



# LOS ANGELES COUNTY Dispute Resolution Program



## 2008-2009 PROGRAM DIRECTORY

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**COMMUNITY & SENIOR SERVICES OF LOS ANGELES COUNTY  
 FY 2007-2008  
 DISPUTE RESOLUTION PROGRAM (DRP)**



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## **DISPUTE RESOLUTION PROGRAM (DRP) BACKGROUND**

The Dispute Resolution Programs Act of 1986 (Business and Professional Code Sections 465, et. seq.) provides for the establishment and funding, at county option, of local Dispute Resolution Programs. The purpose of the Act is to encourage the establishment and use of dispute resolution services as an alternative to formal court proceedings.

The revenue for the Alternative Dispute Resolution Trust Fund is generated from an \$8 fee on first time civil filings. Funding levels for the programs are dependent upon the annual revenue collected in the ADR Trust fund.

On March 29, 1987, The Los Angeles County Board of Supervisors approved the implementation of the Dispute Resolution Program and designated the Community and Senior Services of Los Angeles County as the grants administrator of the program.

**THIS IS NOT A LEGAL SERVICE AND THE DRP NEUTRALS DO NOT REPRESENT EITHER PARTY**

## **PROVISION OF DISPUTE RESOLUTION SERVICES**

Fourteen (14) Contractors provide a variety of dispute resolution services. The DRP services are provided by volunteer neutrals trained in accordance with the requirements specified in the DRP Act. Through a third party process, neutrals help parties look at all sides of a conflict and work with the parties to find an effective, fair, and reasonable solution or agreement.

Participation in the process is voluntary and as a result each party has an equal investment in the process and outcome. The dispute resolution processes are (but not limited to): mediation, conciliation, arbitration, facilitation, family conferencing. All communication and records heard or collected by the neutral/organization during the provision of services is confidential.

## **WHAT KIND OF DISPUTES DO THE DRP CONTRACTORS HANDLE?**

If you are in need of assistance with your dispute, read each of the contractor's information and determine which agency best meets the needs of your particular dispute. A listing of the types of disputes and definitions are on the next page.

## **HOW DOES IT WORK?**

Call the DRP contractor and they will do an intake and assess your dispute. If you decide to proceed with the process, they will contact the second party regarding the possibility of coming together to mediate (face-to-face) or conciliate (by phone) the dispute. When the second party voluntarily agrees to participate, the process may take from 1 to 3 weeks to convene and may take anywhere from 1-3 hours to resolve.

## **WHAT DOES IT COST?**

Services are for Los Angeles County residents, free or a fee based on a sliding scale and varies from contractor to contractor. There is no charge to the indigent or who meet the financial qualifications for federal supplemental social security income benefits.

## Basic Dispute Resolution Definitions:

**Mediation** is a process in which a neutral person(s) facilitates communication between the disputants to assist them in reaching a reconciliation.

**Conciliation** is a process of independent communications between the disputants and a neutral person over the phone.

**Arbitration** is a voluntary adjudicative process in which a neutral person conducts a hearing, receives spoken and/or written evidence from the disputants and their witnesses, and renders a decision that may be binding or nonbinding depending on the consent of the disputants.

**Group Facilitation** is the use of neutral skills to facilitate groups of person involved in an issue or issues of conflict.

**Conflict Resolution** refers to the broader category of techniques for promoting agreement or a mutual understanding between individuals or groups.

## Types of Cases Handled:

**Business-Business (Private or Non-Profit)** Corporation issues, partnership issues, royalties, representative, copyright, division of profits, payment, debts, bankruptcy, contractors, subcontractors, real property.

**Consumer Merchant:** Consumer goods, auto and other repairs, real estate transactions, misrepresentation, product complaint(s), repairs, banks, collections (debtor-creditor).

**Family-Domestic:** Roommate, family relations, marriage (non-custodial/visitation issues) dissolution, husband-wife, parent-child, siblings.

**Government/Public Agency:** City, county, federal, social services, immigration, intergovernmental disputes, public policy, school boards, governing boards.

**Landlord-Tenant:** Unlawful detainer, notices: 3-day, pay/quit, 30-day change/terms, rent increase, change in rules, harassment, security deposits, refunds, amount disputes, maintenance/repairs, habitability, standards, rent withholding, repair and deduct, illegal entry, parking garages, late charges/fees/fines, lockout, lease agreements.

**Neighbor-Neighbor:** Trees, noise, barking dog, neighbor-community, property line, fences, parting, trash, maintenance of property, drugs, gangs, property damage (non-auto), harassment.

