



# Community Mediation Concepts

A NONPROFIT ORGANIZATION PROVIDING MEDIATION SERVICES

## Scope of Services

### Douglas County Sheriff Department Community – Officer Mediation Program

Community Mediation Concepts (CMC) is a nonprofit, Colorado company that has been providing mediation, facilitation and conflict resolution along the Front Range for over sixteen years. CMC contracts with multiple municipalities, nonprofits, state agencies and others. We specialize in community<sup>1</sup>, community-officer complaints, workplace, land-use, and special project mediations. Each year we'll receive over 375 community referrals, 45 workgroup and career service mediations and several dozen special project/land use situations. Since 2005 we have conducted over 350 community-officers complaint mediations, making us a national leader and uniquely qualified to provide mediation in this specific area.

Community Mediation Concepts will contract with Douglas County Sheriff Department (DCSD) to manage their mediation program; including both community mediations and community-officer complaint mediations.

1. Community Mediation Concepts uses the facilitative model of mediation. Every CMC mediator has the skill, experience, and ability to appropriately enter into the conflict with the parties, enabling the parties to safely and honestly discuss their concerns and issues and move to focusing on positive solutions that are shared and agreed upon.
  - 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.
  - b. In addition, CMC requires each of its mediators to go through our six-month internship program; including working with senior mediators, demonstrating proficiency in five basic areas; communication skills, bringing presence into the mediation, the appropriate mix of curiosity and critical thinking, intuition and a solid grasp of the conflict resolution process.
  - c. CMC holds regular monthly mediator meetings for additional skill building, training modules, peer evaluation and situational discussions and learning.
  - d. Mediators will meet individually with Steve Charbonneau to discuss professional growth and accountability issues.
  - e. Mediators will be paid to ensure a higher level of professional mediators.
2. Program Set-up. Community Mediation Concepts will provide case specific program set-up and orientation.
  - a. CMC maintains a detailed tracking file recording all contacts and any relevant information for the case. This is for CMC's internal case management and will not be shared with Douglas County Sherriff Department.
  - b. For the community mediation program it is important to understand the types of conflicts referred to mediation, CMC's intake process, the benefits of mediation and possible outcomes. This ensures a well-run program from start to finish.

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<sup>1</sup> Community mediations include many types of neighbor-to-neighbor conflicts; barking dogs, cats, noise, property issues, homeowner associations, kid issues, parking, etc. We also include neighborhood and business conflicts such as restaurants, bars, clubs, churches, etc.

- c. For the community-officer complaint mediation program, because it is a new program to Douglas County, CMC will:
    - i. Work with the Sheriff's Department to develop the directive, referral system and reporting process.
    - ii. Orientation of leadership to ensure their understanding of the process and benefits as well as their support for the community-officer mediation program.
    - iii. Orientation of the referral staff so all referrals are received in a timely manner with the appropriate supporting information.
    - iv. Orientation of the rank and file to ensure their understanding and support.
  - d. CMC will also supply marketing pieces for both the community mediation and community-officer mediation program. This includes brochures, business cards, etc.
  - e. CMC will provide quarterly reports to the designated individual(s) for both the community and officer complaint mediation programs. 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. Responding to all referrals within 36 hours.
    - ii. Provide conflict resolution coaching and resources to individuals calling for information on how to handle a conflict situation, but who may not be quite ready to agree to formal mediation.
    - iii. CMC's program coordinator will contact the parties, listen to each party's perspective, determining additional information relevant to the situation and discuss the benefits of mediation with the parties.
    - iv. CMC will determine if other parties should be a part of the mediation process, contact them, understand their perspective, explain mediation and get their commitment to be involved, as appropriate.
    - v. In cases where larger groups are involved, CMC may choose to meet with each "side" prior to bringing them together in mediation.
    - vi. In community mediations, CMC will determine possible city agency participation through either providing resource information or actual involvement by the agency in the mediation process.
    - vii. CMC will secure a commitment to mediate from all the necessary parties and schedule the mediation session at a safe and neutral location.
    - viii. Douglas 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.
    - ix. 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. Our mediators resolve a wide variety of cases each year, keeping their skills well developed and excellent.
    - i. In the case of community mediations;
      - 1. One of CMC's professional mediator will meet with the parties and take them through the mediation process.
      - 2. CMC's mediator will write a summary or agreement that will identify the

- items agreed upon and signed by all parties.
- ii. In the case of community-police complaint mediation;
    1. CMC has mediated over 350 community-officer mediation. 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.)
    2. We require a "consent to mediate" form be signed, acknowledging Colorado's statute protecting the confidentiality of what takes place in mediation.
    3. No written agreement will be produced.
    4. The complaint will be considered resolved once the parties agree to mediation, there is not a presumed requirement for the outcome.
  - c. Reporting.
    - i. In community cases, a close out letter will be sent to the individual making the referral indicating that the parties have met in mediation. A copy of the agreement will be made available upon request.
    - ii. In community-police complaint mediation, a close out letter will be sent to the designated individual from the Sheriff's Department.
    - iii. 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.
    - iv. As appropriate and determined by CMC, we may allow for provide multiple mediations for the same individuals.

Additionally,

- CMC currently has the required insurance coverage in place.
- CMC will provide mediation under this contract for up to \_\_\_\_ community-officer complaint mediations and up to \_\_\_\_ community mediations during the calendar year, 2014.
- Because this is the first year for the program and DCSD is uncertain of actual volume of cases, CMC will agree to bill DCSD 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