

**Attachment 1**

**Menu of PCRC Services for the County of San Mateo to Select Among in Exchange for Forgiveness of PCRC's Unsecured Note\***

<b>Title of Service</b>	<b>Description of the Service</b>	<b>Level of Service Offered at No Charge to County Through June 2021</b>
1. Mediation	<p>Conduct year-long pilot program of mediation services designed to address specific County needs in the areas of:</p> <ul style="list-style-type: none"> <li>• Small business disputes (County vs. business or County as a stakeholder in business to business disputes)</li> <li>• Citizen's complaints with County Sheriff's office</li> <li>• Elder issues (family/care provider disputes, family/elder decisions about power of attorney, finances, estate, property, etc.)</li> </ul> <p>The County would select two out of these three services and PCRC would run a one-year pilot program for each service. At the end of the pilot program the County and PCRC would assess the results.</p>	<p>After a one-year pilot program for each service, the County and PCRC would mutually agree on the future level of service to be offered.</p>
2. Facilitations	<p>Facilitation of community meetings concerning:</p> <ul style="list-style-type: none"> <li>• Planning Department issues such as proposed developments, zoning, design review, traffic and circulation, code enforcement</li> <li>• Public Works such as sewer rates, water rates</li> <li>• Home Owners Association concerns such as in Emerald Hills or Highlands Recreational District</li> </ul> <p>County Commission retreats and meetings:</p>	<p>Two projects or a total of six sessions per year. Projects would include up to three hours of planning/session, three hours of facilitation/session,</p>

	<ul style="list-style-type: none"> <li>Such as annual retreats PCRC facilitated this year for Commission on Aging and Commission on Disabilities</li> </ul> <p>County Forums:</p> <ul style="list-style-type: none"> <li>Such as the Legislative Forum PCRC facilitated on budget cuts</li> <li>Forum on Livable Communities</li> </ul> <p>Facilitations would include a lead facilitator and small group facilitators and recorders (note takers) as needed.</p>	<p>and hours/session debrief.</p> <p>Flip charts/notes, which record the input received during the facilitation, would be given to the County.</p>
<p>3. "Skills for a Facilitative Leader" - Communication and conflict resolution training for County personnel</p>	<p>Managers, supervisors and line staff members learn and practice facilitation, communication and conflict resolution tools to help them in their roles as leaders within the County. County employees will be able to deescalate and resolve staff disputes, effectively facilitate staff and community meetings, and provide a productive and inclusive structure to teams to better serve the community.</p>	<p>Two 13-hour sessions held over 2.25 days per session for 40-50 participants per year.</p>
<p>4. Community Engagement Dialogues</p>	<p>Dialogue is a collaborative process that emphasizes collaborative problem solving and encourages individuals to share their own experiences in working through difficult issues. The ultimate goal of a dialogue is mutual understanding and relationship building, rather than agreement or persuasion.</p> <p>In Dialogue, members of the community gain clarity about their own perspective, understanding of others' perspective, and develop communication skills that may carry over to other relationships.</p> <p>Common topics discussed in PCRC coordinated Dialogues include:</p> <ul style="list-style-type: none"> <li>Children and Family Dialogues</li> <li>Race Relations Dialogues</li> <li>Interfaith Dialogues</li> </ul>	<p>A maximum of 100 participants per year included in two community engagement Dialogues annually.</p>

	<ul style="list-style-type: none"> <li>• Law Enforcement and Community Dialogues</li> </ul>	
5. Complex Multiparty Mediations	<p>Mediations would cover areas such as: construction related issues; and, enforcement of codes in neighborhoods.</p>	<p>Five sessions at three hours per session for groups of five or more.</p>
6. "Workplace Effectiveness Training" for Department teams - conflict resolution for teams seeking to manage concerns specific to the team or department	<p>Teams seeking to manage conflict or issues of shared concern within a department or team participate in a training session and an implementation session. PCRC trains team members in effective communication skills in the training session. In the implementation session, the team practices the communication skills learned by applying them to a concern that is shared by the team with coaching and guidance from PCRC facilitators. Common concerns that can be resolved using this service include distribution of resources, shared workspace or responsibilities, conflict in the workplace, and team objective planning among many others.</p>	<p>Two sessions per year at six hours per session for teams of 10-15 employees per session.</p>
7. Services to County Parks and Recreation Department	<p>PCRC provides mediation services to assist with the resolution of disputes brought by the public regarding fees and use of facilities. PCRC also provides mediation services to assist with the discussion of concerns arising between the department and businesses neighboring department-run parks and facilities. Additionally, PCRC trains department staff members on effective conflict resolution and communication techniques to better address concerns raised by the public as they use parks and facilities, and how to refer members of the public to PCRC mediation and facilitation services.</p>	<p>Two sessions per year at three hours per session for groups of five or more. (Mediation)</p> <p>Two sessions per year at six hours per session for 20-25 employees per session. (Training)</p>
8. Labor and Employment Alternative Dispute Resolution (ADR)	<p>PCRC provides co-mediators to assist with the delivery of mediation services through the San Mateo County Workplace Mediation Program when disputes arise between County employees.</p>	<p>Provide co-mediators for twenty sessions per year.</p>

Services		
9. Anger Management Training in Redwood City County Jail	Provide training sessions of 1.25-1.5 hours for groups of six men and six women inmates in the County jail. The training focuses on increasing awareness of potential options available to manage anger as well as taking responsibility and accountability for individual actions.	Co-trainers would increase current level of service by 30% to provide up to 400 inmate-hours of training per year.
10. County Option for Service Offering – To Be Determined Subsequently	This is a service provided by PCRC that meets a County-defined need that is beyond the scope of the activities listed above. For example, County officials could ask PCRC to assume responsibility for a program or service the County is providing but would be optimized if delivered by a third party. Alternatively, the County might be interested in receiving a new line of service PCRC has created in the future.	Metrics on service levels to be agreed upon in good faith.

\* The County could select up to four of these ten services and receive them at no charge through June 2021 in exchange for forgiving PCRC's unsecured note with the County. Services requested above the specified "Level of Service" would be charged for at PCRC's established rates.

ATTACHMENT 2—County's Initial Designation of  
Four (4) PCRC Services to Be Provided to County at No Cost

The following services will be provided by PCRC at no cost to the County of San Mateo, until such time as the County Manager or the Manager's designee changes the designation of the services to be provided from among the services set forth in Attachment 3.

**1. Facilitations**

PCRC will provide facilitation of community meetings, County Commission retreats/meetings and/or County forums. Two projects or a total of six sessions will be provided per year. Each project will include up to three hours of planning per session and three hours of facilitation per session.

**2. Skills for a Facilitative Leader Training**

This class will provide communication and conflict resolution training for County personnel. Two sessions will be provided per year. Each session will be thirteen hours total for classes of 20 to 25 staff per session.

**3. Workplace Effectiveness Training.**

PCRC will provide conflict resolution training for department teams. Two sessions will be provided per year. Each session will be six hours total for teams of 10 to 15 staff per session.

**4. Labor and Employment Alternative Dispute Resolution**

PCRC will provide co-mediators for the San Mateo County Workplace Mediation Program when disputes arise between County employees. Up to 20 co-mediation sessions will be provided each year.