

## INFORMAL SESSION MINUTES

December 7, 2015

2:00 p.m.

Commissioners' Office Conference Room

PRESENT: Commissioners Allen Springer, Mary Starrett, and Stan Primozich.

Staff: Laura Tschabold, Christian Boenisch, Chuck Vesper, Desiree Lundeen, Silas Halloran-Steiner, and Lindsey Manfrin.

Guests: Nicole Montesano, News-Register and Marlana Bertram and Renee Vorm, Your Community Mediators.

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\* indicates item forwarded to formal agenda

Commissioner Springer called the meeting to order at 2:00 p.m.

### **Public Health Annual Reports**

The Yamhill County Public Health annual reports (see attached Exhibits A - D) were presented by Silas Halloran-Steiner, HHS Director and Lindsey Manfrin, Public Health Manager. The reports provide a summary of the following programs: Environmental Health, Vital Records, Tobacco Prevention & Education Program, and Immunizations. These programs have regulatory and enforcement work required as part of Yamhill County's status as a Local Public Health Authority. The reports document each program's successes and trends and are a means of formal communication to the Board of Commissioners and the Board of Health regarding what is specifically happening in Yamhill County.

\* Contracts/Grants - See agenda for details.

Commissioner Springer commented on the situation regarding the homeless veteran who passed away recently. There was some discussion regarding what kind of resources are available to assist with these types of situations and agencies available in Yamhill County to help. Commissioner Starrett stated that Dave Haugeberg has been putting together a task force of members from the community to look at options for housing and what they landed on so far was the expansion of the local Gospel Mission. In Yamhill County, YCAP is the go-to agency and has resources available to help short term situations. Commissioner Primozich also commented on veteran status and the fact that it is self reported. The actual number of Veterans being reported in the State of Oregon are somewhat skewed and there needs to be further investigating to determine the correct status of each veteran.

### **Your Community Mediators Update**

Marlana Bertram, Executive Director and Renee Vorm, YCM Board Chair gave an update on the services and future needs of Your Community Mediators (YCM). They also presented to the Board of Commissioners the idea of a "contract for services" rate structure for providing YCM support, based on a format that other community dispute resolution centers in Oregon have been using to partner with their cities and government affiliates. (see Exhibit E) This would separate YCM from the "outside agencies" category and into a "services" category which they feel is more appropriate.

Other business - Laura presented information regarding the option of videotaping Formal sessions which has been offered by Dave from KLYC. Dave has found a more mobile and feasible system than was first suggested. There is one piece of equipment that would need to be purchased for

\$30.00 that will allow the radio station access to our audio through our sound board. Dave has offered to personally attend each meeting unless there is an emergency in order to provide this service. Laura recommended that this item be added to the Formal session agenda for Thursday, December 10<sup>th</sup> for a formal vote. Laura also stated that there will be one more add-on regarding the acceptance of four buses from Salem-Keizer Transit to Yamhill County. These buses will be road ready before they are transferred to Yamhill County for use.

Laura stated that they have met with Cynthia Thompson, Yamhill County Transit Director regarding two outstanding BETC applications. This is now called EIP (Energy Incentive Program) and if final certification can successfully be obtained the energy credits can be sold and should bring in around 1.5 million to the Transit Program.

Following commissioner updates, the meeting adjourned at 3:10 p.m.

Keri Hinton  
Secretary



# Yamhill County Annual Report 2014-EH

## Environmental Health

The Yamhill County Environmental Health Program; licenses and inspects restaurants, temporary food events, mobile food units and other food served to the public, swimming pools and spas (hot tubs), organizational camps, RV parks, bed and breakfasts and tourist facilities. The Program also conducts Contract Inspections of Day-care Facilities and Schools and is responsible for managing Food Handler Training for the community and administering the Safe Drinking Water act for Small drinking water systems using surface water with a population between 25 and

3300 in Yamhill County.

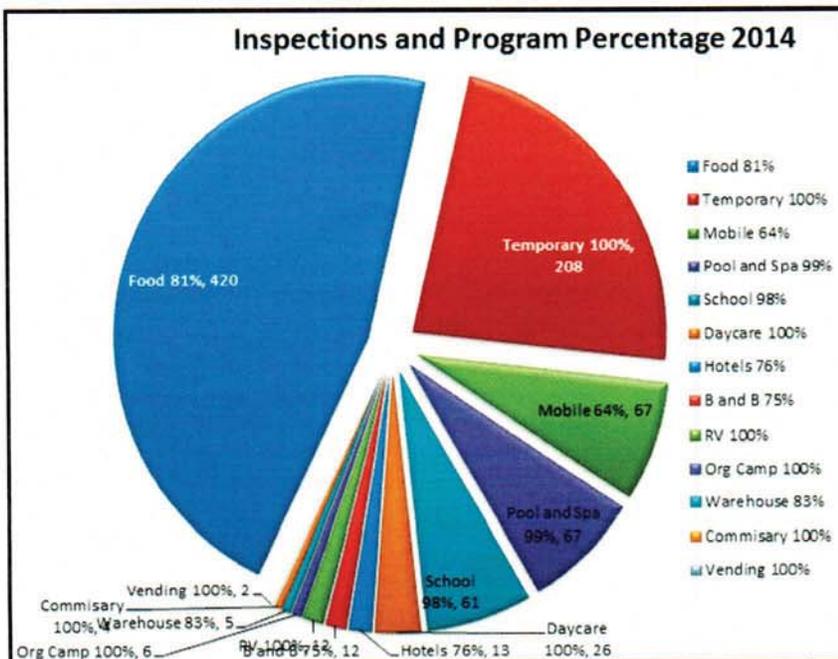
Environmental Health reduces the risk of illness and injury in Yamhill County licensed establishments through regulatory oversight, education and enforcement.

The 2014 Annual Report highlights how Yamhill County Environmental Health inspection totals and risk factor violations compare with State totals, trends in our enforcement activity over the past five years, as well as achievements and future steps for the Environmental Health program.

### Inspection Rate - Yamhill County Comparison to State of Oregon Totals

Yamhill County is required through its Inter-Governmental Agreement with the State of Oregon to inspect least 80% of mobile unit inspections and 90% of other facility inspections each year. The inspection rate for Yamhill County during the 2014 calendar year was 81% of food 64% of Mobile food units. Other areas were inspected at a rate of Hotels 76%, Organizational Camps 100%, Pools and Spas 99%, Vending machines 100%, Warehouses 83%, Bed and Breakfasts 75%, and Commissaries 100%.

Yamhill County Environmental Health had a shortfall on inspections due to staffing losses, causing a lack of coverage for the last half of 2014 into 2015.