**Organizational:** disputes with an organization

**Personal Injury/Property Damage:** Auto accidents, products, liability, malpractice, slip/fall accidents.

**Workplace Related:** Salary, working conditions, disputes between employees, discrimination, workers compensation, sexual harassment, other harassment.

**Youth/Schools:** Teacher-student, parent-teacher, student-student, administration-faculty, victim/offender, parent-teen



## **ASIAN PACIFIC AMERICAN DISPUTE RESOLUTION CENTER**

*1145 WILSHIRE BOULEVARD, SUITE 100, LOS ANGELES, CA 90017*

The Asian Pacific American Dispute Resolution Center consists of three units. The first unit is Community Mediation, which offers conciliation and mediation services to adults at little or no cost. The second is Peer Mediation, which designs and implements peer mediation and youth-based conflict resolution programs. The third unit is inter-group relation, which provides facilitation services for large-scale community and organizational dispute, with a focus on interethnic dispute. APADRC provides these services in multiple languages including English, Mandarin, Cantonese, Korean, Tagalog and Japanese. Other languages are available. Please call the office to confirm which languages are available.

**Hour of Operation:** Monday – Friday  
9:00 A.M. – 5:00 P.M.  
Evenings and Weekends by Appointment

**Contact Info:** (213) 250-8190 (Phone)  
(213) 250-8195 (Fax)

**Website:** [www.apadrc.org](http://www.apadrc.org)

**Primary Service Area(s):** Asian-Pacific American Communities in LA County

**Type of Cases:** Business-Business, Consumer-Merchant, Family-Domestic, Landlord-Tenant, Neighbor-Neighbor, Small Claims, and Workplace Related

## **CALIFORNIA ACADEMY OF MEDIATION PROFESSIONALS**

*16501 VENTURA BOULEVARD, SUITE 606, ENCINO, CA 91436*

CAMP seeks to provide extensive dispute resolution services to the underserved areas of Malibu, Calabasas, Santa Monica, Agoura Hills, Culver City, West Los Angeles, Westlake Village, and the entire Antelope Valley. CAMP meets with various businesses, civic organizations, schools, and government agencies for the purpose of making these entities aware of the benefits of mediation and the services of CAMP. Another component of CAMP's services is to provide quality trainings for CAMP volunteers and others interested in mediation.

**Hour of Operation:** Monday – Friday  
9:00 A.M. – 5:00 P.M.

**Contact Info:** (818) 377-7250 (Phone)  
(818) 784-1836 (Fax)

**Website:** [www.firstmediation.com](http://www.firstmediation.com) [The Academy]

**Primary Service Area(s):** Agoura Hills, Antelope Valley, Calabasas, Culver City, Malibu, Santa Monica, Westlake Village and West Los Angeles

**Type of Cases:** Consumer Merchant, Criminal Misdemeanor, Landlord-Tenant, Limited Jurisdiction, Personal Injury, Small Claims, and Workplace Related



## **CENTER FOR CONFLICT RESOLUTION**

*16830 VENTURA BOULEVARD, SUITE 504, ENCINO CA 91436*

**CCR's mission for the Small Claims Court Mediation Program is to assist litigants in reaching satisfactory dispute resolution on their own terms by providing high quality, on-site mediation. Disputants served by this program will be small claims litigants.**

**Hour of Operation:** Monday–Friday  
8:30 A.M.–4:30 P.M.  
**Courthouses:** Varies by location

**Contact Info:** (818) 705-1090 (Phone)  
(818) 668-3094 (Fax)  
Ccr4peace.org (Web)

**Primary Service Area(s):** Courthouses in Chatsworth, Culver, Torrance, and Van Nuys

**Type of Cases:** Small Claims: Business-Business, Consumer Merchant, Landlord-Tenant, Family-Domestic, Neighbor-Neighbor, Personal Injury/Property Damage & Workplace Related

## **CALIFORNIA LAWYERS FOR THE ARTS, ARTS ARBITRATION AND MEDIATION**

*1641 18TH STREET, SANTA MONICA, CA 90404*

**Established as a national model in 1980, AAMS, provides efficient, economical and confidential alternatives to litigation, including mediation, arbitration and meeting facilitations. AAMS provide services primarily to artists and other creative people and the organizations they work with.**

**Hour of Operation:** Monday-Friday  
10:00 A.M. – 5:00 P.M.

**Contact Info:** (310) 998-5590 (Phone)  
(310) 998-5594 (Fax)

**Website:** [www.calawyersforthearts.org/aams.html](http://www.calawyersforthearts.org/aams.html)

**Primary Service Area(s):** Los Angeles County

**Type of Cases:** Consumer Merchant, Contract Disputes, Entertainment/ Arts Issues, Landlord-Tenant, Neighbor-Neighbor and Workplace Related



**CITY OF NORWALK,  
DISPUTE RESOLUTION PROGRAM**

*11929 ALONDRA BOULEVARD, NORWALK, CA 90650*

The Norwalk Dispute Resolution Program offers services which allow individuals with disputes to create their own solutions meeting their mutual needs, interests, and values as well as their rights. Trained staff are available to assist a multi-cultural community in a neutral and professional manner through services that are cost-effective, quick, convenient, and empowering thus producing positive results.

