

**Community and Senior Services of Los Angeles County
Dispute Resolution Program Request for Proposal
Proposer Questions and CSS Response
December 8, 2008**

NOTE: THE FOLLOWING QUESTIONS AND ANSWERS SUPERCEDE AND REPLACE QUESTION (1) WHICH WAS POSTED ON NOVEMBER 26, 2008 AND DATED NOVEMBER 20, 2008 . THIS APPEARS AS QUESTIONS AND ANSWERS NUMBER THREE ON THE CSS WEBSITE LINK.

(1) In calculating the Cost Per Resolution rate for purposes of the Proposal for our Community Program, as detailed in the Questions and Answers posted on the CSS website November 12, can Arbitrations that resolve disputes be included as well as telephone conciliations and face-to-face mediations that resolve disputes?

Yes, but please note for FY 07-08 only one arbitration was conducted among all ten Community Program Contractors.

(2) In calculating the Cost Per Resolution rate for purposes of the Proposal for our Community Program, as detailed in the Questions and Answers posted on the CSS website November 12, can Group Facilitations that resolve disputes be included as well as telephone conciliations and face-to-face mediations that resolve disputes?

No. Please do not include group facilitations when you calculate your cost per resolution rate. During the term of the contract you may be able to use DRP funds to conduct group facilitations but for the purposes of the RFP please do include them when calculating your cost per resolution rate.

END