### Drinking Water Statistics

- In 2014 Yamhill County Environmental Health worked with 45 EPA regulated systems, and 27 Non-EPA Water Systems.
- Water system surveys conducted - 11 surveys were conducted
- 23 Water system alerts were addressed
- 3 Water system violations were addressed
- There were no Open enforcements on water systems in Yamhill County for 2014

Exhibit A

### CDC Risk Factor Violations 2014

The Centers for Disease Control and Prevention (CDC) has developed five categories of foodborne illness risk factors. The CDC has used data gathered from facilities after known foodborne outbreaks to create these risk categories. The percentages shown are out of the total number of risk factor violations cited in Yamhill County for 2014. The State reported the following percentages for 2014:

Improper Holding Temperatures:

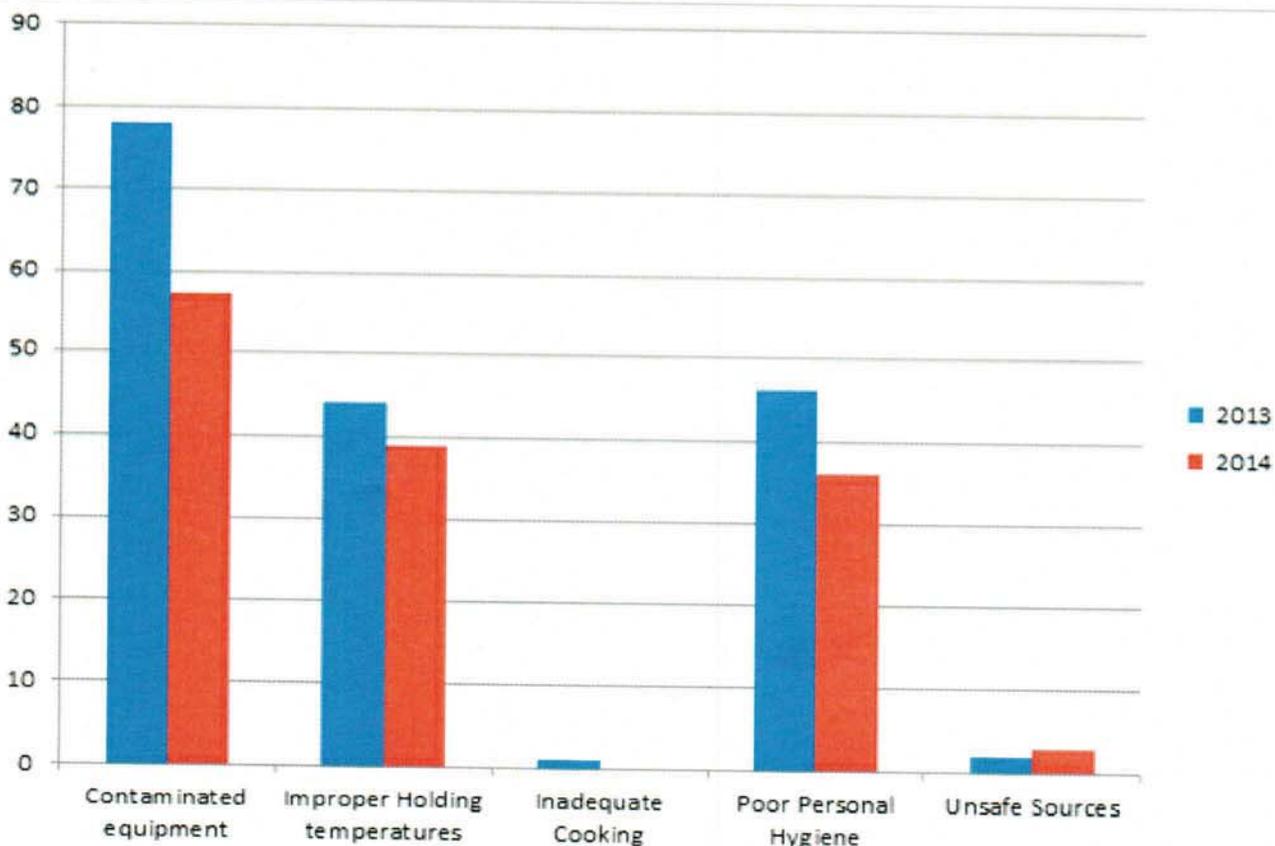
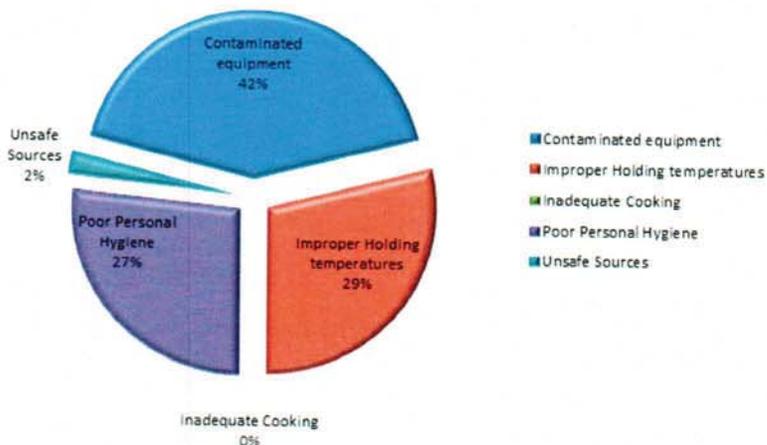
Contaminated Equipment:

Poor Personal Hygiene:

