

## **CMM Quality Assurance Best Practices**

To support CMM's efforts to establish and maintain state-level partnerships, member Centers are strongly encouraged to align their Mediators' attributes and Center processes with the following Quality Assurance "Best Practices", which will be communicated to our state-level partners, as part of our dialogue about Community Mediation and the Ten-Point Model.

In particular, a Center's documentation needs to be consistent with the mediation model(s) provided by the Center, including clear articulation of which Mediator activities are acceptable and which are unacceptable. This articulation guides the following documents mentioned in these Best Practices: (a) Strategy Session / Evaluation Forms, and (b) Mediator Logs. Items involving these documents and/or the model(s) used at the Center are marked with an asterisk (\*).

### ***Mediator Training***

1. Mediators receive, at a minimum, a 40-hour Basic Mediation Training course from an experienced trainer.
- \* 2. Mediators complete an apprenticeship that includes two (2) observations, two (2) co-mediations with an experienced Mediator, and their first Strategy Session, or an equivalent evaluation process.
3. Potential Mediator trainees are evaluated by Centers using a screening process that, at a minimum, includes a documented application process and face-to-face contact.
- \* 4. Each Center's Mediators have been trained in accordance with training models that have been pre-approved by the Center.
5. Potential Mediator volunteers who were trained by one of the pre-approved trainings, but other than the trainings provided by a given Center, will be evaluated by the Center using a documented screening process that, at a minimum, includes face-to-face contact.
6. All Center Mediators are members of the Maryland Program for Mediator Excellence (MPME).
- \*7. Centers who use Mediators from more than one training model:
  - A. Provide a written description of how the Center ensures consistency between the mediation model described to potential participants during intake, and that which participants receive.
  - B. Provide a written description of how the Center handles conflicts that may arise when mediators have differences, and

C. Require that Mediators be able to articulate the mediation model they intend to use.

***Mediator Case Assignment***

8. At least one (1) Mediator in every mediation session has participated in a minimum of six (6) mediation sessions.
9. At least one (1) Mediator in every mediation session has mediated at least six (6) mediation sessions within the previous twelve (12) months.
10. For parenting plan mediations, Mediators have completed at least five (5) mediation sessions and a 20-hour advanced training in parenting plans.
11. For mediations involving marital property, Mediators have completed at least five (5) mediation sessions and a 40-hour advanced training in divorce mediation or other applicable training (e.g., marital property).
12. Centers have a written procedure for removing Mediators from active status.
13. Centers have a written procedure for restoring Mediators to active status, after having been removed.

***Ongoing Mediator Requirements***

14. Mediators receive a minimum of eight (8) hours of continuing education per year.
- \* 15. Mediators participate in an established feedback process after each mediation, and file the resulting Mediator Logs (or copies) with their Center.
16. Mediators are evaluated by their Centers at the end of their apprenticeship, and at least once every two years, using a screening process that, at a minimum, includes face-to-face contact.
- \* 17. Mediators are regularly evaluated by their Centers, using either the CMM Strategy Session system, or a system for which a written description has been submitted to the CMM Quality Assurance Committee, for feedback.