

## EXHIBIT A

**The Proposal of Contractor for services is incorporated in this Exhibit and in the Agreement within which this Exhibit is incorporated; with the additional provisions, conditions and exceptions as set forth below, which shall have precedence over the Proposal.**

### **- Program Policies and Service Priorities for this Contract -**

It is the goal of the County of Santa Barbara and the Dispute Resolution Programs Committee, when recommending and awarding DRPA funds, to promote the use of conflict management and dispute resolution skills throughout the County. The priorities for the disbursement of **2007-2008** DRPA funds in Santa Barbara County, and for services provided by contracting DRPA service providers, are as follows:

1. Providing low-cost dispute resolution services at the earliest possible point in conflicts, to increase community peace and to minimize the destructive potential of disputes; developing and utilizing a trained resource group of community volunteers for this purpose. Early intervention shall be encouraged by systematic outreach to public and private service agencies that typically encounter disputes. Disputes that are resolved as early as possible minimize the cost to the community in time, resources, and community cohesion. Accordingly, contractors shall take all reasonable steps to promote the use of DRPA-funded services before disputes consume substantial resources from other entities, including public agencies and private organizations. An emphasis shall be placed on minimizing the costs of individual DRPA mediations, which shall not exceed the cost for similar services available elsewhere in the County and State.
2. Providing early, effective and low cost dispute resolution services to individuals, business groups public agencies and other organizations, for settlement of cases already filed in the Courts.
3. Promoting and advocating the use of early and cost-effective dispute resolution services. Continuous community outreach and education shall be provided by Contractor, including radio, television, and print media exposure as well as promotional efforts through various community organizations and their newsletters. Public agencies and private organizations are to be aggressively and continuously solicited for receipt of dispute resolution services, and then served by Contractor. These shall include but are not limited to: government agencies and functions such as animal control, police, sheriff, county planning, city and county attorneys, and public schools; and private organizations such as bar and trade associations, industry, employers and employee groups, civic service clubs and community advocacy organizations; as well as any and all other public or private organizations that interact with citizens having potential conflicts that might be best resolved with community involvement.
4. Teaching conflict management skills to as many individuals as possible; promoting and teaching the skills necessary for individuals to resolve disputes on their own. It shall be the goal of fund recipients / contractors to train a broad cross-section of the community in conflict management skills and, in turn, to further develop these community volunteers into skilled trainers themselves. Through face-to-face interaction between disputants, parties in conflict learn to resolve disputes. In training volunteer community mediators to model appropriate conflict management skills, it is expected that disputants will then leave the mediation experience with a greater ability to peacefully handle their own future conflicts without professional intervention.

## **-Conflict Solutions Center / Community Mediation Services and Activities-**

Contractor shall meet the following specific requirements, except as may subsequently be agreed in writing between Contractor and the Dispute Resolution Committee:

### **1. CONFLICT RESOLUTION SERVICES**

Provide countywide, community-based, conflict resolution services, including:

- a. Maintenance of contractor offices and staff in both the North and South regions of the County. Availability of these services, countywide, is essential to continued funding. Contractor's offices shall be open during regular business hours between 9:00 a.m. and 5:00 p.m., Monday through Friday. Volunteer student interns may be recruited to assist in staffing the community offices. Telephones shall be answered by staff or volunteers during regular office hours. Voicemail service shall be maintained after hours, and during those times when staff is not available.
- b. An intake and case development process for information, case review and referral or recommendation of the most appropriate dispute resolution process, providing: (1) referral of those cases not appropriate for these dispute resolution services to an appropriate resource, (2) conciliation services to one or more than one party to assist in self-resolution of the dispute, and (3) face-to-face, multi-party, community mediation.
- c. Provision of an average of four (4) to six (6) mediations per month in the South region of the county, and an average of two (2) to four (4) in the North region of the county. This anticipates a total mediation caseload of between seventy-two (72) and one hundred and twenty (120) mediations for FY 2007/2008. These are minimum objectives, and a further objective is to increase mediation activity in both North and South county, while providing approximately equivalent services in both regions of the county.
- d. Mediations conducted by trained neutral panels of volunteer and staff mediators, selected to suit the needs of each case, according to best practices in this field.
- e. Mediation of disputes in court-related caseloads, including: Small Claims Mediation; Civil-Harassment TRO Mediation; Juvenile Restorative Justice (including victim/offender and parent/teen) Mediation; new court-related programs as developed.