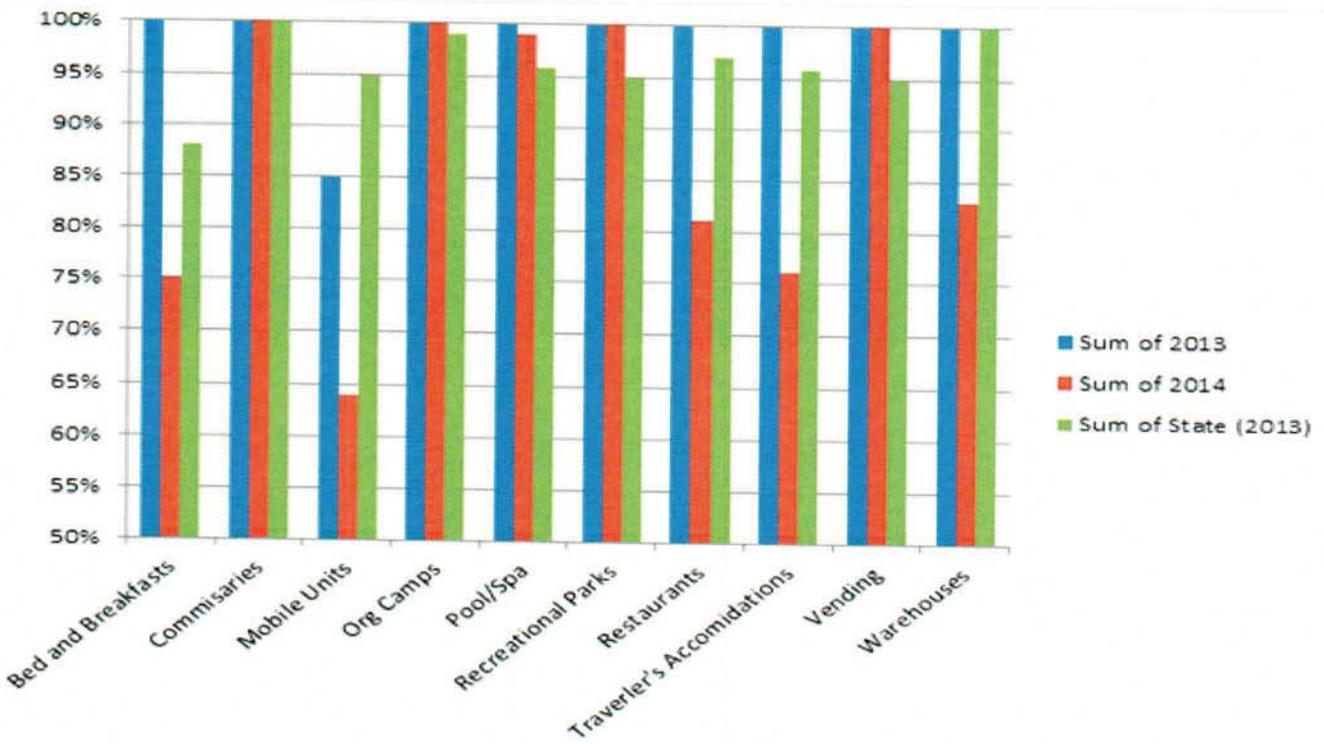
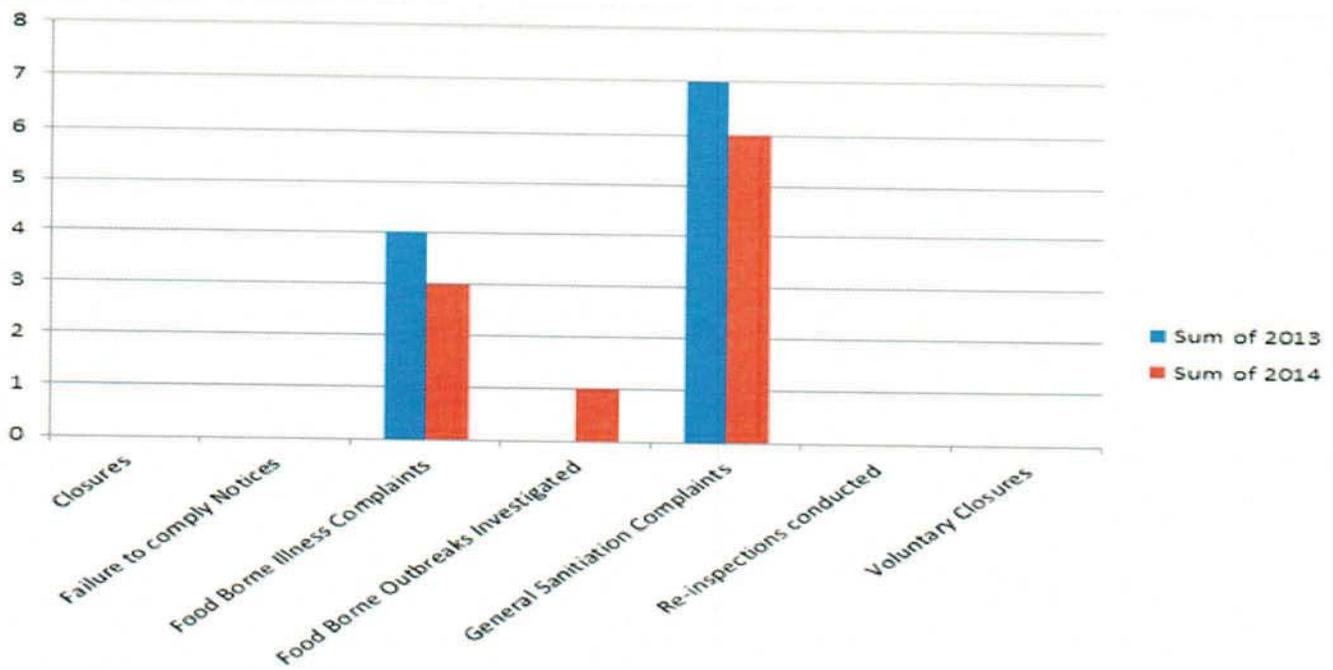
Unsafe Sources:

Inadequate Cooking:

2014 CDC Risk Factor Data



### Enforcement in Yamhill County





# Yamhill County Annual Report 2014-VR

## Vital Records

Yamhill County Vital Records (YCVR) collects all information on births and deaths that occur in Yamhill County. YCVR issues certified copies of birth (BC) and death certificates (DC) up to six months following the date of event. YCVR also provides paternal affidavits applications.

- DC = We receive a 24 notice from Funeral Homes (FH) which we file in index card box until we receive an order form.
- Order forms are received from FH or relatives of the deceased requesting the number of death certificates they want to purchase. FH gets billed. Relatives provide ID and pay at time of order.
- We receive fully paper, hybrid, or all electronic death certificate to issue.
- YCVR issues DC's within 24 hours of receiving request.
- BC = Request come from parents or relatives of the child born. Must submit order form, ID, and payment at time of order. If no issues at state site, we issue BC's while they wait, within 30-60 minutes.
- Paternity Affidavit = Both parents must come in to complete affidavit. Father must watch a video of statement of rights & responsibilities. YCVR notarizes the application and parents are responsible to submit to the State Vital Records department with required fees.
- Biometric fingerprint enrollment = this allows electronic signature at the state OVERs system.

### Vital Record Rate - Yamhill County Comparison to State Totals

Yamhill County has birth and death rates similar to the overall state of Oregon rates as seen in the graphs below.

