has published scholarly and popular materials on special education law, including (with her colleague, Barbara Bateman) the best-selling book on Individualized Educational Programs, Better IEPs, now in its 5th edition. In addition to mediating special education disputes, Mary-Anne contracts with the Oregon Department of Education (ODE) to conduct special education complaint investigations.</p>
Sara Matarazzo	<p>Sara Matarazzo is a mediator and facilitator with over 30 years of experience in conflict resolution. She received her undergraduate degree in economics from Pomona College (1985) and her J.D. from the University of Washington (1988),</p>

	<p>and was admitted to the Oregon State Bar in 1988. Her background includes work in juvenile court (delinquency and child welfare) and litigation on behalf of physicians and hospitals, with many cases resolved through settlement talks. She has also worked at the Oregon State Hospital, assisting individuals with mental illness and learning disabilities to access legal books and resources.</p> <p>For the last decade, Sara has focused exclusively on mediation and facilitation. In addition to special education, Sara serves as a mediator and facilitator on numerous court-connected panels and city and school programs, including probate, foreclosure, victim-offender, and truancy mediation. Sara has helped family members reach agreements on guardianships and conservatorships for disabled family members, and has facilitated agreements that have enabled families facing foreclosure to remain in their homes, enabling them to continue their child’s special education within their school district. She has also facilitated emotionally intense juvenile victim-offender dialogues, guiding the participants through respectful listening and toward mutual interests and achievable outcomes that can successfully keep delinquent youth from re-offending and rebuild the youth’s self-esteem and the community’s trust.</p> <p>As both a truancy and special education mediator, Sara brings together administrators, teachers, students, and parents to identify and remove barriers to school attendance and learning, and keep students on track toward graduation. She understands that there can be many factors affecting a student’s progress, and helps uncover those obstacles, improve communication, and help families and schools strengthen their partnership and focus upon their shared goal of ensuring the student’s success.</p> <p>Sara has served on school boards and site council, and has served as a Board Member and Vice President of the Oregon Mediation Association. She remains active in the Oregon Mediation Association and in her free time, she coaches high school students through Classroom Law Project’s Mock Trial program. Sara’s background in the law, understanding of the substantive issues in special education, experience in over 100 mediations, and expertise in a variety of mediation strategies helps her guide productive conversations and reach collaborative agreements. She is passionate about education and working with schools and families to help students succeed.</p>
<p>Mary Rowe</p>	<p>Mary has been a special education mediator since 2000 and a mediator since 1992. Through the Oregon Dept. of Education, she has mediated situations ranging from appropriate placement and services for preschool age through high school age children.</p> <p>Mary has had training in special education requirements including IEP by actively participating in training offered by the ODE including their annual mediator training. She also has advanced training in a variety of aspects of mediation including transformative mediation, case development, uses of caucuses and writing agreements. Through her twenty plus years experience working in human resources she has knowledge and experience with the requirements of the Americans with Disabilities Act, EEO law, and other related federal and state laws.</p>

	<p>Mary teaches courses in communications and conflict resolution skills.</p> <p>She is an approved mediator on a number of other panels also including: Shared Neutrals, an employment related mediation consortium, the US Postal Service, State of Oregon, Federal Transportation Services agency and New York Stock Exchange. Her related membership affiliations include Oregon Mediation Association, NW EEO Association, past member of Clackamas County Disability Awareness Commission, and for a number of years a frequent parent volunteer in school classrooms and on school site councils.</p>
<p>Robin Day</p>	<p>Robin Day is an attorney, mediator, and complaint investigator who has devoted her twenty-year career to the field of special education law. Robin has a wide breadth of experience that includes eight years representing families and twelve years representing school districts in both Oregon and California. She has worked in a variety of settings, including her own law practice, private law firms, and in-house with the third largest school district in Oregon. She has represented parties in well over 1,000 IEP meetings, 100 mediations, and several due process hearings and has handled nearly every type of special education dispute imaginable. Having represented both parents and school districts, Robin has the unique ability to see multiple sides of an issue and understand the perspective of each party. Throughout her varied career, she has maintained a collaborative, student-centered, and solutions-oriented approach that focuses on resolving disputes while maintaining a positive working relationship between families and the school districts that serve them.</p> <p>Robin understands that litigation of special education disputes is stressful, time-consuming, and expensive for both families and districts. Judicial rulings take decisions out of the hands of parents and educators, often leave both parties dissatisfied, and don't always result in the best outcome for students. Mediation allows the families and professionals who know the student best to craft solutions that address that student's individual needs, can be implemented quickly, and allow all participants to move forward in a positive and productive manner. As a mediator, Robin will assist the parties to clarify areas of dispute, communicate effectively with one another, and break down barriers to potential solutions. Even when the path to resolution remains unclear, Robin is committed to working with both parties until an agreement can be reached.</p> <p>Robin received her undergraduate degree from the University of California, Berkeley in 1999 and her J.D. from the University of San Diego School of Law in 2003. She has undergone over seventy hours of mediation training through the Center for Civic Mediation and Mosten Mediation and is a member of the Oregon Mediation Association. Robin is a frequent speaker in the area of special education law, and provides specific training on systems for managing high conflict IEP meetings.</p>