

2004/2005

**Long Beach Community Mediation Program Plan**

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**Agency:** Los Angeles County Bar Association, Dispute Resolution Services  
**Program:** Long Beach Community Mediation Program  
**Period:** July 1, 2004 - June 30, 2005

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**Program Summary:**

The Los Angeles County Bar Association, Dispute Resolution Services (DRS), funded by the County of Los Angeles, will provide community, family, and landlord/tenant mediation services to individuals who live, work, attend school, or own property in Long Beach, California. Services will include mediation, conciliation, group facilitation, and collateral services. These services will be accomplished through self-referral and referrals from all City departments and the following collaborative agencies:

- Neighborhood Resource Center
- Long Beach Non-Profit Partnership
- Housing Authority
- Business Development Center
- Willmore Community Police Center
- Wrigley Information and Police Center
- Anaheim Corridor Police Center
- Seventh Street Community Police Center

The Long Beach Community Mediation Program will work in collaboration with the City of Long Beach's Department of Community Development, Neighborhood Services Bureau. A DRS staff person will be assigned as the primary contact for referrals. Problem Assessment Interviews (PAIs) will be conducted by the DRS Case Coordinator who will physically work in Long Beach on an as-needed basis. The program and DRS staff person will be supervised by the Los Angeles County Bar Association, DRS Director of Operations.

An administrative processing fee of \$50 will be the only charge in most cases for family/domestic, neighbor/neighbor, landlord/tenant, and group disputes. The mediator will serve without compensation for the first three hours of the mediation session. However, if the matter is not resolved after the first three hours, and the parties agree to continue with the mediation session, the mediator will charge an hourly rate of compensation. All fees are on a sliding scale and can be waived for those unable to pay. Business cases are not part of the Long Beach Mediation Program.

In-Kind Contributions by the City of Long Beach are as follows:

- Office space on an as-needed basis
- Mediation room
- Translation services: English, Spanish, and Khmer
- Marketing
- Outreach and promotional mailings to neighborhood associations
- Office equipment, fax, telephone, work station, and incidentals

DRS volunteer, part-time, and regular staff will provide PAIs, scheduling of mediation sessions and mediator, and documentation of all case activities. Additionally, quality assurance measures will ensure the timely delivery of services, confidentially and appropriate case documentation.

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**Goals To Be Accomplished:**

The goal of the Long Beach Community Mediation Program is to work with the Long Beach community to defuse neighbor/neighbor tensions and resolve conflicts peacefully through mediation services provided to individuals living, working or owning property in Long Beach. Additionally, the DRS and City of Long Beach collaboration provides an opportunity for community-based organizations to use DRS services to facilitate workshops and in-service programs.

**Target Populations:**

The proposed target population for the Long Beach Community Mediation Program are adults and youth that live, work, own property, or attend school in Long Beach, California.

Services will be available to all ethnic groups in Long Beach. Translation assistance for Spanish and Khmer speaking residents will be available from the Neighborhood Services Bureau.

**Program Services and Outcomes:**

The Long Beach Community Mediation Program will include mediation training, conflict resolution workshops, intake, mediations, conciliations, case management, mediation scheduling, and information and referral services. Outcome statistics collected through follow-up evaluation surveys will be used to provide the data necessary to measure the program's impact on the Long Beach community. Coordination and implementation of staff development training, marketing, and promotional events will be handled by the Neighborhood Services Bureau, DRS staff, and the Director of Operations of DRS.

Proposed program services for 2004/2005:

- Collaborative Meetings
- Community Trainings
- Staff Trainings
- Community Workshops
- Short Term Problem Assessment Interviews
- Long Term Problem Assessment Interviews
- Dispute Resolution Proceedings Initiated
- Dispute Resolution Proceedings Resolved
- Follow up and Quality Service Surveys

**Assessment and Evaluation**

Program evaluation will occur quarterly. The evaluation will include a brief program narrative detailing:

- Activities during the quarter
  - Number of participants
  - Mediations
  - Resolved Cases
  - Number of intakes and referrals
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Follow-up surveys will be administered at the completion of all mediations/conciliation sessions.

These surveys will inquire about:

- Quality of service
- Experience of a safe environment
- Mutually beneficial and non-adversarial process
- Direct benefit of process/experience to all involved
- Indirect benefit of process/experience to all involved
- Would participant recommend mediation services to others
- Would participant use mediation again in the event of another dispute

**I. VALUE OF DRS SERVICES PROVIDED**

The net dollar value of the services above is estimated to be \$17,000 per annum.

These services are intake, outreach, training, information and referral, mediations, conciliation, facilitation, and program supplies.

**II. TERM**

The term of the agreement shall be from July 1, 2004, to June 30, 2005, with a one-year renewal option based on satisfactory performance and availability of County funding. Either party may terminate the agreement with sixty days written notice to the other party.

**III. INDEMNIFICATION**

Dispute Resolution Services, Inc. agrees to indemnify, defend and hold harmless the City of Long Beach from and against any and all claims, damages, and expenses of whatever nature including court costs.