YCVR keeps 24hr notices, order request forms, dispositions and copy of the hybrid DC for a limited time:

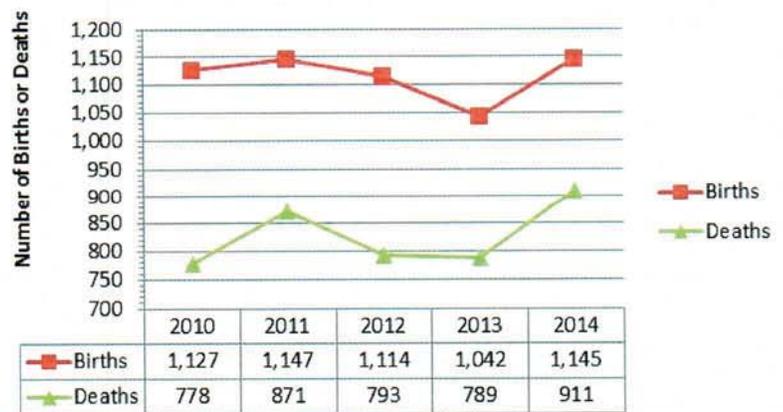
24 hr notices and dispositions—  
destroy after issuance of DC

Copy of Registered DC— destroy after  
14 days of issuance

Order request - keep for 2 years

Oregon State Vital records maintains their records in perpetuity. All vital records request above 6 months of the date of the event should be done through the OR vital records.

Yamhill County Births & Deaths 2010-2014



Oregon Births & Deaths 2010-2014

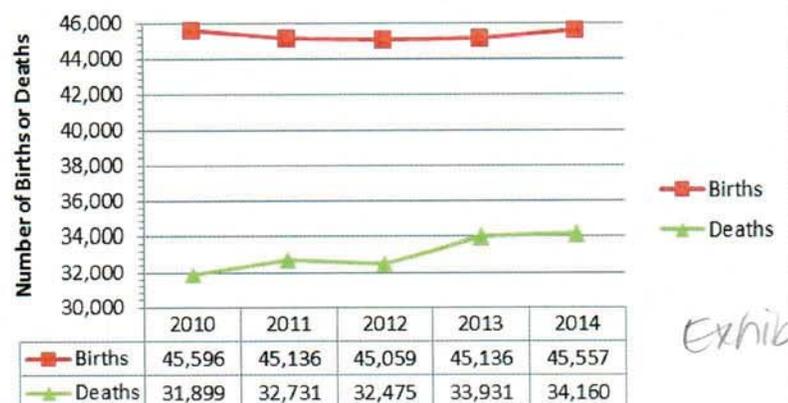


Exhibit B

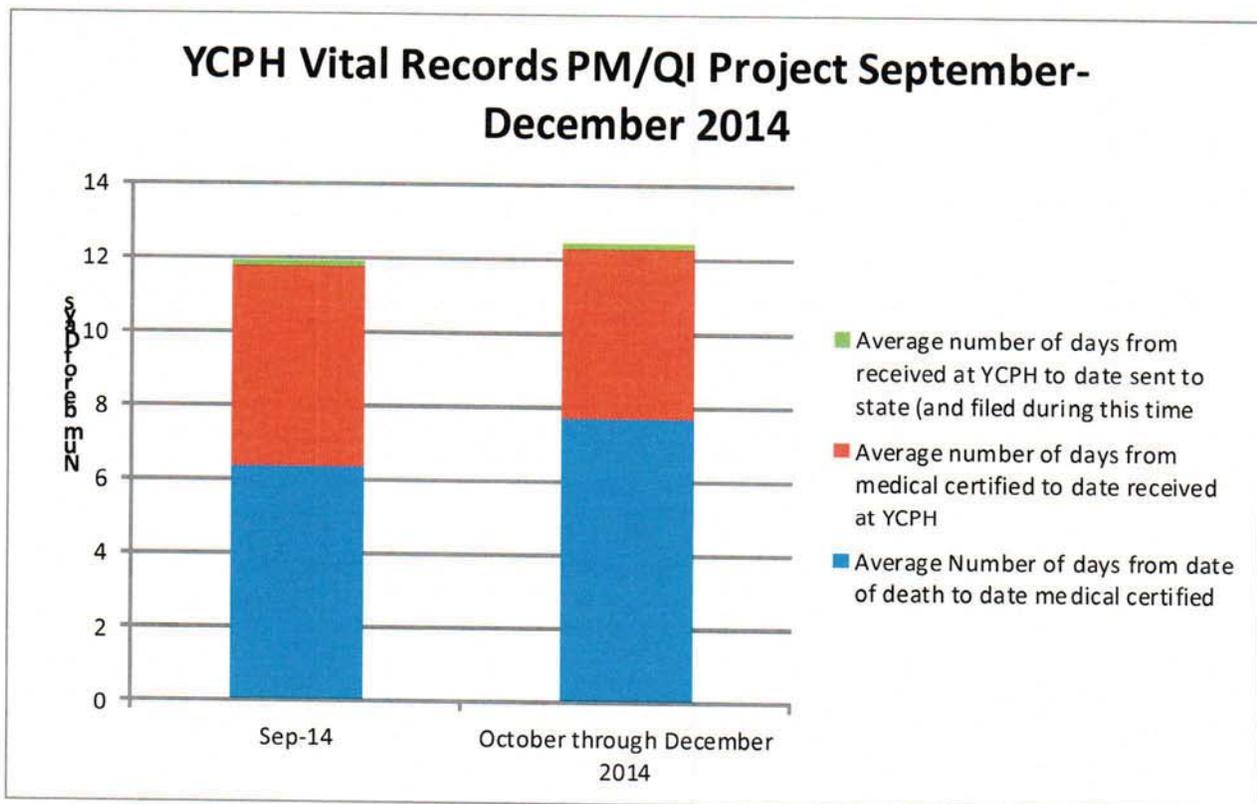
## Vital Records Performance Management Project 2014 Results

In September 2014, the Yamhill County Public Health Vital Records staff began a performance management project to address a state requirement of submitting death certificates within 24 work hours of receipt. The feedback from the state said YCPH was not processing the death certificates within the required time. This project started to measure the processing time at YCPH.

The reasons death certificates were delayed in their processing at YCPH are below:

- Medical Pending (n= 2)
- Medical Examiner date wrong (n=1)
- Missing Medical Examiner Signature (n=1)

All of the death certificates were processed same day or the next morning except for the four listed above. YCPH will work with the state to share these results during the next program review.



## Quick Facts

Total Vital Records Work Completed in 2014:

- 3909 Funeral Home DC Orders
- 62 Personal Death Certificate Orders (this is only 4 months worth)
- 308 Personal Birth Certificate orders
- 7 Paternity Affidavits
- 1 Fingerprinting Registration

## Future Efforts

YCPH Vital Records will be working on how the program can support death and birth certificate needs during emergency events such as mass fatalities, natural disasters, and disease outbreaks. Being able to set up in another location is important to allow us to meet the needs in unique situations. This quality improvement project will also be part of YCPH Continuity of Operations (COOP) planning.

