

2020-21

Mediation Programs: *Disposition of Closed Cases*

BURLINGAME														Mediation Agreements			
Conflict Case Outcomes														Fully Sustained	Partially Sustained	Not Sustained	
	Mediation/No Agreement	Mediation Cancelled	Did Not Appear	Conciliation	One Party Assist	Request Cancelled	Request Cancelled/Resolved	Mediation Declined	Not Appropriate	No Response	Consultations Info and Referral	Consultations Info and Assistance	Total Cases Closed				
Totals: Quarter FQ1											2		2				
Totals: Quarter FQ2								1			1		2				
Totals: Quarter FQ3																	
Totals: Quarter FQ4																	
2020-21	Totals to date:							1			3		4				

COUNTYWIDE																	
2020-21	Totals to date:	2	2		7	2	5	3	21	1	17	38		111	8	4	1

Definition of Terms:

Mediation: Parties have met face-to-face in the presence of mediators for at least one session.

Conciliation: PCRC worked with parties individually, but the parties did not meet face to face. The majority of the time these cases result in an agreement that resolves the situation.

One Party Assist: If mediation or conciliation did not occur, but assistance was provided to one of the parties.

Sustained: If an agreement is reached, PCRC contacts the parties at a later date to determine whether the agreement was fully, partially, or not sustained.

Not Appropriate: PCRC staff determines that mediation is not appropriate in this particular situation.

Consultations: "Info and Referral" includes those calls that are referred to another resource or agency. "Info and Assistance" includes those calls that require more extensive assistance, such as research done on behalf of the caller or coaching.