**Hour of Operation:** Monday-Friday  
8:00 A.M.– 5:00 P.M.

**Contact Info:** (562) 929-5603 (Phone)  
(562) 929-5515 (Fax)

**Website:** [www.ci.norwalk.ca.us/socialservices2.asp](http://www.ci.norwalk.ca.us/socialservices2.asp)

**Primary Service Area(s):** Norwalk

**Type of Cases:** Consumer Merchant, Landlord/Tenant, Neighbor-Neighbor, Peer Mediation & Small Claims

**CENTINELA YOUTH SERVICES**

FORMERLY CENTINELA VALLEY JUVENILE DIVERSION PROJECT

*11633 HAWTHORNE BOULEVARD, HAWTHORNE, CA 90250*

The Centinela Valley Juvenile Diversion Project offers dispute resolution services with an emphasis on assisting youth and families from at-risk environments to provide alternatives to the court system. Three separate programs specialize in the parent-teen disputes called Families Able to Resolve Situations (FARS), assisting schools to establish conflict resolution and peer mediation programs to settle student to student disputes called Students Able to Resolve Situations (STARS), and victim-juvenile offender disputes called Victim-Offender Restitution Services (VORS) under the auspices of the Presiding Judge of Los Angeles County Juvenile Court.

**Hour of Operation:** Monday - Friday  
8:00 A.M. – 6:00 P.M.  
Evenings and Weekends by Appointment

**Contact Info:** (310) 675-8700 (Phone)  
(310) 675-2300 (Fax)  
[cvjdp@cvjdp.org](mailto:cvjdp@cvjdp.org) (Email)

**Primary Service Area(s):** Hawthorne, Inglewood, Lawndale, Lennox, Gardena, and West Athens/South Central for the FARS and STARS Programs. The VORS program services all of Los Angeles County



## **4.29 CENTER: DISPUTE RESOLUTION PROGRAM**

### **KOREAN AMERICAN COALITION**

*3727 WEST SIXTH STREET, STE. 515, LOS ANGELES, CA 90020*

The 4.29 Center: Dispute Resolution Program of the Korean American Coalition provides dispute resolution services for disputes involving mono-lingual and limited English speaking Korean Immigrants. The Center places a special emphasis on intercultural disputes involving the Korean American Community.

**Hours of Operation:** Monday – Friday  
9:00 A.M. – 6:00 P.M.  
Evenings and Weekends by Appointment

**Contact Info:** (213) 383-4290 (Direct)  
(213) 380-6175 (General)  
(213) 380-7990 (Fax)

**Primary Service Area(s):** Korean-American Communities throughout Los Angeles County

**Type of Cases:** Business-Business, Consumer-Merchant, Landlord-Tenant, Neighbor-Neighbor, Personal Injury/Property Damage, Workplace Related, Community Conflict

### **INLAND VALLEY JUSTICE CENTER, INC.**

*300 SOUTH PARK AVENUE, SUITE 780, POMONA, CA 91766*

The Inland Valley Justice Center offers dispute resolution services to court referred civil limited and general jurisdiction cases from the Los Angeles Superior Court East District Pomona Courthouse. Retired judges specially trained in conflict resolution serve as volunteer mediators.

**Hour of Operation:** Monday - Friday  
8:30 A.M. – 5:00 P.M.  
Evenings and Weekends by Appointment

**Contact Info:** (909) 629-6301 (Phone)  
(909) 629-1607 (Fax)

**Primary Service Area(s):** Los Angeles Superior Court East District Pomona Courthouse

**Type of Cases:** Business-Business, Consumer-Merchant, Landlord-Tenant, Neighbor-Neighbor, Personal Injury/Property Damage, Workplace Related.



**LOS ANGELES COUNTY DEPARTMENT OF CONSUMER AFFAIRS,  
DISPUTE SETTLEMENT SERVICES**

*500 TEMPLE STREET, ROOM B-96, LOS ANGELES, CA 90012*

The Los Angeles County Department of Consumer Affairs, Dispute Settlement Services mission is to provide mediation and conciliation for individuals. The program accepts cases from Los Angeles County residents who have a dispute transacted in Los Angeles although they may reside out of County. The activities to be conducted by this program are mediation and conciliation.