### **2. ADVOCACY AND OUTREACH**

Conduct vigorous community outreach, program advocacy and marketing, in an effort to recruit volunteers and to develop cases, including:

- a. An average of four (4) presentations per month to private businesses; civic organizations and governmental agencies, including: chambers of commerce, social welfare organizations, trade groups, property owners/managers, and any other groups that may make referrals to Contractor. In selecting groups for these presentations, priority shall be given to organizations that have not been previously addressed.
- b. Distribution of periodic press releases (or articles) and public service announcements to appropriate local media, followed by telephone calls to individuals in news organizations, if determined necessary to improve the chances of coverage. Such releases, articles and announcements shall strive for originality and creativity, and to avoid repetition and

redundancy. Copies of such releases, articles and announcements, along with a list of the media outlets utilized, shall be maintained by Contractor and provided to the County ADR Coordinator at the time of distribution to media.

- c. Quarterly telephone contact, and at least one annual meeting, with decision makers in the District Attorney's office (both north and south county offices), the police departments of all cities within Santa Barbara County, the sheriffs department, planning, animal control and other appropriate city and county departments; in order to determine the service needs of these agencies, and to advocate dispute resolution referrals to Contractor.
- d. One (1) annual fundraiser and one (1) annual "open house", designed to increase public awareness of Contractor's services, and to raise funds to support Contractor's dispute resolution programs.

### 3. TRAINING AND DEVELOPMENT

Train a broad cross-section of the community in mediation and conflict management skills, and provide volunteer opportunities for trained individuals to refine their skills and to become trainers in those skills, including:

- a. A minimum of two (2) training sessions per year, one (1) conducted in the north region of the county and one (1) in the south region of the county.
- b. Thirty (30) people shall be trained each year in basic mediation skills. The course shall be a minimum of twenty-five (25) hours long, and shall meet the requirements of the California DRPA guidelines for training mediators. Trainees shall be solicited from all parts of the County, and priority shall be given to training individuals in areas of the county historically under-served (i.e., North Santa Barbara County).
- c. Community members shall be recruited as volunteer mediators, who may receive training scholarships in exchange for a volunteer commitment to Contractor's dispute resolution program. Recruitment efforts shall be designed to ensure that a roster of trained volunteers is always available to mediate client disputes and to provide other volunteer assistance to Contractor.
- d. Contractor shall provide continuing education activities for trained mediators, to ensure the evolution of skill levels. This shall include Intermediate, Advanced and "Trainers in Training" education, and also include an opportunity for mediators to expand skills into supervisory and training roles, as appropriate.

#### **- Development of Outside Sources of Revenue -**

1. It shall be a priority of Contractor, as part of their contractual obligation, to seek additional revenue by offering fee-based mediation, conflict management consulting, and training programs to individuals, governmental agencies, and private businesses or organizations.

#### **- Program Administration; Records and Reporting -**

1. Contractor shall maintain all client and trainee records in a database or other suitable computer record. This data must be current at the end of each quarter, and a declaration stating that it is up-to-date shall be provided to the ADR Coordinator in the quarterly report.

2. Contractor shall track and record the 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.
3. Contractor shall track and record the number of advocacy and outreach activities conducted, by region of the county, along with the outcomes of those efforts.
4. Contractor shall track and record the number of training and development activities conducted, by region of the county; including the number of mediators trained, the number of volunteer and other mediators added or deleted from the mediator panel, and trainee evaluations of the training.
5. Contractor shall provide the ADR Committee with a detailed report of services and budget status at the beginning of each quarter, unless the ADR Coordinator provides written permission for less frequent reporting, which shall not be less frequent than semi-annual.
6. Contractor shall meet regularly with the ADR Administrator or Coordinator, or with any designated Program Oversight Subcommittee of the Dispute Resolution Committee; and shall report, explain and discuss the current status of the following aspects of the Contractor's dispute resolution program, in addition to any other information that may be requested:
  - a. Status, and any changes or trends, in number of trainees, volunteer recruitment, and size of panel of trained and available mediators.
  - b. Success of collaboration with potential client public agencies and private organizations.
  - c. Number of training sessions for community youth, in conflict resolution skills.
  - d. Any improvements or changes in Contractor's case-management tracking system.
  - e. Degree of compliance with all requirements of DRPA, and any variances.
  - f. Any perceived problems or concerns of Contractor in performing under this Contract.

**- Dispute Resolution Committee / County Responsibilities -**

1. Monitor Contractor for contract compliance.
2. Offer direction, information, and assistance to Contractor where appropriate.
3. Provide payments to Contractor in accordance with EXHIBIT B.
4. Otherwise support and supervise Contractor to ensure appropriate and successful Dispute Resolution services in Santa Barbara County.