



## RATES & FEES: CCDT SERVICES *(external)*

### Description of Services Offered

#### ❖ Referrals

- Court Ordered mediations to be sent via email to [center@ourfamilyservices.org](mailto:center@ourfamilyservices.org) with attached court order requesting mediation intake. Community Dialogue Specialist(s) coordinate referrals with volunteers/staff.
- Community referred mediations come in either via phone, web inquiry, email, to any staff or volunteers. Community Dialogue Specialist(s) coordinate referrals with volunteers/staff. Community Dialogue Specialist(s) coordinate referrals with volunteers/staff. 520-323-1708| Ext. 122 or ext. 121 or [center@ourfamilyservices.org](mailto:center@ourfamilyservices.org)

- ❖ **Mediation Appointments:** Mediations can be scheduled weekdays during the day and early evening hours and on Saturdays by appointment. Mediations are held virtually or at our office at 5049 E Broadway Blvd, Suite 125, or at off-site locations agreeable to all parties (*please see (\*\*)*). Services are available in English and Spanish. *\*\*Due to the pandemic, the Center is only hosting Mediations with less than five people present. Updates will occur as it becomes safer to come together in person.*

#### ❖ Types of Mediation Services Offered:

*With all services listed below an intake process is required.*

*\$50 deposits required for cases going to Interpersonal Mediation, Group Mediation, Eldercare Mediation, & Family Listening Sessions*

- **Conflict Consulting:** short-term individualized support to help an individual with communication tools and skills. (*Individual support for written or verbal communication, letters, emails, navigating conflict etc.*) (*cost associated*)
- **Interpersonal Mediation:** conflict between two parties. Mediations conducted by staff and trained volunteers. (*Adult/adult, parent/child, neighbor, landlord/tenant, co-workers*).
  - **Court Ordered** (*cost associated*)
  - **Business/nonprofit request** (*cost associated*)
  - **Two-party community interest** (*at no-cost*)
- **Multiparty or Group Mediation:** Complex multi-party issues to address conflict between the various parties. Mediations conducted by staff and trained volunteers. (*Business, government, families of three or more, neighborhood associations, co-housing, workgroups, or teams*) (*cost associated*).
- **Eldercare Mediations:** conducted by staff and trained volunteers. Conflict between family parties. (*families caring for an aging loved one 65+*) (*cost associated*).
- **Family Listening Sessions:** Collaborative process between three or more parties focusing on listening, acknowledgement and understanding between parties (*cost associated*).
- **Follow Up:** Coaching and supports along with feedback surveys to be completed.
- **Animal noise complaints** must go through Pima Animal Care Center before being referred to mediation. Call (520) 743-7550.
- **Tucson Police Department misconduct complaints** must go through Internal Affairs before being referred to mediation. Call (520) 791-4426.



Costs & Associated Fees for Mediation Services		Time	Costs
1.	<p><b>Referral Fee (Government/Courts):</b></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake, case development and follow up whether or not the case goes to mediation.</li> <li>❖ Not applicable for community referrals</li> </ul>	Per Referral	\$85 – p/case
2.	<p><b>Conflict Consulting:</b> <i>short-term individualized support to help an individual with communication tools and skills. (Individual support for written or verbal communication, letters, emails, navigating conflict etc.)</i></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake and case-development <b>only</b> if the case does not go to mediation.</li> </ul>	Up to three hours	\$65 – p/case
3.	<p><b>Interpersonal Mediation- Court Ordered:</b> <i>Interpersonal Mediation: conflict between two parties. Mediations conducted by staff and trained volunteers. (Adult/adult, parent/child, neighbor, landlord/tenant, co-workers).</i></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake &amp; assessment, case-development, pre-mediation, mediation and follow up/coaching.</li> </ul> <p><b>Interpersonal Mediation- Community Referral:</b> <i>Interpersonal Mediation: conflict between two parties. Mediations conducted by staff and trained volunteers. (Adult/adult, parent/child, neighbor, landlord/tenant, business/nonprofit).</i></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake &amp; assessment, case-development, pre-mediation, mediation and follow up/coaching.</li> <li>❖ Business/nonprofit, must be the two parties that wish to mediate at referral</li> </ul>	Flat rate (0-3 hours)	\$125 – p/case
		Every hour after three hours	\$75 – p/hr
4.	<p><b>Multi-party or Group Mediation:</b> <i>multi-party issues to address conflict between the various parties. Mediations conducted by staff and trained volunteers. (Business, government, families of three or more, neighborhood associations, co-housing, workgroups or teams).</i></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake &amp; assessment, case-development, pre-mediation, mediation and follow up/coaching.</li> <li>❖ \$50 non-refundable deposit required before case-development.</li> <li>❖ Group mediations that require separate mediations (before or after) will be subject to a \$100 flat fee for any 1:1 meetings 0-3 hours. Mediators have discretion in recommendations.</li> </ul>	Flat rate (0-3 hours)	\$250 – p/case
		Every hour after three hours	\$75 – p/hr

