

Office of Dispute Resolution (ODR) Policies and Procedures 2011

I. Program Description and Mission

- A) Responsibilities of ODR Central
 - 1. Specific Duties of ODR Staff
 - a) ODR Director
 - b) ODR Project Manager
 - c) Referral Coordinator
- B) Responsibilities of Local Program Administrators
- C) Responsibilities of ODR Neutrals
 - 1) Relationship to Judicial Department
 - 2) Peer Review & Professional Development
 - 3) Subpoenas

II. Qualifications of ODR Neutrals

- A) Application Process
- B) Selection Criteria
- C) Neutral Orientation
- D) Codes of Professional Conduct and Standards of Conduct

III. ODR Mediation Process

- A) Overview of Program
- B) Referrals & Scheduling
- C) Fees
 - 1) Schedule of Fees
 - 2) Advance Collection of Fees
 - 3) Reduced Fee Services
 - 4) Refunds
 - 5) Fees for Late Cancellations & No Shows
 - 6) Fee Cap
- D) Special Considerations
 - 1) Appropriateness of Mediation
 - 2) Domestic Violence
 - 3) ADA Compliance
- E) Foundations of Mediation
 - 1) Voluntary Process
 - 2) Neutrality, Impartiality and Competence
 - 3) Empowerment
 - 4) Confidentiality
- F) Other Mediation Participants
 - 1) Attorneys in Mediation
 - 2) Children in Mediation
- G) Role of Other Professions
 - 1) Legal Issues
 - 2) Psychological Issues
- H) Concluding the Mediation Session
 - 1) Memoranda of Understanding
 - 2) Certificate of Compliance or Status Report
 - 3) Surveys

IV. Online Data & Billing System

- A) Data Collection
- B) Billing Procedures

V. Complaints