



Community Mediation Concepts

A NONPROFIT ORGANIZATION PROVIDING MEDIATION SERVICES

Scope of Services

Boulder County Sheriff Department Community – Officer Mediation Program

Community Mediation Concepts (CMC) is a nonprofit, Colorado company which has been providing mediation, facilitation and conflict resolution along the Front Range for over thirteen years. CMC contracts with multiple municipalities, nonprofits, state agencies and others. We specialize in community-officer, community, workplace, land-use, and special project mediations. In any given year we'll handle over 250 community mediations, 25 workgroup and career service mediations and several dozen special project/land use situations. Since 2005 we have conducted over 350 community-officers mediations, raised the satisfaction level eight fold for both the community and officers and becoming a national leader and uniquely qualified to provide mediation for community-officer complaint mediations.

Community Mediation Concepts will contract with Boulder County Sheriff Department (BCSD) to manage their community – officer mediation program.

1. Community Mediation Concepts uses the facilitative model of mediation. Every CMC mediator has the skills, experience and ability to help the parties safely and honestly discuss their concerns and issues and to understand each other's perspectives.
 - a. CMC requires each mediator to have received a minimum of the basic mediation training accepted in the State of Colorado as the initial training for mediators. We also require all our mediators to go through a special community-officer mediation training enabling them to be sensitive to the nuances and skilled in the specific areas required for successful mediations of this type.
 - b. CMC holds regular monthly mediator meetings for additional skill building, training modules, peer evaluation and situational discussions and learning.
 - c. Mediators will meet individually with Steve Charbonneau to discuss professional growth and accountability issues.
 - d. Mediators will be paid to ensure a higher level of professional mediators.
2. Program Set-up. CMC will:
 - a. Work with the Sheriff's Department to develop the directive, referral system and reporting process.
 - b. Orientation of leadership to ensure their understanding of the process and benefits as well as their support for the community-officer mediation program.
 - c. Orientation of the rank and file to ensure their understanding and support.
 - d. CMC will also supply marketing pieces including brochures, business cards, etc.
 - e. CMC will provide quarterly reports to the designated individual(s). This will include a summary of the satisfaction survey, generic stories of successes and identification of areas for program improvement and development.
3. Program Management. CMC will manage each referral in a professional and accountable manner from the point of receiving the referral (the intake process), through the mediation, and finally closing out and reporting the case. Steve Charbonneau, Executive Director for CMC will

provide administrative oversight and be responsible for ensuring a quality program.

- a. Intake will include:
 - i. CMC's program coordinator will contact the parties within 24 hours, listen to each party's perspective, determining additional information relevant to the situation and discuss the benefits of mediation with the parties.
 - ii. If all the parties cannot be initially contacted by phone or email, CMC will mail out two successive "hard to contact" letters before closing the case.
 - iii. CMC will determine if other parties should be a part of the mediation process.
 - iv. CMC will secure a commitment to mediate from all the necessary parties and schedule the mediation session at a safe and neutral location.
 - v. Boulder County will make every effort to provide, at no charge, a neutral and appropriate place for mediations to take place. Generally, these include libraries, recreational centers, etc. This enables CMC to schedule mediations at a location most convenient to the parties.
 - vi. CMC will then send out a confirmation letter with additional information, a business card and brochure to help prepare the parties to mediate successfully.
- b. Mediation. Professional mediators will provide mediation, being sensitive to gender, ethnic and language issues and needs.
 - i. Based upon our experience and the issues specific to these types of cases, as well as the dynamics involved, CMC will use only mediators' specifically trained to provide community-police mediations. (We are presently the only mediation group in the state trained and consistently doing these types of cases.)
 - ii. We require a "consent to mediate" form be signed, acknowledging Colorado's statute protecting the confidentiality of what takes place in mediation.
 - iii. No written agreement will be produced.
 - iv. The complaint will be considered resolved once the parties agree to mediation, there is not a presumed requirement for the outcome.
- c. Reporting.
 - i. A close out letter will be sent to the designated individual from the Sheriff's Department.
 - ii. CMC will confidentially survey each participant at the close of the mediation session to ensure quality mediations and overall excellence. A summary of these survey results will be provided on a quarterly basis.

Additionally,

- CMC currently has the required insurance coverage in place.
- CMC will bill BCSD at the rate of \$95 an hour for actual time spent, and will not exceed a total amount of \$___ for 2014.

Signed:



Steven A. Charbonneau, Executive Director
Community Mediation Concepts
EIN # 84-13601