5.	<p><b>Eldercare Mediation:</b> <i>conducted by staff and trained volunteers. Conflict between family parties. (families caring for an aging loved one 65+)</i></p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake &amp; assessment, case-development, pre-mediation, mediation and follow up/coaching.</li> <li>❖ \$50 non-refundable deposit required before case-development.</li> <li>❖ Group mediations that require separate mediations (before or after) will be subject to a \$100 flat fee for any 1:1 meetings 0-3 hours.</li> <li>❖ For business/nonprofit reaching out on behalf of employees for mediation, multiparty mediation is applicable.</li> </ul>	<p>Flat rate (0-3 hours)</p> <p>Every hour after three hours</p>	<p>\$250 – p/case</p> <p>\$75 – p/hr</p>
6.	<p><b>Family Listening Sessions:</b> Collaborative process between three or more parties focusing on listening, acknowledgement and understanding between parties (<i>cost associated</i>).</p> <ul style="list-style-type: none"> <li>❖ Covers the cost of intake &amp; assessment, case-development, pre-listening, listening session</li> <li>❖ \$50 non-refundable deposit required before case-development.</li> <li>❖ Group mediations that require separate mediations (before or after) will be subject to a \$100 flat fee for any 1:1 meetings 0-3 hours. Mediators have discretion in recommendations.</li> </ul>	<p>Flat rate (0-3 hours)</p> <p>Every hour after three hours</p>	<p>\$250 – p/case</p> <p>\$75 – p/hr</p>
<b>Costs &amp; Associated Fees for Community Forums &amp; Events</b>		<b>Time</b>	<b>Costs</b>
1.	<p>A facilitated community forum to discuss challenging social issues facing the community and/or getting input from many who care about an issue in a community setting. Forums can be conducted in-person or online. Trained staff and volunteer facilitators will guide large and/or small group dialogue.</p> <ul style="list-style-type: none"> <li>❖ Inclusive cost covers up to 3-hour forum including meeting to design forum strategy, scheduling, preparing facilitators, facilitating the forum, basic documentation of outcomes.</li> <li>❖ Inquiries: email <a href="mailto:center@ourfamilyservices.org">center@ourfamilyservices.org</a></li> </ul>	<p>Up to three hours</p> <p>Every hour after three hours</p>	<p>\$640</p> <p>\$75 p/hr</p>
<b>Costs &amp; Associated Fees for Trainings &amp; Workshops</b>		<b>Time</b>	<b>Costs</b>
1.	<p>Variety of trainings and workshops offered. See training schedule on <a href="#">our website for Center offerings</a>.</p> <ul style="list-style-type: none"> <li>❖ Inquiries: email <a href="mailto:center@ourfamilyservices.org">center@ourfamilyservices.org</a></li> <li>❖ Trainings customizable   Certificates available</li> </ul>	Times vary	Costs vary

	<ul style="list-style-type: none"> <li>❖ Offered in English/Spanish</li> <li>❖ In-person/online trainings available</li> <li>❖ Topics related to mediation, facilitation, conflict resolution, family communication, crisis management, etc.</li> <li>❖ Group discounts offered for participants of 18 or more.</li> </ul>		
Costs & Associated Fees for Strategic Planning & Facilitation		Time	Costs
1.	<p>Helping groups or teams with clarity for tasks, goal setting, planning projects, brainstorming, coming to consensus through custom-designed services.</p> <ul style="list-style-type: none"> <li>❖ Inquiries: email <a href="mailto:center@ourfamilyservices.org">center@ourfamilyservices.org</a></li> <li>❖ Trainings customizable</li> <li>❖ Offered in English/Spanish</li> <li>❖ In-person/online trainings available</li> <li>❖ Menu of options that may include strategic planning, conflict resolution or training. This process is best for nonprofits, businesses and associations, government entities, community groups.</li> <li>❖ Inclusive cost covers meeting to discuss needs, providing services, documenting outcomes &amp; disseminating to community partner.</li> </ul>	As needed	\$105 p/hr

