



# Community Mediation Concepts

A NONPROFIT ORGANIZATION PROVIDING MEDIATION SERVICES

## Scope of Work

### Citizen – Police Mediation Program

Community Mediation Concepts (CMC) will contract with \_\_\_\_\_ Police Department to provide citizen-police mediations, beginning when the acceptance of this contract and continuing through \_\_\_\_\_. Services will include:

- Program development, set-up and training
- Orientation and training necessary for key referral staff
- Roll-call orientation for officers
- Program marketing information including; brochures and business cards
- Complete intake processing, including;
  1. Contacting the complainant, explaining mediation and getting their commitment to enter into mediation with the officer,
  2. Contacting the officer, explaining mediation and getting his/her commitment to mediate, and
  3. Scheduling mediation at a time that is agreeable for both the citizen and the officer.
  4. The City of \_\_\_ will work with CMC to make our facilities available for mediation as possible and appropriate.
- Professional mediators will provide mediation, being sensitive to gender, ethnic and language issues and needs.
- Close out for the case, including;
  1. A close out letter for the case, indicating that the parties have met in mediation and the complaint will be considered resolved.
  2. Survey the participants and compile data to be shared with \_\_\_ on a quarterly basis.
- Monthly meeting between CMC's executive director and the appropriate people representing \_\_\_ to ensure a well-run and excellent program.
- CMC will provide additional reports as requested or as needed.

Cost for these services will be billed monthly at \_\_\_ an hour, not to exceed \$\_\_\_\_\_.

Sincerely yours,

Steve Charbonneau  
Executive Director  
Community Mediation Concepts