

**J**ackson County Special Services Cooperative, located on the Gulf Coast of Texas, currently serves the special education students of Edna ISD, Ganado ISD, Industrial ISD, and Louise ISD. Between these four districts, there are over 4,000 K-12 students within 14 buildings.

JCSSC knew it was time to start looking for a new special education management system provider when they began having difficulties communicating with their previous provider. “You had to get into the system and put in a ticket. It might be 2 weeks before they would ever respond to your technical issues, and when you're dealing with IEP software, sometimes you need an answer right away.” stated Amber Stansberry, Director of Special Education.

Having a shared service agreement with four different districts, the cooperative worried that coming to a consensus on an IEP software would be a difficult decision. However, after meeting with Embrace®, all districts quickly came to an agreement. “After my staff went through the previews, they agreed EmbraceIEP® was the one for us,” Amber acknowledged, “Also, [the] customer service [and] that I can actually call someone! Being able to send an email saying ‘Hey can we add this, can we change this?’ and within a couple of minutes I get a response back.”

Implementing new software right before the 2020 pandemic was definitely a daunting idea, but it has proven to be an easy transition for JCSSC. “There were some challenges with how we started school and remote learning, but [Embrace®] was really helpful with my staff. We did train-the-trainer, so [Embrace®] trained my staff and then we went out and trained the campus,” explained Amber. “My teachers have been easier to train because they're not having to dig through 5 pages to find what they need. There are required boxes so my staff knows what has to be filled out. If [a document] doesn't have a check mark [on the screen], it's not done.”



**Amber Stansberry**  
*Director of Special Education*

#### **Key Facts About JCSSC:**

- Over 4,000 Students Enrolled
- 4 Districts In Coop
- 14 Buildings in Coop
- Serves Students Ages 3-21

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- Amber Stansberry,  
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Embrace® offers a simplified IEP/ARD system that allows teachers, administrators, and administrative staff to utilize every valuable second providing services to students, and not waste time on creating and deciphering documentation for those services. “Our old software could translate the form data, but not what we typed in. My secretary spent hours and hours translating IEPs, and it would take days to get one done. Now it’s with a click of a button,” said Amber. “You can also add just the forms you need for that ARD so you’re not having to sift through 180 forms every time you have an IEP. One of the things my teachers like, once you create a meeting, you can see exactly what you need to put in.”

Communication is key, which is why Embrace® has built-in features for easily sharing information. “Staff can upload [files] to a meeting or to the student, which is important when we have things that need to get signed,” explained Amber. “The parent portal [is a favorite] because we have a lot of parents not participating in person, so being able to send the forms and get electronic signatures is good.”

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Amber affirmed why she would absolutely recommend Embrace® products to her Texas colleagues, “Back to the customer service, being able to get regular updates from [Embrace]. I was able to ask questions on where we were at [in the implementation or development process] and Embrace was always really good about keeping us updated.”

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