

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

871



FROM: Executive Office

SUBMITTAL DATE:
August 30, 2011

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

RECOMMENDED MOTION: That the Board of Supervisors

1. Approve the amended Community Action Partnership's Scope of Work for delivery of dispute resolution services during FY 11/12.
2. Approve and direct the Auditor-Controller to make adjustments to appropriations and estimated revenue for Community Action by \$242,500 as outlined in Appendix A.

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.

Continued

Elizabeth J. Olson
Elizabeth J. Olson, Sr. Management Analyst

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 242,500	In Current Year Budget:	No
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	Yes
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	11/12

SOURCE OF FUNDS: Dispute Resolution Trust Account	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input checked="" type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE
BY: *Christopher M. Hans*
County Executive Office Signature Christopher M. Hans

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Buster, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Benoit and Ashley
Nays: None
Absent: Stone
Date: September 13, 2011
xc: E.O., CAP, Auditor(2)

Kecia Harper-Ihem
Clerk of the Board
By: *Kecia Harper-Ihem*
Deputy

FISCAL PROCEDURES APPROVED
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER
 BY: *Samuel Wong* 8/31/11
 SAMUEL WONG
 Departmental Concurrence
 Dept't Recommend.
 Per Exec. Ofc.:

Policy
 Policy
 Consent
 Consent

RECEIVED
 COUNTY OF RIVERSIDE
 CLERK OF THE BOARD
 SEP 13 2011

Amend Community Action Partnership Scope of Work for the Dispute Resolution Program

Current dispute resolution programs are provided by the Community Action Partnership (CAP), the Riverside Bar Association Dispute Resolution Service (includes the Desert Bar Association) and Chapman University School of Law. Funds come from an eight dollar (\$8.00) fee added to applicable civil filings. Upon collection by the Superior Court funds are deposited in a trust account. The fund also provides reimbursement to the Executive Office for program administration.

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 proposal submitted to increase services to underserved populations: Hispanic, rural, isolated and Limited English Proficient via outreach services are found as Appendix B and added to the existing Scope of Work.

APPENDIX A
Community Action Partnership of Riverside County
Budget Adjustment
Fiscal Year 2011/2012

Increase estimated revenue		
CAARC-21050-5200300000-790500	Operating Transfer in	\$242,500

Increase appropriations:

CAARC-21050-5200300000-510040	Regular Salaries	\$ 22,679
CAARC-21050-5200300000-510320	Temporary Salaries	\$ 54,912
CAARC-21050-5200300000-520930	Insurance-Liability	\$ 2,737
CAARC-21050-5200300000-521360	Maint-Computer Equipment	\$ 1,000
CAARC-21050-5200300000-523230	Misc Expense	\$ 750
CAARC-21050-5200300000-523680	Office Equip-Non Fixed Asset	\$ 1,500
CAARC-21050-5200300000-523700	Office Supplies	\$ 7,500
CAARC-21050-5200300000-523780	Printed Forms	\$ 12,500
CAARC-21050-5200300000-524560	Auditing and Accounting	\$ 771
CAARC-21050-5200300000-524700	County Counsel	\$ 406
CAARC-21050-5200300000-525300	OASIS Processing-Financials	\$ 2,166
CAARC-21050-5200300000-525310	OASIS Processing- HRMS	\$ 733
CAARC-21050-5200300000-525330	RMAP Services	\$ 223
CAARC-21050-5200300000-526420	Advertisement	\$ 20,000
CAARC-21050-5200300000-526500	Rent-Lease Alarm Systems	\$ 45
CAARC-21050-5200300000-526700	Rent-Lease Bldgs	\$ 19,745
CAARC-21050-5200300000-527280	Awards/Recognition	\$ 3,180
CAARC-21050-5200300000-527780	Special Program Expense	\$ 5,000
CAARC-21050-5200300000-527840	Training-Education/Tuition	\$ 54,100
CAARC-21050-5200300000-528140	Conference/Registration	\$ 2,500
CAARC-21050-5200300000-528920	Car Pool Expense	\$ 4,500
CAARC-21050-5200300000-537090	Interfnd-Exp Personnel Svcs	\$ 2,398
CAARC-21050-5200300000-536840	Interfnd Exp-Co Support Svc	\$ 21,044
CAARC-21050-5200300000-537240	Interfnd Exp-Utilities	\$ 2,111
	TOTAL	\$242,500



**Community Action Partnership of Riverside County
Dispute Resolution Center**

Alternative Dispute Resolution Proposal

GOAL:

Increase mediation services to Riverside County residents and reduce the caseload of an overwhelmed court system. The Community Action Partnership of Riverside County (CAP Riverside) proposes to achieve this by increasing outreach and training for underserved populations (Hispanic, rural, isolated and Limited English Proficient (LEP)). Outreach efforts will increase service availability, promote awareness of CAP Riverside's Dispute Resolution Center (DRC) programs and educate the community on ways to resolve conflict.

CAP Riverside proposes to offer through its DRC the following increased/new services: 1) increased mediation awareness outreach and training to underserved populations; 2) expanded services to LEP residents; 3) bilingual mediation training for residents; 4) interpreter services for LEP residents; and 5) increased Peer Mediation Training. These increased and new services, along with DRC's current slate of services, will increase the availability of mediation services in Riverside County, thus helping to reduce the current caseload of the court system.

PROGRAM PLAN:

CAP Riverside will provide increased and new services, outreach and training county-wide. Priority will be given to underserved populations, especially in Eastern Riverside County.

Staffing:

New Hire two (2) temporary, full-time Community Service Assistants (CSAs) to facilitate services.

