

Shared Neutrals ADR Program (SNAP)

AGENCY LIAISON INTAKE Form C

To be completed by Agency SNAP Liaison

Date: _____

Agency Liaison _____ Agency: _____

Address _____

Contact Phone: _____ FAX: _____

Issues: _____

3 Dates Acceptable to Parties/Reps: _____

PARTY INFORMATION (If more than 2 parties, use additional intake forms)

Party #1 Name: _____ Agency: _____

Address: _____

Phone #: _____ Fax #: _____

Relationship to Party 2: _____

Name of Representative (if applicable): _____

Address: _____

Phone #: _____ Fax #: _____

Party #2 Name: _____ Agency: _____

Address: _____

Phone #: _____ Fax #: _____

Relationship to Party 1: _____

Name of Representative (if applicable): _____

Address: _____

Phone #: _____ Fax #: _____

Do Parties have Request For Mediation & Consent To Mediate Forms: Yes ___ No ___

Case Type: EEO ___ Union ___ MSPB ___ Other (specify) _____

Special Requirements (if any): _____

To be completed by SNAP Coordinator

SNAP Coordinator Name: _____ Phone #: _____

Assigned SNAP Case Number: _____

Mediator: _____ Phone #: _____

Mediator's Agency: _____ Fax #: _____

Address: _____

Co-Mediator: _____ Phone #: _____

Co-Mediator's Agency: _____ Fax #: _____

Address: _____

Results: _____

Date of Closure: _____

Shared Neutrals ADR Program Agency SNAP Liaison Case Intake Procedures

Intake Definition

Intake for the SNAP Agency Liaison is a two-step process. The first step includes the responsibility of the Agency SNAP Liaison to have determined that the case is appropriate for mediation and that both parties in the dispute are willing to engage the services of the Shared Neutrals ADR Program. The second step is the initial contact between the Agency SNAP Liaison and the SNAP Program Coordinator.

Purpose of Intake

The purpose of intake is not to hear the details, but to gather and provide basic information so the parties can decide if the SNAP Program could work for them. The Agency SNAP Liaison shall provide materials explaining the SNAP Program to the parties. The Agency SNAP Liaison is also the point-of-contact to ensure that the parties and the issue(s) qualify for the program and to determine the guidelines (if any) established by the particular agency. The Agency SNAP Liaison ensures that the SNAP Coordinator and the Mediator assigned to the case are aware of any agency subject matter and/or resolution limitations.

Intake Call

Intake begins when a call or request for a SNAP mediation is directed to the Agency SNAP Liaison. The Liaison gathers sufficient information from the parties to contact the SNAP Coordinator. If the initial call to the SNAP Coordinator is directly from one of the parties, they should be referred back to their Agency SNAP Liaison.

The following is a sample list of questions that the Agency SNAP Liaison should cover on the intake call:

- Are the parties employees of a participating agency?
- Have all parties been contacted?
- Have they received SNAP Program materials?
- Do the parties understand the procedures?
- Are all parties willing to sign the Consent To Mediate Form?
- Do the parties have settlement authority?
- What are the names, phone numbers and addresses of all parties and representatives (if representatives are to attend the mediation session)?

- Have all parties completed the Request For Mediation Form?
- Are there any concerns or special needs that either party requires (e.g. interpreter, wheelchair access, etc.)?
- Are there any specific requests concerning the Mediators (e.g. race, gender, etc)?
- Are there any agency-specific forms or requirements? (It is the Agency SNAP Liaison's responsibility to ensure that any additional required forms are completed in advance or are made available on the day of the mediation session.)
- Do the parties need any additional information to help them decide if mediation could work for them?
- How soon can they begin? What days/times work best for them? Obtain at least three different dates and/or times.

Assignment of Mediators

Mediators will be assigned to the cases by the SNAP Coordinator.

Scheduling

The SNAP Agency Liaison is responsible for scheduling the date, time and location of mediation session with the disputants and the Mediators. Normally, mediation sessions are to be scheduled not less than two (2) weeks after receiving the request for mediation. This provides adequate time for the assignment of Mediators and allows them sufficient time to prepare for the mediation and to make arrangements at their positions of record.

Agency-Specific Forms

It shall be the responsibility of the Agency SNAP Liaison to obtain any and all agency-specific forms and to provide these forms to the Mediators assigned to the case. Similarly, the Agency SNAP Liaison shall notify the Mediators of any requisite verbiage or clauses that must be included in any settlement agreement arrived at through mediation.