

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

1008



FROM: Executive Office

SUBMITTAL DATE:

August 23, 2010

SUBJECT: Community Action Partnership Scope of Work for the Dispute Resolution Program

RECOMMENDED MOTION: That the Board of Supervisors approve The Community Action Partnership's Scope of Work for delivery of dispute resolution services during FY 10/11.

BACKGROUND: The Dispute Resolution Programs Act of 1986 (DRPA) provides both structure and a funding mechanism for programs that attempt to reduce civil court case loads and promote the resolution of disputes. When the Superior Courts were transferred from the counties to the state, DRPA was amended to transfer program responsibility to the counties.

On December 16, 2008 (item 3.3) the Board adopted Resolution No. 2008-516 increasing to eight dollars (\$8.00) the fee added to applicable civil filings. Upon collection by the Superior Court funds are deposited in a trust account to support local efforts to resolve disputes in the community. In

Continued

Elizabeth J. Olson, Sr. Management Analyst

**FINANCIAL
DATA**

Current F.Y. Total Cost: \$ 146,745
Current F.Y. Net County Cost: \$ N/A
Annual Net County Cost: \$ N/A

In Current Year Budget: Yes
Budget Adjustment: No
For Fiscal Year: 10/11

SOURCE OF FUNDS: Dispute Resolution Trust Account

Positions To Be Deleted Per A-30 ☐
Requires 4/5 Vote ☐

C.E.O. RECOMMENDATION:

APPROVE

BY:
Dean Deines

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Stone, seconded by Supervisor Tavaglione and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: August 31, 2010
xc: EO, CAP

Kecia Harper-Ihem
Clerk of the Board
By:
Deputy

3.17

Prev. Agn. Ref.: 3.5 7/14/09, 3.3 2/16/08

District: all

Agenda Number:

ATTACHMENTS FILED WITH
THE CLERK OF THE BOARD

Departmental Concurrence

☒ Policy

☐ Consent

Dept's Recomm.:
Per Exec. Ofc.:

Community Action Partnership Scope of Work for the Dispute Resolution Program

May 2010 private not-for-profit agencies submitted dispute resolution project proposals to the Purchasing Department in response to EOARC-17. Following stringent review of all bids submitted the entities selected to provide dispute resolution services are the Community Action Partnership (CAP), Chapman University School of Law and the Riverside Bar Association Dispute Resolution Service (the Desert Bar Association is included in this effort).

The Community Action Partnership (CAP) is a public entity under the auspices of the Riverside County Board of Supervisors which reviews and approves policies, funding and activities for the agency along with providing support of the administrative structure established to carry out CAP's goals and objectives. As a department of county government, the CAP does not enter into agreements with the Board of Supervisors; instead the Board approves the scope of services that CAP will provide under terms of the Dispute Resolution Program Act and regulations. CAP has provided dispute resolution services and community mediation training under DRPA contracts since 1995. The CAP is the only entity presently serving the Moreno Valley Small Claims Court. The Scope of Work for FY 10/11 is found as Appendix A.

The other selected providers have agreements that are being brought forward by the Purchasing Department.

Community Action Partnership of Riverside County

Scope of Services

The primary goal of the Dispute Resolution Program Act is reducing civil case loads through community and court processes. The Community Action Partnership (CAP) will provide services as defined in the act and supporting regulations. The CAP will also provide community-based training and resolution of disputes at small claims court. The agency will serve 2,500 low/moderate income residents across Riverside County.

The CAP will:

1. Deliver services as outlined in the proposal submitted in response to EOARC-17 submitted on May 17, 2010 excluding providing workplace conflict management/dispute resolution training. Services to be provided are in the following categories:
 - a. Family Litigation: post divorce issues and problem involving family members, partners and significant others
 - b. Personal Injury/Property/Neighborhood: related to the collection of doctor or other medical fees, damages to property, failure to maintain property, property lines
 - c. Workplace: consumer rights
 - d. Landlord/Tenant: repairs, deposits, rent, noise
 - e. Schools: reduction of expulsion, steps to increase safe environments
 - f. Juvenile Offenders: assisting parents and Probation to develop restitution plans to mitigate harm done to victims by first-time offenders
 - g. Facilitation: third party negotiation assistance and training for non-profit groups, neighborhood and homeowner associations, mediation to prevent civil harassment
 - h. Unlawful detainers at the Riverside and Southwest Courts
 - i. Small claims: specific to the Court in Moreno Valley
2. Except as listed above, services will be provided countywide.
3. Comply with all provisions of the Dispute Resolution Act and all regulations promulgated to support the act.
4. Comply with requirements set forth in RFP EOARC-17.
5. Implement the services identified in the accepted proposal submitted in response to EOARD-17. The only exception will be that the CAP will not provide workplace dispute resolution for employees as the focus of the current round of funding is reduction in court congestion.
6. Recruit, train, supervise and maintain a base of trained, neutral volunteers to mediate cases. The base at the time of funding application was 55.
7. Provide case management services to support dispute resolution service customers.
8. Hire an Administrative Assistant to provide support for the managers, staff and customers of the agency. This position, when requested through the Form 11 process to amend Ordinance 440,

will be funded with dispute resolution funds and will be deleted according to provisions of Board Policy A-30 should the CAP's dispute resolution services no longer be funded by the County of Riverside Dispute Resolution Trust Account.

9. Provide an orientation and training for mediators and other facilitators that comply with section 3622 of the California Department of Consumer Affairs Dispute Resolution Program regulations.
10. Submit monthly reports to the Executive Office by the tenth of the month following the delivery of service. Reporting requirements may be changed during the contract period if the Executive Office finds the need for additional information. Reports shall include documentation of but not be limited to:
 - a. Outreach activities
 - b. Publicity
 - c. Community forums/Community Education, including submission of rosters
 - d. Volunteer recruitment and training
 - e. Disputes mediated and the number of individuals assisted, include case numbers as available
 - f. Analysis of demographic intake forms completed
 - g. Community mediation training at law enforcement roll-calls
 - h. Contacts with partner agencies and meeting outcomes
 - i. Copies of follow-up evaluations from disputants
11. Maintain records to support all program supported activities and make those records available for audit.
12. Retain all program records for a minimum of ten years. No records shall be destroyed in the event of an in-progress audit by the County of Riverside or the State of California.
13. Invoice the Dispute Resolution Program, Riverside County Executive Office monthly no later than the 10th of the month following the delivery of services. All payments are in arrears and will be made pending review of the monthly reports submitted. The Executive Office reserves the right to withhold payment if any information is insufficient so as to determine compliance with the governing statute and regulations.