SUMMARY RATING SHEET

PROPOSER:_____

COUNTY TO BE SERVED:_____

A. ORGANIZATIONAL ABILITY (30 POINTS) **A.** _____

B. APPROPRIATENESS AND QUALITY OF THE PROPOSED PROGRAM (73 POINTS) **B.** _____

C. APPROPRIATENESS OF STAFFING PLAN (20 POINTS) **C.** _____

D. REASONABLENESS OF COST (35 POINTS) **D.** _____

TOTAL _____

EVALUATOR (Print)_____

(Signature)_____

DATE ___/____/_____

DETAIL RATING SHEETS

PROPOSER:_____

REVIEWER:_____

COUNTY TO BE SERVED:_____

A. DEMONSTRATED ORGANIZATIONAL ABILITY (30 POINTS TOTAL)

A1. Evaluate the extent to which the proposer demonstrates that the organization:

- **Has demonstrated success in securing funding and other resources to support dispute resolution or other programming.**
- **Has a plan likely to secure funding and other resources in the future (10 points)**

[Reviewer: Consider the following source(s) of information: questions 4, 5, Appendix F]

8-10 points: Proposer has met both of the following criteria:

- Proposer has 3 or more years experience securing resources including funding.
- Proposer has plan likely to secure funding and other resources in the future.

5-7 points: Proposer has met one of the two following criteria:

- Proposer has 3 or more years experience securing resources including funding.
- Proposer has plan likely to secure funding and other resources in the future.

1-4 points: Proposer has met none of the following criteria:

- Proposer has 3 or more years experience securing resources including funding.
- Proposer has plan likely to secure funding and other resources in the future.

A1 RATING: _____

Basis for Rating:

A2. Evaluate the extent to which the proposer demonstrates that the organization has the ability or previous experience necessary to submit required reports in a timely fashion. (5 points)

[Reviewer: Consider the following source(s) of information: question 6]

4-5 points: Proposer demonstrates that it routinely meets reporting deadlines of funding sources or other institutions.

2-3 points: Proposer demonstrates that it often meets reporting deadlines of funding sources other institutions.

0-1 points: Proposer fails to demonstrate that it meets reporting deadlines of funding sources or other institutions.

A2 RATING: _____

Basis for Rating:

A3. Evaluate the extent to which the proposer demonstrates that the organization has the technological capacity to administer the program. (5 points)

[Reviewer: Consider the following source(s) of information: questions 7, 8, and 18]

4-5 points: Proposer demonstrates that it already possesses strong technological infrastructure to: (1) deploy and maintain needed software, including the Dispute Resolution Case Management System (DRCMS); (2) connect staff who work in various satellite offices; and (3) provide services and respond to inquiries from members of the public, referral sources, clients, and neutrals.

2-3 points: Proposer demonstrates that it possesses an adequate technological infrastructure to: (1) deploy and maintain needed software, including the Dispute Resolution Case Management System (DRCMS); (2) connect staff who work in various satellite offices; and (3) provide services and respond to inquiries from members of the public, referral sources, clients, and neutrals.

0-1 points: Proposer fails to demonstrate that it possesses the necessary technological infrastructure outlined above.

A3 RATING: _____

Basis for Rating:

A4. Evaluate the extent to which the proposer's Board of Directors is actively engaged in the oversight and success of the organization, including how the organization's mission aligns with its activities. (10 points)

[Reviewer: Consider the following source(s) of information: questions 1, 2, 3, 5, and Appendix F]

8-10 points: Proposer's Board of Directors is engaged in all three core Board responsibilities:

- Actively monitoring and improving performance (criteria: number of full board meetings held with a quorum, board committee meetings held, and Executive Director Performance evaluation process).
- Ensuring leadership and resources (criteria: resource development plan, percentage of Board members contributing to the organization financially, and total amount of fiscal year financial support derived from the Board).
- Shaping mission and strategic direction (criteria: strategic plan and organization mission alignment).

4-7 points: Proposer's Board of Directors is engaged in two of the three core Board responsibilities:

- Actively monitoring and improving performance (criteria: number of full board meetings held with a quorum, board committee meetings held, and Executive Director Performance evaluation process).
- Ensuring leadership and resources (criteria: resource development plan, percentage of Board members contributing to the organization financially, and total amount of fiscal year financial support derived from the Board).
- Shaping mission and strategic direction (criteria: strategic plan and organization mission alignment).