Yamhill County Public Health-Vital Records Department Contact:

Rosa Mercado

County Registrar

Yamhill County Public Health

412 NE Ford Street

McMinnville, OR 97128

503-434-7525





# Yamhill County Annual Report 2014-TP

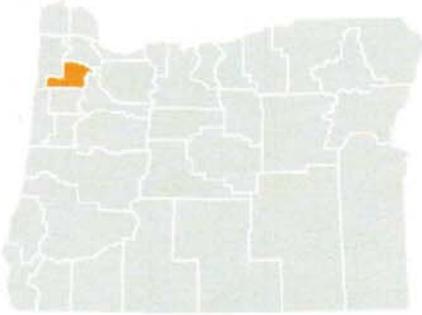
## Tobacco Prevention & Education Program (TPEP)

### Program Description

The Tobacco Prevention and Education Program (TPEP) is a statewide program focused on reducing and preventing the number of tobacco-related illnesses and deaths through policy work, educational outreach, and community partnerships. In Yamhill County, this work is done by promoting tobacco-free environments and communities, preventing youth from initiating tobacco use, encouraging others to quit, and reducing the impacts of tobacco product marketing.<sup>1</sup>

### Tobacco Use in Yamhill County

Tobacco use is still the number one cause of death in the United States and in Oregon. In Yamhill County, the cigarette smoking rate among adults is 17% compared to 19% statewide. While the prevalence of cigarette smoking in Yamhill County is lower than the state, there is still much work to be done. Evidence has shown that through policy work, such as increasing the price of tobacco, banning coupons, licensing tobacco retailers, and controlling retailer density near schools, we can impact the number of youth that begin smoking and influence the other costs involved.



Tobacco's Toll in Yamhill County in One Year  
 Source: Oregon Health Authority. 2014 Oregon Tobacco Fact Sheets: Yamhill County

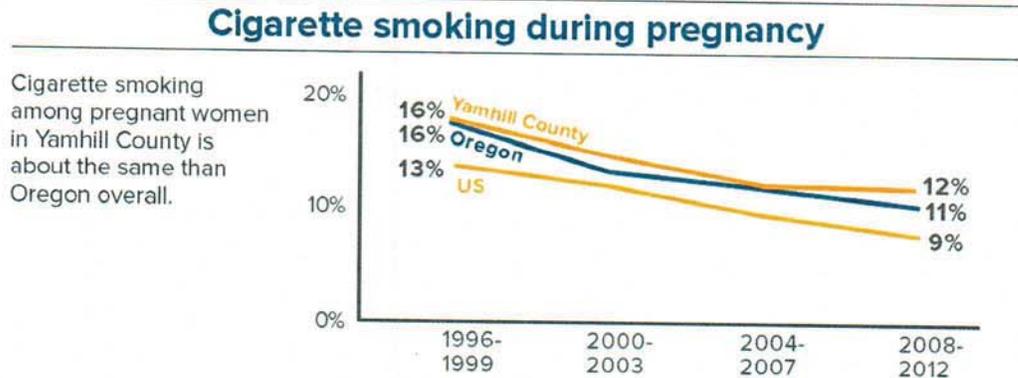
Exhibit C

### Tobacco Use and Pregnancy

Cigarette smoking not only effects the individual smoking but others as well. For women that smoke during pregnancy, they are at increased risk for:<sup>4</sup>

- Miscarriage
- Infant with low birth weight
- Sudden Infant Death Syndrome (SIDS)
- Birth defects like cleft lip or cleft palate
- Problems for the placenta which provides key nutrients and oxygen during pregnancy

Cigarette smoking in pregnant women has been declining over the years. However, given the current trend, we can expect to see an increase in cigarette smoking during pregnancy.



### Enforcement of the Indoor Clean Air Act (ICAA) in Yamhill County

The Indoor Clean Air Act (ICAA), also known as the Smokefree Workplace Law, prohibits smoking in the workplace and within 10 feet of all entrances, exits, windows that open, air-intake vents and accessibility ramps that lead to an entrance or exit.

**WEMS Complaint Trend Data for Yamhill County from 2009-14**

Starting January 1, 2016, the ICAA will also include inhalant delivery systems which are devices that can be used to deliver nicotine, cannabinoids and other substances in the form of a vapor or aerosol.

Response	Year					
	2009	2010	2011	2012	2013	2014
Initial Response Letter Sent	18	7	13	2	2	3
Site Visit/No Violation	3	2	1	1	0	0
Not Valid	1	2	3	0	1	0
Follow-up/No Violation	0	1	0	1	0	0
Site Visit Denied	0	1	1	0	0	0
Complaint Response Letter Sent	0	1	0	1	0	0
<b>Total Complaints</b>	<b>22</b>	<b>14</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>3</b>

The Workplace Exposure Monitoring System (WEMS) is a statewide data system used to track complaints and violations of the ICAA.

*Table 1:* Actions taken in response to complaints filed by members of the community.

- \*Initial Response Letter –Letter used to inform the business entity of the formal complaint.
- \*Site Visit/No Violation –A site was visited and there was no evidence of an ICAA violation
- \*Not Valid –The violation was not a valid complaint.
- \*Follow-up/No Violation –A site was previously found to be in violation of the law and was re-visited for a second evaluation. Found to be in compliance of the law.
- \*Site Visit Denied –A site was visited and that entry onto the premises was denied.
- \*Complaint Response Letter Sent –Details summary of events and follow-up to initial complaints.

### Yamhill County Youth & Tobacco

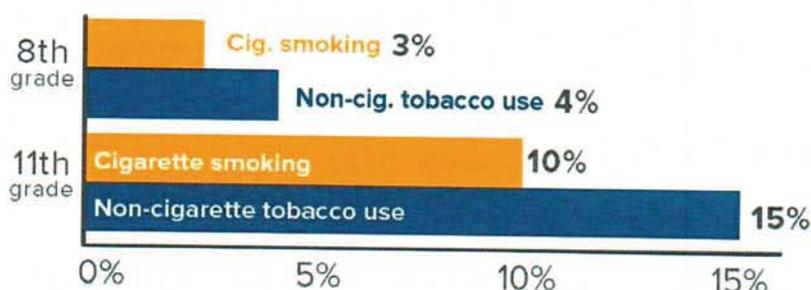
Studies have shown that almost 90% of current adult smokers began smoking by age 18 therefore in most cases long-term tobacco use is established at an early age.<sup>5</sup> While tobacco use for youth in the county is low there is still much work to be done.

