



Community Mediation Concepts

A NONPROFIT ORGANIZATION PROVIDING MEDIATION SERVICES

Scope of Proposed Work

Community – Police Mediation Program
__ Police Department

Community Mediation Concepts (CMC) will contract with __ Police Department to provide community-police complaint mediation program set-up, training and initial management. CMC will involve the local mediation program or designated mediators in every aspect of the set-up, training, and management, with the intent that within six to twelve months the __ Police Department may choose to either continue with CMC, or transfer the program to local oversight and management.

CMC will provide:

- Program development, set-up, and training for the __ Police Department, including:
 1. Working with the Chief or his designee to develop a directive outlining the expectations and process for community-police complaint mediations.
 2. Orientation and training for key referral staff, enabling them to understand and support the community-police complaint mediation program.
 3. Orientation for lieutenants, sergeants and others as necessary.
- Case management and intake training for local mediators, including:
 1. Making the initial contact successful.
 2. Explaining the unique benefits of community-police complaint mediation.
 3. Getting a commitment to mediate.
 4. Scheduling issues and concerns.
 5. Closing out a case, letters, and records.
- Community-police complaint mediation training for mediators, including:
 1. How community-police complaint mediations differ from typical mediations.
 2. Facilitated Conversation and the implications for the mediator.
 3. Dealing with issues of control, authority, and emotions.
 4. Process considerations.
 5. Pitfalls to avoid.
 6. Close out for the case, reporting, and surveys.
- Access to CMC's mediator resource website with scripts, letters, forms, etc.
- Monthly check-ins between CMC's executive director, the __ Police Department and local mediators, to ensure a well-run and excellent program.
- Additional support and training, as necessary.

The cost for this will not exceed \$__, plus expenses and will be billed at \$95 an hour with an itemized invoice provided monthly.