1-3 points: Proposer's Board of Directors is engaged in one of the three Board responsibilities:

- Actively monitoring and improving performance (criteria: number of full board meetings held with a quorum, board committee meetings held, and Executive Director Performance evaluation process).
- Ensuring leadership and resources (criteria: resource development plan, percentage of Board members contributing to the organization financially, and total amount of fiscal year financial support derived from the Board).
- Shaping mission and strategic direction (criteria: strategic plan and organization mission alignment).

0 points: Proposer's Board of Directors is not engaged in any of the three core Board responsibilities:

- Actively monitoring and improving performance (criteria: number of full board meetings held with a quorum, board committee meetings held, and Executive Director Performance evaluation process).
- Ensuring leadership and resources (criteria: resource development plan, percentage of Board members contributing to the organization financially, and total amount of fiscal year financial support derived from the Board).
- Shaping mission and strategic direction (criteria: strategic plan and organizational mission alignment).

A3 RATING: _____

Basis for Rating:

SUBTOTAL FOR PART "A" (A1 + A2 + A3 + A4) _____

B. APPROPRIATENESS AND QUALITY OF THE PROPOSED PROGRAM (73 POINTS TOTAL)

B1. Evaluate the extent to which the proposal demonstrates that the center will provide high quality intake, screening, and dispute resolution services. (15 points)

[Reviewer: Consider the following source(s) of information: questions 10 and 11]

13-15 points: The proposal contains a detailed description of the mechanisms that the center will use to monitor the quality of services and these mechanisms are very likely to yield dispute resolution services of very high quality.

10-12 points: The proposal contains a detailed description of the mechanisms that the center will use to monitor the quality of services and these mechanisms are likely to yield dispute resolution services of good to high quality.

7-9 points: The proposal contains a brief description of the mechanisms that the center will use to monitor the quality of services and these mechanisms are somewhat likely to yield dispute resolution services of adequate to good quality.

4-6 points: The proposal contains a cursory description of the mechanisms that the center will use to monitor the quality of services and these mechanisms are likely barely adequate to yield dispute resolution services that comport with the minimum indicia of quality.

0-3 points: The proposal lacks a description of the mechanisms that the center will use to monitor the quality of its services and its services are likely to be poor or inadequate.

B1 RATING: _____

Basis for Rating:

B2. Evaluate the extent to which the proposal demonstrates that the organization will provide appropriate, accessible facilities for the county it proposes to serve. (10 points)

[Reviewer: Consider the following source(s) of information: question 17]

9-10 points: The proposal contains a detailed description of the facilities for the county it proposes to serve, and all of the facilities are appropriate to provide the proposed services. Facilities contain rooms suitable to hold dispute resolution sessions, are close to courts and other referring organizations, and are easily accessed by all members of the public, including those with disabilities. In addition to the main office location, off-site facilities for mediation have been identified and are available to clients.

6-8 points: The proposal contains a description of the facilities for the county it proposes to serve, and the majority of the facilities are appropriate to provide the proposed services. Facilities contain rooms suitable to hold dispute resolution sessions, are reasonably close to courts and other referring organizations, and can be accessed by all members of the public, including those with disabilities. In addition to the main office location, off-site facilities for mediation have been identified and are available to clients.

4-5 points: The proposal contains a description of the facilities for the county it proposes to serve, and only some of the facilities are appropriate to provide the proposed services. Facilities contain rooms suitable to hold dispute resolution sessions, are close to courts and other referring organizations, and can be accessed by members of the public, including those with disabilities. In addition to the main office location, off-site facilities for mediation have been identified and are available to clients.

0-3 points: The proposal lacks a description of facilities, or describes facilities unsuitable for dispute resolution sessions, or describes facilities difficult for the public, including individuals with disabilities, to access. In addition to the main office location, off-site facilities for mediation have not been identified and are unavailable to clients.

B2 RATING: _____

Basis for Rating:

B3. Evaluate the extent to which the proposal demonstrates that the center will manage a roster of mediators who reflect the diversity of the community that the center will serve. (5 points)

[Reviewer: Consider the following source(s) of information: questions 19 and 20]

4-5 points: The proposal demonstrates that the roster of available neutrals will reflect the diversity of the community that the center will serve.