- 80% sold flavored tobacco
- 84% sold tobacco at discounted prices and
- \$1.02 was the average price of a single flavored little cigar or cigarillo.

Among tobacco retailers assessed in Yamhill County<sup>2</sup>:

- 3 in 5 advertised tobacco outside

### Youth cigarette and non-cigarette tobacco use



Among 11th graders in Yamhill County, non-cigarette tobacco product use is **nearly 50% higher** than cigarette smoking.

*Note: non-cigarette tobacco products include: cigars, pipe tobacco, hookah tobacco, chewing tobacco, dissolvable tobacco, and electronic cigarettes.*

### Achievements, Community Outreach, and Future Efforts

In the past year Yamhill County has done great work to lessen the burden of tobacco in our community. Specifically:

- A partnership with the Yamhill CCO began as a means to help clinics and providers contracted with the Yamhill CCO to assist OHP clients in connecting with the Quit Line and other cessation resources
- Discussion to help the Yamhill CCO become a tobacco-free property began
- McMinnville Parks and Recreation District parks have gone completely tobacco-free

### Yamhill County Public Health-Department Contact:

Elizabeth Sampedro, MPH  
 TPEP Coordinator  
 Yamhill County Public Health  
 412 NE Ford Street  
 McMinnville, OR 97128  
 (503) 434-7481  
 sampedroe@co.yamhill.or.us



<sup>1</sup> Yamhill County Health and Human Services. Tobacco Prevention and Education. Retrieved from: <<http://hhs.co.yamhill.or.us/hhs-ph/tobacco-prevention-and-education>>.

<sup>2</sup> Oregon Health Authority. Yamhill County Tobacco Fact Sheet, 2014. Retrieved from: <<https://public.health.oregon.gov/PreventionWellness/TobaccoPrevention/Pages/countyfacts.aspx>>

<sup>3</sup> Yamhill County Public Health. Local Health Department TPEP Grant: Local Program Plan Form 2015-2016.

<sup>4</sup> CDC. Tobacco Use & Pregnancy. <<http://www.cdc.gov/reproductivehealth/maternalinfanthealth/tobaccousepregnancy/index.htm>>

*Exhibit C*



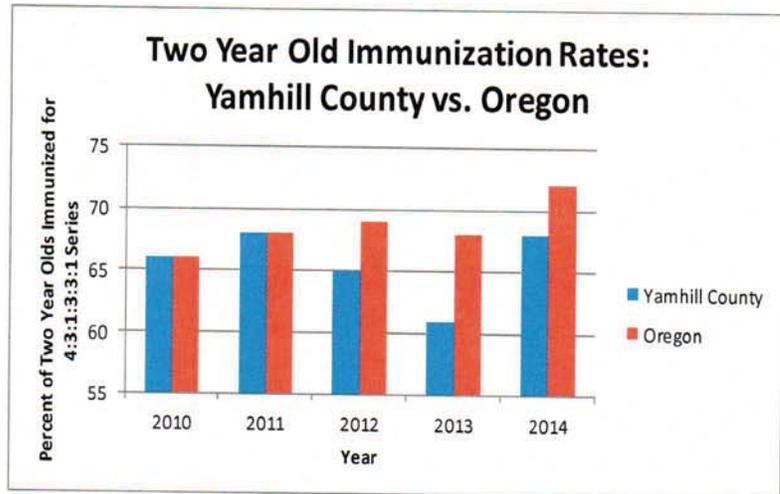
# Yamhill County Annual Report 2014-IM

## Immunizations

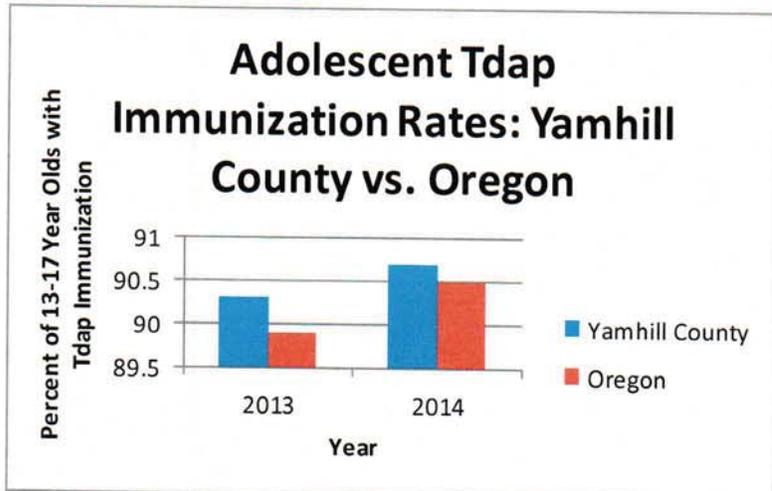
Yamhill County Public Health (YCPH) tracks immunizations and encourages community partners and clinics to increase immunization rates in school-aged children by the school exclusion deadline. School exclusion is during the third week of February each school year. Vaccination reminder letters are sent to students who are not current with immunizations. Of the total reminders sent, YCPH tracks the total number of students who are not up-to-date with immunizations and hence excluded from school. The Immunization Coordinator keeps a record of the school exclusion data for each year.

### Immunizations Rates – Yamhill County Comparison to State Totals

In 2014 Yamhill County two year olds had lower immunization rates for the 4:3:1:3:3:1 series than two year olds in Oregon. This series includes: 4 doses DTaP, 3 doses IPV, 1 dose of MMR, 3 doses of Hib, 3 doses of HepB, and 1 dose Varicella. Yamhill County has lower immunization rates than the state but may be tending up again.



In 2014 Yamhill County adolescents had about the same Tdap immunizations rates as other adolescents in Oregon. The immunization rate is trending positively for both Yamhill County and Oregon.



## Vaccine Exemptions: Medical vs. Non-medical

Currently exemptions for vaccines can be categorized by either medical or nonmedical exemption. Medical exemption requires a signed letter from a physician stating the condition and the vaccines contraindicated, and can be either temporary or permanent. These are then reviewed by YCPH for approval. Nonmedical exemptions require parents to view an online educational program and print a certificate, or get a signed certificate from their physician saying they have been educated on the risks and benefits of vaccines and still choose to decline. They will also have to fill out the facility's vaccine forms and claim non-medical exemption. Parents have the option in Oregon to claim an exemption from vaccines.