Peer Mediation:

New Train ten (10) volunteer mediators to conduct Peer Mediation Training in underserved areas of Riverside County.

Increase Provide two (2) Peer Mediation Training per school, maximum fifteen (15) students per training, for a target of 200 additional students.

Mediation Services

New Train twenty-five (25) bilingual (English/Spanish) Conflict Resolution Specialists (CRS) to provide informal conflict resolution services in their communities. A CRS is not a volunteer mediator; they are a resident willing to resolve urgent and immediate conflicts occurring in their community. The CRS will refer, as needed, complex conflicts to the DRC for formal mediation services.

New Train seven (7) bilingual (English/Spanish) volunteer interpreters to provide interpretation services for court and community mediation cases. Interpreters will have the opportunity to receive assistance in the process of becoming certified court interpreters.



Community Action Partnership of Riverside County
Dispute Resolution Center

Alternative Dispute Resolution Proposal

Training:

- New* Provide formal training at eighteen (18) monthly mediation roundtable meetings (9 in East County; 9 in West County) via contracted trainers. These two (2)-hour trainings are to ensure volunteer mediators remain current in their mediation skills based on volunteer mediator evaluations, manager observation and staff reports.
- Increase* Conduct two (2) additional Basic Mediation Trainings to train an additional twenty (20) volunteer mediators.
- Increase* Conduct two (2) additional Advanced Mediation Trainings to provide advanced mediation and conflict resolution skills to an additional twenty (20) volunteer mediators.
- Increase* Conduct twenty (20) additional Community Conflict Resolution Workshops to increase the conflict resolution skills and knowledge of an additional 300 residents. Ten (10) of these workshops will be offered to 150 LEP residents.

Outreach:

- New* Provide community awareness/education to 10,000 residents via participation in resource fairs, health clinics, local community events, six (6) CAP Riverside Mobile Unit events, etc.
- New* Develop twenty-five (25) new partnerships, minimum of five (5) per Supervisorial District), to assist in providing referrals to and information/education about DRC's mediation services, training and volunteer opportunities.
- Increase* Conduct twenty-four (24) information presentations at various community meetings (e.g. service clubs, civil organizations, chambers of commerce, etc.) in underserved areas on: 1) what is mediation; 2) how to request mediation services; and 3) additional alternative dispute resolution services. Presentations will be scheduled for the convenience of underserved populations (i.e., evening, weekends, etc.).
- Increase* Train and certify twenty (20) additional volunteer mediators to provide mediation services for court and community mediation cases.

Conflict Resolution Conference

- New* Coordinate and conduct one (1) Conflict Resolution Conference in Riverside County. Conference will provide skill building, knowledge sharing and networking opportunities for a projected 125 attendees.

**Community Action Partnership of Riverside County
Dispute Resolution Program
Proposed Budget for Additional Funding
July 1, 2011 - June 30, 2012**

Description	Narrative	Additional Funding
Personnel		
Personnel:		
Community Service Assistant (FTE)	Provide support and facilitate services in the Coachella Valley	\$27,456
Community Service Assistant (FTE)	Provide support and facilitate services in the Coachella Valley	\$27,456
Personnel Total:		\$54,912
Direct Cost		
Outreach:		
Outreach Materials	Brochures, Flyers, Posters etc. (English & Spanish)	\$2,500
Mobile Unit	Outreach Events: (6) @ \$750 ea (Includes 2 drivers, fuel, etc)	\$4,500
Advertising	Newspaper Ads, Radio & Public Service Announcements (PSA'S)	\$20,000
Training:		
Volunteer Training	Additional classes: (2) Basic & (2) Advanced Mediation classes @ \$2,500 per session	\$10,000
Conflict Resolution Workshop	Additional workshops: (20) Workshops @ \$1,000 Per Session (Includes \$200 for training facility fees, refreshments, etc.)	\$20,000
Roundtables	Meetings to conduct ongoing (18) 2-hr sessions 9 East & 9 West County @ \$250 ea (includes \$50 for training facility fees, refreshments, etc.)	\$4,500
Interpretation Services	7 Students @ \$1,300 per student	\$9,100
Peer Mediation Trainers	Peer Mediation Trainers (10): 2 Sessions @ \$1000 per session (includes \$200 for training facility fees, refreshments, etc.)	\$2,000
Community Conflict Resolution Specialist Training	Train Community Residents to Resolve Conflict: (5) 2-day trainings \$1,700/day (includes \$100 for training facility fees, refreshments, etc.)	\$8,500
Conflict Resolution Conference	To provide skill building, knowledge sharing and networking opportunities	\$5,000
Printings/Publications	Training Books and printed materials	\$10,000
Training Supplies	Workshop materials	\$5,000
Computer Supplies	Printer Cartridges, computer paper etc.	\$2,500
IT Support	Computer Maint, Telephones etc.	\$1,000
Staff Development	Staff conferences/training, computer classes, etc.	\$2,500
Recognition Events	Mediator Recognition Luncheon: Facility use, food, incentives, etc.	\$1,000
	Peer Recognition Event: Facility use, food, incentives, etc.	\$2,180
Equipment	Laptop/projector	\$1,500
Live Scan	10 @ \$75.00 Each	\$750
Direct Cost Total:		\$112,530
Indirect Cost		
Administration Support Staff		
	Executive Director (3%)	\$4,162
	Planning Manager (3%)	\$2,877
	Fiscal Officer (5%)	\$4,503
	Accountant (10%)	\$6,732
	Clerical (10%)	\$4,405
Overhead Cost	Utilities, Oasis, COWCAP, Lease etc.	\$52,379
Indirect Cost Total:		\$75,058
GRAND TOTAL		\$242,500