**Hour of Operation:** Monday – Friday  
8:00 A.M. – 4:30 P.M.

**Contact Info:** (213) 974-0825 (Phone)  
(213) 687-1137 (Fax)

**Website:** <http://consumer-affairs.co.la.ca.us>

**Primary Service Area(s):** Los Angeles County

**Type of Cases:** Business-Business, Consumer-Merchant,  
Family Domestic, Landlord-Tenant, Neighbor-Neighbor,  
Organizational (HOA) and Workplace Related

**LOS ANGELES COUNTY BAR ASSOCIATION,  
DISPUTE RESOLUTION SERVICES, INC.**

*261 SOUTH FIGUEROA STREET, SUITE 310, LOS ANGELES, CA 90055*

The Los Angeles County Bar Association, Dispute Resolution Services, Inc. (DRS) provides quick and inexpensive mediation services to individuals who live work, and attend school in Los Angeles County. DRS services include the following programs: 1) CLE Training Programs-Basic Mediation Skills, Advanced Mediation, Fee Arbitration and specifically designed training topics for community groups and organizations; 2) Community Mediation Services, and 3) Youth Services—Peer Mediation.

**Hour of Operation:** Monday-Friday  
9:00 A.M. – 5:00 P.M.

**Contact Info:** (877) 4RE-SOLV (Toll Free Phone)  
(877) 473-7658  
(213) 896-6533 (Mail Line Info)  
(213) 613-1299 (Fax)  
drs@lacba.org (Email)

**Website:** <http://www.lacba.org/community/drs.html>

**Primary Service Area(s):** Los Angeles County (Office Locations in Long Beach, Pasadena, West Hollywood and Downtown Los Angeles)

**Type of Cases:** Consumer-Merchant, Family-Domestic, Landlord-Tenant, Neighbor-Neighbor, Personal Injury/Property Damage, Small Claims, and Workplace Related



## **LA COUNTY DEPARTMENT OF COMMUNITY AND SENIOR SERVICES, VOLUNTARY MEDIATION SERVICES (VMS)**

*4716 CESAR CHAVEZ AVENUE, LOS ANGELES CA 90022*

**VMS offers dispute resolution services with an emphasis on disputes involving low-income, monolingual Spanish speaking, and senior citizen communities. Bilingual Spanish speaking mediators are available. The program is available through community service centers operated by the Los Angeles County Department of Community and Senior Services. VMS also operates a small claims mediation program for small claims court disputants at the Los Angeles Superior Court North Valley District Newhall Courthouse.**

**Hour of Operation:           Monday – Friday  
  8:00 A.M.– 5:00 P.M.  
  Evenings and Weekends by Appointment**

**Contact Info:                   East Los Angeles           (323) 260-2855  
  Florence/Firestone       (323) 586-6520  
  San Pedro                 (310) 519-6248  
  Santa Clarita Valley     (661) 254-0375  
  San Gabriel Valley       (626) 575-5418  
  San Fernando Valley     (818) 901-3169**

**Website:                        <http://dcss.co.la.ca.us/CSS/service.htm>**

**Primary Service Area(s): East Los Angeles, Florence/Firestone, San Pedro, Santa Clarita Valley, San Gabriel Valley, San Fernando Valley**

**Type of Cases:                Business-Business, Consumer-Merchant, Family-Domestic, Landlord-Tenant, Neighbor-Neighbor, Personal Injury/Property Damage, Small Claims and Workplace Related**



## **MARTIN LUTHER KING DISPUTE RESOLUTION PROGRAM**

4182 SOUTH WESTERN AVE.NUE, LOS ANGELES, CA 90062

The goal of the Martin Luther King Dispute Resolution Center is to provide individuals, organizations and the entire community with the benefits of efficient and nonviolent handling of conflict. The Martin Luther King Dispute Resolution Center achieves the above goal by providing mediation and conciliation services for specific disputes, facilitating group and intergroup problems, training in mediation and conflict-handling, developing a skilled body of volunteers and interns, consulting and public presentations- all at low or no cost to Los Angeles community organizations and residents.

