

Regional Training Institute

Saturday, April 10, 2010

In Conjunction with the

ABA Section on Dispute Resolution

Spring Conference

Hyatt Regency, 5 Embarcadero Center



We have planned four 90 minute sections . A fifth 90 minute section will include our required NAFCM Membership Meeting.

The sections are as follows:

1. *Evaluation* ~ The Evaluation workshop will change your ideas about evaluation. Instead of being a confusing and intimidating prospect, a good evaluation process is clear, helpful, and empowering. You'll learn why evaluation is important for centers' current and future work, and how a needs assessment can support program development. This workshop will show you how to write and measure goals, objectives, and activities, and offer an opportunity to write a draft evaluation plan for your center's work.

2. *Fund Development* ~ Most community mediation centers worry about money, either for sustaining basic operations or for potential expansion of services. The Fund Development workshop will give you essential guidelines for creating successful development plans that will support your center's goals. You'll learn the primary kinds of funding which are available to any organization, and which are most suited for sustained operations or for growth. This workshop will highlight specific funding opportunities for mediation centers, and help you analyze which funds offer your center the maximum return on your investment of time. Finally, you'll find out why some centers seem to attract money – the center characteristics and personal skills necessary for successful fund development.

3. *Volunteer Partnerships* ~ One of the “characteristics of community mediation centers” listed in NAFCM's literature is: “The use of trained community volunteers as providers of mediation services; the practice of mediation is open to all persons.” The Volunteer Partnerships workshop explores why volunteers are so important to centers' work, and how to create a mutually beneficial relationship between volunteers and the organization. Topics will include: defining roles and expectations; identifying and attracting a volunteer pool representative of your community; training, supervising and evaluating volunteers; and expressing appreciation in meaningful ways.

4. *Case Management* ~ Case Management is the glue that holds the rest of the pieces together in the day-to-day operation of a community mediation program. It is fair to say that without a friendly, reliable, and empathetic case manager and a well-organized case management system, a mediation center will struggle to create or maintain a good reputation in the community. This workshop will look at key areas of case management: the importance of community needs assessment and referral sources; how center mission and values affect case acceptance policies; methods of case tracking and data collection; elements of case flow from intake to evaluation; and the importance of the case manager role.

4. *NAFCM Membership Meeting*

**RTI
2010**

Registration for NAFCM Regional Training Institute

Saturday, April 10, 2010 / San Francisco, California

Hyatt Regency, 5 Embarcadero Center

Please fill out a registration form for each participant from your organization.

Name: _____

Organization Affiliation and Position: _____

Organization Address : _____

Organization Phone: _____ Your email: _____

Any special needs? Please identify: _____

Please select one of the following

- NAFCM Member \$125
- Non Member \$175
- Special \$155 rate for RTI registration AND new one-year NAFCM Membership

(On site Registration rates will be \$175.00 for members or \$225.00 for non-members)



Submit this registration form and payment **BY April 5, 2010** to

NAFCM

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