

**D**ewitt-Lavaca Special Education Cooperative (DLSEC) located in Yoakum, Texas currently serves 9 school districts and provides a continuum of special education services to students from ages three to twenty-one.

Amber King, State and Federal Programs Director at DLSEC, shared her experience of what it was like to switch her district over to Embrace® from one of Texas' top IEP competitors. "Most new people who come on with us have worked with our previous IEP company. 80% of the people who used the previous company would give unsolicited feedback about how Embrace® is so much more user-friendly," said Amber King of DeWitt-Lavaca Special Education Cooperative. "I don't have to ask them, they just volunteer that information. These are people who have solely worked with the other main competitor of IEP systems in Texas. I feel like that is a giant plus when you have those diehard users praising Embrace®."

Implementation and training for the EmbraceIEP® program were both successful and King felt that Embrace® had a good process for DeWitt-Lavaca Special Education Cooperative. "They had it in steps and they'd walk me through all the steps. It alleviates any anxiety and you don't have to worry about how it's all going to unfold. The process to help us walk through it all is probably the most beneficial."

King shared that her favorite features are archiving, locking, and translation within EmbraceIEP®. She wasn't able to archive and lock IEPs with her last company and she appreciates the peace of mind that comes with knowing that nothing will change unexpectedly. King said, "They [staff] have to have their ARD completed within a certain amount



DeWitt Lavaca Special Ed Co-op Playground | A local Play Consultant designed a variety of sensory components for this special education cooperative in Texas.

### Key Facts About DeWitt Lavaca Special Education:

- Provides special education services to students from ages 3 to 21
- Serves 9 school districts
- Prior to Embrace®, Dewitt-Lavaca Special Education Cooperative struggled with user-friendly access and locking IEPs.

of days and they know that it'll automatically lock. This falls in line with our internal procedures to have it completed and ready to send to parents and put in the district file in that amount of time. It's nice that I now have the peace of mind that the document will be there, it won't be overwritten, and it won't disappear." The translation feature is also another favorite. She appreciates that she can translate current documents in addition to any new text added to those documents.

Customer support and client satisfaction are top priorities at Embrace®. It's part of why DeWitt-Lavaca Special Education Cooperative chose Embrace® and continues to recommend Embrace® to other districts. Whether it's customer support or providing user-friendly features such as translation or archiving and locking, the Embrace® goal remains the same - exceed client expectations. "I'm grateful that it's user-friendly. That's important. It seems minimal but when it's 100 users and you're getting complaints, it's not so minimal. Also the customer service, I gotta give them props, too."

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*- Amber King*



DeWitt Lavaca Special Ed Co-op Playground | Selfie Swizzler provides sensory motion and spinning fun.

***"... Embrace® is so much more user-friendly."***

- Amber King, State and Federal Programs Director



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