**Hour of Operation:** Monday – Friday  
8:30 A.M. – 5:00 P.M.

**Contact Info:** (323) 290-4132 (Phone)  
(323) 295-7783 (Fax)

**Primary Service Area(s):** Florence, Gardena, Hawthorne, Inglewood, Ladera Heights, Lennox, South Central Los Angeles, Watts, Willowbrook

**Type of Cases:** Family-Domestic, Intergroup Problems, Neighbor-Neighbor, Landlord/Tenant, and Workplace Related

## **LOYOLA LAW SCHOOL, THE CENTER FOR CONFLICT RESOLUTION**

919 SOUTH ALBANY STREET, LOS ANGELES, CA 90015

The Loyola Law School Center for Conflict Resoltuion provides dispute resolution services with an emphasis on disputes involving low-income and monolingual Spanish speaking communities. Bilingual Spanish speaking mediators are available. The Center is operated by Law School Students who are supervised by Law School Professors and Staff. The Center also oversees and teaches a school peer mediation program.

**Hour of Operation:** Monday – Friday  
9:00 A.M. – 6:00 P.M.  
Evening and Weekends by Appointment

**Contact Info:** (213) 736-1145/8334 (Phone)  
(213) 382-5403 (Fax)

**Website:** [www.lls.edu/community/ccr.htm](http://www.lls.edu/community/ccr.htm)

**Primary Service Area(s):** Burbank, Central/Civic Center, East/Northeast Los Angeles, Glendale, Neighborhoods of Los Angeles, San Fernando Valley, Pico-Union, Westlake

**Type of Cases:** Business-Business, Consumer-Merchant, Family-Domestic, Neighbor-Neighbor, Personal Injury/Property Damage, and Workplace Related



LOS ANGELES COUNTY  
Dispute Resolution Program

## **The Superior Court of California, County of Los Angeles Alternative Dispute Resolution Department**

*111 North Hill Street, Room 113, Los Angeles CA 90012*

**The Los Angeles Superior Court Alternative Dispute Resolution Department provides mediation, arbitration, and settlement conference services to limited and unlimited jurisdiction civil cases and family law—non custody disputes filed in Los Angeles County. The department serves all county courthouses.**

**Hours of Operation: Monday — Friday  
8:00 A.M.— 5:00 P.M.**

**Contact Info: (213) 974-5425 (Phone)  
(213) 633—5115 (Fax)**

**Website: [www.lasuperiorcourt.org/ADR/](http://www.lasuperiorcourt.org/ADR/)**

**Primary Service Area(s): Los Angeles County**

**Type of Cases: Business to Business, Family-Domestic, Civil Harassment (TRO's) consumer-Merchant, Landlord-Tenant, Neighbor-Neighbor, Personal Injury/ Property Damage, Workplace Related**



**OFFICE OF THE LOS ANGELES CITY ATTORNEY,  
DISPUTE RESOLUTION PROGRAM**

205 SOUTH BROADWAY, SUITE 205, LOS ANGELES CA 90012

The program provides comprehensive dispute resolution services to residents and businesses of the City and County of Los Angeles. Volunteer mediators/conciliators/facilitators are immediately available to assist with the resolution of all civil disputes. Our volunteer mediators are ready to intervene between parties to facilitate a resolution before, during and after a case has been filed in court.

The Dispute Resolution Program also provides free mediation training to individuals that are as diverse as the county of Los Angeles. *Dispute Resolution Training for a Diverse Population* or basic mediation training includes 40 hours of classroom training and 100 hours of supervised case handling by staff mediators. Upon completion of 140 hours, the trainee is given a Certificate of Completion meeting the requirements of the California Dispute Resolution Programs Act of 1986.

**Hours of Operation:** Monday-Friday  
8:00 AM – 5:00 PM (Los Angeles City Attorney, DRP)  
Weekends by Appointment  
*Limited hours* - West LA, San Fernando Valley Office

**Contact Info:** (213) 485-8324 (Los Angeles City Attorney-Phone)  
(213) 485-0757 (TDD/TTY)  
(213) 978-0057 (Fax)  
mediate@atty.lacity.org  
(310) 202-2837 (West Los Angeles Office)  
(818) 756-9601 (San Fernando Valley Office)

**Primary Service Area(s):** West Los Angeles Office -  
822 S. Robertson Bl., West Los Angeles, CA 90035  
San Fernando Valley Office -  
19040 Vanowen St., Reseda, CA 91335

**Type of Cases:** Business-Business, Consumer-Merchant,  
Family-Domestic, Government/Public Agency, Land-  
lord-Tenant, Neighbor-Neighbor, Organizational, Per-  
sonal Injury/Property Damage, Schools, and Workplace  
Related

**Dispute Resolution Program (DRP) Grants Administration**

**(213) 738-2621**

**Chris Frau, Acting Program Manager  
Nusun Muhammad, Project Supervisor**