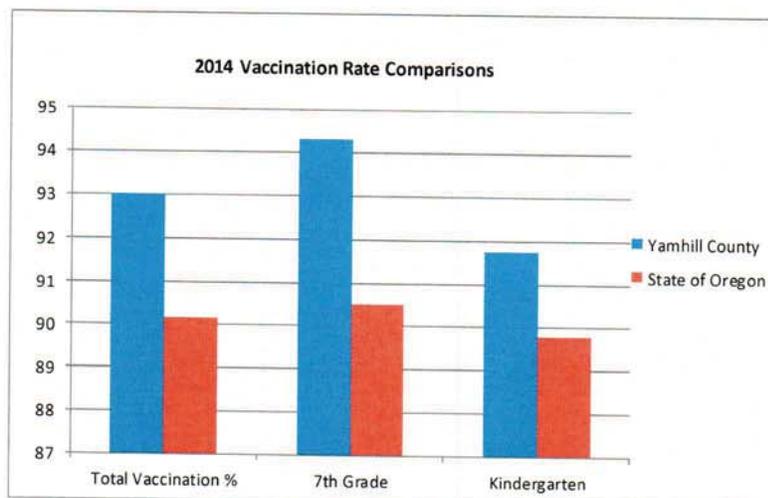
\*\*Medical exemptions for Yamhill County in 2014 were 38, and there were 801 non medical exemptions in place. ....compare to state exemption data....\*\*

Recommended vaccines for school age children starting Kindergarten include:

- 5 Diphtheria/Tetanus/Pertusis (DTaP)
- 4 Polio, 1 Varicella (Chickenpox),
- 2 MMR (or 2 Measles, 1 mumps, 1 rubella)
- 3 Hepatitis B
- 2 Hepatitis A
- Students entering 7th grade need an additional dose of Tdap

(Need medical/non-medical exemption rates for 2014)

See- "Copy of School Level Immunization and exemption data 2014-2015 School Year (2).xlsx for individual school rates... county rate? State rate??



## Enforcement in Yamhill County

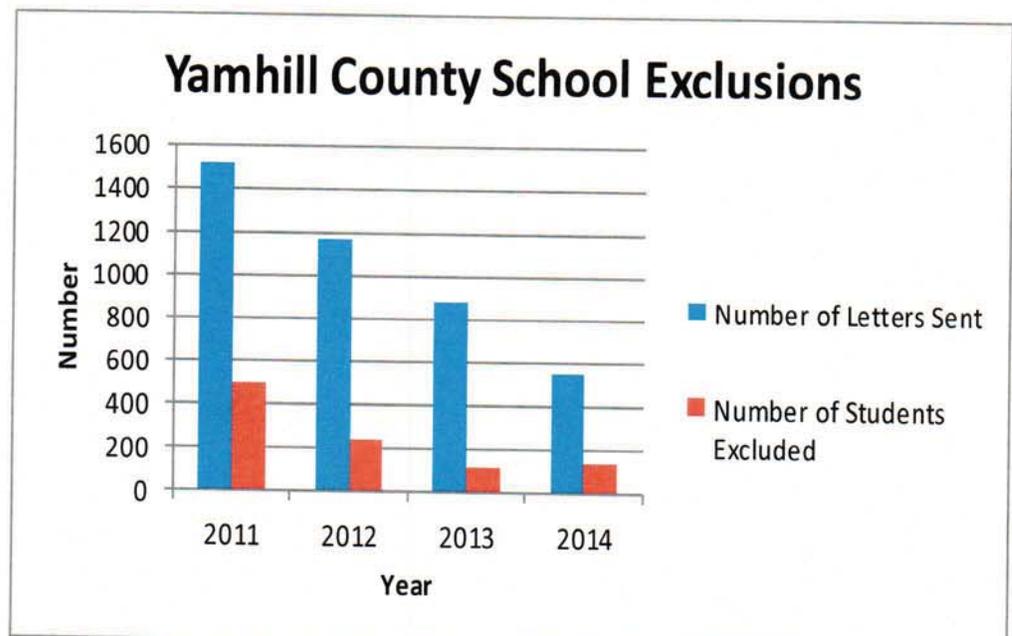
At the beginning of each school year parents fill out vaccination records and updates, and are informed by schools what vaccines are missing and what is out of compliance. The schools then compile records and submit reports to YCPH by the second week of January. YCPH reviews this information, and verifies immunization status thru the online ALERT system. Parents receive an exclusion notice if their child is out of compliance. Letters are mailed to parents the first Wednesday of February, and include information about which vaccines are still needed, and the upcoming exclusion date, which is the third Wednesday of February. Schools must not allow students to attend beyond the exclusion date unless they have received the required vaccines, submitted a medical exemption, or submitted a non-medical exemption.

### Yamhill County School Exclusion Data 2011-2014

The table and graph below demonstrate the number of school exclusion letters sent and the number of students actually excluded from school. Yamhill County issued a total of 547 exclusion letters for the 2013-2014 school year. Of those, 132 students were excluded from school until their immunizations were up-to-date.

Year	Number of Letters Sent	Number of Students Excluded
2011	1509	494
2012	1172	241
2013	882	113
2014	547	132

The graph to the right highlights the decline in both letters sent home and the number of students excluded from school due to incomplete immunizations, since the 2011 school exclusion.



## Achievements, Community Outreach Efforts, and Future Efforts

Yamhill County Public Health works with school districts to hold on-site immunization clinics where parents can bring their children in for vaccines. Schools are encouraged to access the statewide immunization database for accurate records, and assistance is offered to schools for training related to immunization law. YCPH offers immunizations as part of the state Vaccines For Children (VFC) program and appointments are available on a walk-in basis or by scheduled appointment.

YCPH works with school districts throughout the school year to notify parents of needed vaccines and encourage them to bring their children's immunization status up-to-date before the exclusion date. YCPH Maternal and Child Health nurses have access to immunization records and educate parents during home visits regarding immunization information, access options, and school law.

Efforts continue each year to inform parents, offer easy access to vaccines, and assist schools in the collection and review of immunization records.

### Immunization Program Contact Information

Torena Cole, RN

Clinic Nurse Supervisor and Immunization Coordinator

Yamhill County Health and Human Services

Yamhill County Public Health

412 NE Ford Street

McMinnville, OR 97128

colet@co.yamhill.or.us

503-434-7414



Exhibit D



# Your Community Mediators of Yamhill County

P.O. Box 444, McMinnville, OR 97128

503-435-2835

www.ycmediators.org

*Empowering people to make positive changes in the way they respond to conflict*

December 4, 2015

Commissioner Allen Springer - Chair  
Yamhill County Board of Commissioners  
Yamhill County, Oregon

### *Holiday Greetings from Your Community Mediators!*

As we approach the end of 2015, the Board and staff of Your Community Mediators wish to again thank the Yamhill County Commissioners for supporting community mediation and education. We very much appreciate your partnering with us in the past to provide effective options to county residents in resolving disputes peacefully.

