

Joan Lawson, Director of Special Education at Issaquah School District in Washington, was frustrated by the rigidity of her IEP platform. They were constantly having to find workarounds and had trouble matching students' needs to what their programs would look like. Lawson stated, "We couldn't make that align. Embrace® is so much easier and much more flexible. It's about developing and drafting a program that works for kids." Lawson appreciates the response time and compliance of Embrace®, especially when it comes to changes required by state law. "Embrace® is super responsive, so when we have a consortium meeting. . .once a vote goes through, holy cow is it fast."

Lawson also shared her opinions about Embrace®'s customer service: "The other thing that makes it so flexible is that staff don't have to rely on me or another point person at the administration building to have something done or changed. They can call and email which is huge. Staff love that they can reach out to customer service. Having that backup of help is really nice and super fast."

One of the biggest selling points for Lawson was customer support. Lawson was pleased with everything from training videos to response times. She felt there were never any questions, just full support when they needed something. Lawson stated, "I tell people to call. It makes it easier. They promise to answer by the second ring and they do! I tell the staff to go ahead and test it out. It's true, they will answer quickly – 20 minutes for an email or they will pick on the second ring."

Getting things done on the last IEP system was a challenge for the Issaquah staff. Lawson wanted something much more user-friendly and Embrace® came with pleasant surprises that exceeded her expectations. "I didn't realize this was a lifesaver, or that we were even looking for this, but when we realized you could access it from your



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Key Facts About Issaquah:

- Enrollment of 20,965 students
- 24 schools and programs in the district
- Prior to Embrace®, Issaquah struggled with user-friendly access and constantly having to find workarounds with their last IEP system.

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- Joan Lawson: Director of
Special Education,
Issaquah Coordinator

phone, iPad, Mac, or PC, it was a game changer. Trying to access our last system was really difficult from different devices. It did not play nice with other equipment. We didn't realize we were looking for this, but I remember when I realized this, I brought my iPad and I showed it to our former boss and she responded with 'Oh, my god' because it really is exactly the same as if I logged in on my computer!"

Lawson consulted with other school districts prior to signing on with Embrace®. She mentioned that directors and other staff at FIFE and Sequim school districts "...raved about the platform and said that this makes life so much easier. It can be tailored to our district without it impacting other districts. I think that's a phenomenal piece of this. It's the same system, but it can be tailored and I think that's huge. Districts are given the ability to run special education within this sandbox and everyone draws in the sand a little differently... Oh, and it's so easy to transfer IEPs from other districts that are on Embrace®. Oh, my lord. I wish our state would switch over to Embrace® and make every district use it. That would be nice."

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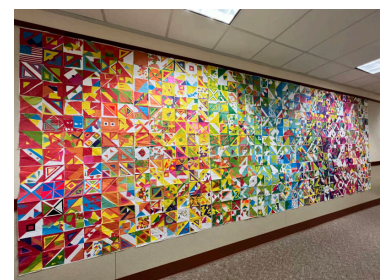
- Joan Lawson



Superintendent Tow-Yick
Visits District Schools

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