



Community Mediation Concepts

A NONPROFIT ORGANIZATION PROVIDING MEDIATION SERVICES

Scope of Proposed Work Citizen – Sheriff Mediation Program

Community Mediation Concepts (CMC) will contract with ___ County Sheriff Department to provide citizen-sheriff complaint mediation program set-up, training and initial management. CMC will involve ___ Community Mediation program in every aspect of the set-up, training and management with the intent that within six to nine months the entire program will become the responsibility of ___ Community Mediation's program.

CMC will provide:

- Program development, set-up and training for the sheriff's department with respect to citizen-sheriff mediations. This will include:
 1. Working with the Sheriff or his designee to develop a directive outlining the expectations and process for citizen-sheriff complaint mediation.
 2. Orientation and training necessary for key referral staff which will enable them to understand and support citizen-sheriff complaint mediations.
 3. Roll-call orientation for officers.
 4. Program marketing.
- Specific case management and intake training for ___ Community Mediation staff, including:
 1. Effective ways to contact the complainant and the officer, explain the unique benefits of citizen-sheriff mediation and getting their commitment to enter into mediation.
 2. Scheduling issues.
 3. Closing out a case, letters and records.
- Specific citizen-sheriff complaint mediation training for mediators, including:
 1. How citizen-sheriff complaint mediations differ from your typical mediations.
 2. This is really a "facilitated conversation" and implications for the mediator.
 3. Dealing with issues of control, authority, and emotions.
 4. The citizen-sheriff mediation process.
 5. Pitfalls to avoid when doing citizen-sheriff complaint mediations.
 6. Close out for the case, who you report to, the letter and surveys.
- Monthly meeting between CMC's executive director and the appropriate people representing ___ County Sheriff Department and ___ Community Mediation Program to ensure a well-run and excellent program.
- Guidance for ___ Community Mediation program in developing a contract with the Sheriff's department for ongoing citizen-sheriff complaint mediation program.

The cost for this will not exceed \$___, plus expenses. This amount may be somewhat less, depending upon specific factors as we refine the scope of work.

Sincerely yours,
Steve Charbonneau
Executive Director, Community Mediation Concepts