YCM strives to be as transparent as possible regarding the specific value of services we provide to Yamhill County. We are proud of how well we leverage your past contributions to support YCM's team of 30+ dedicated volunteer mediators, coordinated by our executive director, to continue building a "culture of peace" in throughout our great County.

To update the Board of Commissioners, we'd like to offer this recent snapshot of the county's mediation caseload:

<b>Case Types Opened in Yamhill County</b>	<b>2015 11-Month Update</b>			<b>2014</b>			<b>2013</b>		
	<b># Cases</b>	<b>Residents Served</b>	<b># Mediations</b>	<b># Cases</b>	<b>Residents Served</b>	<b># Mediations</b>	<b># Cases</b>	<b>Residents Served</b>	<b># Mediations</b>
Community-Business	4	10	1	2	6	1	9	27	4
Community-Civil	4	11	1						
Community-Landlord-Tenant	15	46	5	17	50	5	23	62	8
Community-Neighbors	18	57	5	25	78	4	25	101	9
Community-Workplace, Other	3	10	0	7	17	0	4	9	2
Family-Parenting Plans	30	103	4	25	88	9	34	120	11
Family-Other	10	41	1	17	49	8	24	62	10
Family-Parent/Teen	14	35	6	10	22	2	17	53	11
Facilitations	14	35	6	4	59	2	2	20	2
Small Claims	88	249	88	102	290	102	87	230	87
School Truancy	23	53	27	18	49	24			
Juvenile Victim/Offender							3	11	3
	<b>223</b>	<b>650</b>	<b>144</b>	<b>227</b>	<b>708</b>	<b>157</b>	<b>228</b>	<b>695</b>	<b>147</b>

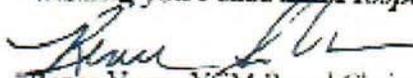
In addition to mediating various types of community, family, truancy and small claims issues, our volunteers provide weekly conflict resolution classes to youth at the County Juvenile Detention Center, hold annual Basic Mediation Trainings to increase the public roster of trained conflict resolution "specialists," and make educational presentation to groups whenever possible (*please ask if you'd like a presentation for a County department meeting, service club, etc.*)

This next year we will continue developing our School Truancy Mediation Program and plan to again hold regular Family Meeting Workshops to help family members learn how to better communicate with each other skillfully and effectively.

Exhibit E  
pg. 1

We are excited about the advance of effective conflict resolution in our county, look forward to a more in-depth discussion with you in the next year about our continued collaboration to provide these services.

*Wishing you Peace and Prosperity in the year ahead, and always...*

  
 Renee Vorm, YCM Board Chair

  
 Marlena T. Bertram, Executive Director

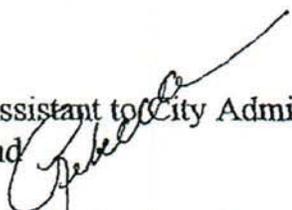
P.S. Below is 3-year comparisons of Referral Sources, also for your review.

<b>Case Referral Sources in Yamhill County</b>	<b>2015 11 mos</b>	<b>2014</b>	<b>2013</b>
Courts	91	106	95
Juvenile Justice	25	5	4
Word of Mouth, Self	18	29	37
Law Enforcement	14	12	17
Former client	13	12	16
Social Services	13	11	11
Internet	11	12	13
Government Agencies	8	10	12
Private Practitioners	6	9	1
Other Courts	5	19	13
Housing	4	5	7
Legal Aid	2	3	3
Schools	2	3	2
<b>Totals</b>	<b>212</b>	<b>236</b>	<b>231</b>



## CITY of BEAVERTON

4755 S.W. Griffith Drive, P.O. Box 4755, Beaverton, OR 97076 General Information (503) 526-2222 V/TDD

To: Elizabeth Newton, Assistant to City Administrator  
From: Rebecca A. Sweetland   
Date: July 15, 1997  
Regarding: Tigard Dispute Resolution Services Agreement

I look forward to continue working with you in serving the citizens of Tigard during Fiscal Year 1997-1998. Listed the below is my understanding of the services we will provide, including cost to Tigard and a brief description.

1. Process Tigard cases. This includes intake, case management, joint sessions, follow-up, as well as tracking and statistical compilation. Cost: \$200. per case. However, if a case goes over 10 hours, then \$20/hour additional. Last year we processed 15 Tigard cases; we expect the caseload to increase this year (we already have four cases for the month of July).
2. Train and coordinate Tigard volunteers. This includes educating Tigard citizens in Telephone Mediation and Joint Session Mediation skills as volunteers for CDRC for one year. Last year we had one volunteer from Tigard. This year we have none. If any should apply and make it through the Spring applicant screening process, we would charge Tigard \$325. if the person volunteers with us, or \$650. if they do not.

With next year's budget (FY98-99) we will look at the costing and adjust the figures, if needed, on the basis of actual number of cases and costs.

Linda Adlard, Chief of Staff

**Beaverton Dispute Resolution  
2016-17 City of Tigard  
Fee for Service Schedule**

Service	Description of Service(s)	Fee
<b><u>Mediation Services</u></b>		
<b>Declined in case development</b>	A case is opened, but during development a party or the parties decline mediation.	\$75 per hour - 3 hour maximum per case
<b>Case mediated through conciliation</b>	Mediation process where the parties with the mediator's help attempt to reach a collaborative solution to the conflict during telephone negotiations or via multi-party conference call.	\$300 per case
<b>Face-to-face mediation at center (or other location)</b>	Mediation where two or more parties meet face to face with the mediator and attempt to reach a collaborative solution to the conflict.	\$300 per single table mediation session case (2-hour minimum)
<b>Multiple face-to-face mediation session(s) required for case</b>	Cases where two or more parties meet for more than one session face to face with mediator(s).	\$300 for first session; \$100 per hour for up to six additional hours
<b><u>Training Services</u></b>		
<b>Conflict management workshops</b>	Customized workshops for organizations or groups requesting conflict management training or specialty mediation training - includes pre-training preparation	\$500 for half day; \$1,000 for full day
<b><u>Conflict Coaching</u></b>		
<b>Individuals requesting conflict coaching</b>	Customized coaching for individuals needing help preparing for a future difficult conversation or advice on how to manage the issue more productively	\$100 for each one hour session
<b><u>Facilitation Services</u></b>		
<b>Facilitation work for organizations or groups</b>	Includes preparation session(s) with meeting organizer and major stakeholders, plus follow up summary report and future action plan	\$300 - pre-meeting preparation - 6 hour maximum; \$300 for half day session; \$600 for full day session

Exhibit E

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