

Contract Monitoring Report – DRPA Contract

Purpose: The purpose of this Contract Monitoring Report is to provide a standardized framework for the Court to document its oversight and evaluation of the DRPA Contractor’s performance on a bi-annual basis as specified in the MOU for the Provision of Alternative Dispute Resolution Services (MOU). The DRPA Contract is included as Exhibit 4 in the MOU. This report ensures consistent reporting, facilitates transparent communication between the Court and County and promotes continuous improvement of the dispute resolution program.

Procedures: Per Section 5(b)(ii) of the MOU, the Court shall complete and submit this report to the County within 30 days of each bi-annual Court-Contractor meeting. The Court shall review each item listed below and mark the checkbox if the Court conducted the necessary review or evaluation **and** the Contractor has met the corresponding requirement. Each checkbox should reflect the Court’s independent verification based on documentation, reports, meeting discussions, and other relevant sources. If a requirement is not met or cannot be verified, leave the checkbox blank and provide an explanation in the Contractor Performance Issues or Comments section below.

1. General Reporting Information

Reporting Period: _____

Date of Report: _____

Prepared by: _____

2. DRPA Contract Compliance – See related DRPA Contract sections below

A. Exhibit A, Section I

Reviewed and verified Contractor’s performance with this section of the DRPA Contract and found no potential risks, gaps in service delivery, areas for improvement, or performance concerns.

B. Exhibit A, Section V, Subsections 1-5

Reviewed Contractor’s detailed services and budget reports for each of the two quarters included in this reporting period.

Reviewed the Contractor’s spreadsheet with the following data for each quarter:

Number of training and development activities conducted in each region of the county (including the number of mediators trained and the number of volunteers and mediators added or deleted from the mediator panel).

- Number of training and development activities conducted in each region of the county (including the number of mediators trained and the number of volunteers and mediators added or deleted from the mediator panel).
- Number of conflict resolution mediation activities conducted, by type or category of dispute, including the type of service provided and the outcome, as well as client evaluations of the services provided.
- Reviewed Contractor's declaration affirming the accuracy and completion of the training provided.

C. Exhibit A, Section V, Subsections 6-9

Confirmed that the following annual reports were submitted **timely** by the Contractor (this procedure shall only be completed once a year):

- Statistical Data (B&P Code §471.5) submitted to County.
- Survey Results (CCR §3635) submitted to County **and** the California Department of Consumer Affairs (DCA).
- Fiscal Practices and Status (CCR §3642(a)) submitted to County **and** DCA.
- Final Reconciliation of Actuals vs. Budget (CCR §3642(b)) submitted to County **and** DCA.

D. Exhibit A, Section VI, Subsection 1 (A-F)

Reviewed the following aspects of the Contractor's dispute resolution program:

- a. Status and changes or trends in the number of trainees, volunteer recruitment, and the size of panel of trained and available mediators.
- b. Success of collaboration with potential clients, public agencies, and private organizations.
- c. Number of training sessions for community youth in conflict resolution skills.
- d. Improvements or changes in Contractor's case management tracking system.
- e. Degree of compliance with all requirements of DRPA and any variances.
- f. Problems or concerns associated with the performance of services.

3. Committee and Meeting Documentation

- Contractor performance was discussed during ADR Committee meetings.
- Meeting minutes from bi-annual Court and Contractor meetings attached.