2-3 points: The proposal demonstrates that the roster of available neutrals only somewhat reflects the diversity of the community that the center will serve, and the proposed strategies to address this issue are likely to be successful.

0-1 points: The proposal fails to demonstrate that the roster of available neutrals will reflect the diversity of the community that the center will serve, and the proposed strategies to address this issue are unlikely to be successful.

B3 RATING: _____

Basis for Rating:

B4. Evaluate the extent to which the proposal demonstrates that the center will recruit, train, utilize and retain volunteer neutrals. (10 points)

[Reviewer: Consider the following source(s) of information: questions 21, 22, and 23]

8-10 points: The proposal contains a plan that is highly likely to be effective in recruiting, training and retaining volunteer neutrals. The proposal also commits the Proposer to utilize volunteer neutrals in more than 80% of all appropriate dispute resolution cases.

4-7 points: The proposal contains a plan that is somewhat likely to be effective in recruiting, training and retaining volunteer neutrals. The proposal also commits the Proposer to utilize volunteer neutrals in more than 50% of all appropriate dispute resolution cases.

0-3 points: The proposal contains a plan that is not likely to be effective in recruiting, training and retaining volunteer neutrals, or lacks a plan. The proposal also commits the Proposer to utilize volunteer neutrals in less than 50% of all appropriate dispute resolution cases.

B4 RATING: _____

Basis for Rating:

B5. Evaluate the extent to which the proposal demonstrates that the organization will provide dispute resolution programming that will respond to local community needs. Also, evaluate the extent to which the proposal describes a fee policy that appropriately balances the Proposer's fundraising needs against the needs of community members to have affordable access to the center, while also waiving fees for indigent members of the community. (10 points)

[Reviewer: Consider the following source(s) of information: question 9, 24, 25, and Exhibit XII]

8-10 points: The proposal substantively demonstrates that the organization will provide dispute resolution programming that will respond to local community needs, and describes a fee policy that demonstrates thoughtful balance of Proposer's fundraising needs against the needs of community members to have affordable access to the center. The fee policy waives fees for indigent members of the community.

4-7 points: The proposal moderately demonstrates that the organization will provide dispute resolution programming that will respond to local community needs, and describes a fee policy that demonstrates balance of Proposer's fundraising needs against the needs of community members to have affordable access to the center. The fee policy waives fees or uses a sliding scale for indigent members of the community.

0-3 points: The proposal fails to adequately demonstrate that the organization will provide dispute resolution programming that will respond to local community needs, and either describes a fee policy that is inadequate, or fails to describe a fee policy at

all or that demonstrates any balance of Proposer's fundraising needs against the needs of community members to have affordable access to the center. The fee policy does not waive fees for indigent members of the community, or relies on a sliding scale that is inappropriate.

B5 RATING: _____

Basis for Rating:

B6. Evaluate the extent to which the proposal demonstrates that the center will work with local courts and other community institutions to generate appropriate referrals to the center. (15 points)

[Reviewer: Consider the following source(s) of information: questions 25, 26 and 27, Appendix E and Exhibit XII]

12-15 points: Proposer demonstrates a comprehensive plan to develop referrals with courts and other community institutions that is highly likely to yield a referral relationship that will generate a consistent caseload of appropriate cases. Proposer's references include commitments by Judges or representatives of other community institutions to utilize the Proposer's ADR services.

8-11 points: Proposer demonstrates an adequate plan to develop referrals with courts and other community institutions that is likely to yield a referral relationship that will generate a consistent caseload of appropriate cases. Proposer's references indicate that Proposer is likely to secure future commitments by Judges or representatives of other community institutions to utilize the Proposer's ADR services.

4-7 points: Proposer articulates aspirational goals to solicit referrals from courts and other community institutions but offers no more detailed plans than to accept appropriate cases on an ad hoc basis from such institutions. Proposer's references speak positively of the Proposer but do not address the likelihood that the center will be an effective provider of dispute resolution services.

0-3 points: Proposer lacks any plan to develop a referral relationship with courts and other community institutions. Proposer's references offer lackluster endorsements of the Proposer.

B6 RATING: _____

Basis for Rating:

B7. Evaluate the extent to which the proposal demonstrates that the center will conduct effective outreach efforts to promote the center's dispute resolution services to members of the public. (8 points)

[Reviewer: Consider the following source(s) of information: question 28]

7-8 points: The proposal contains a detailed description of the mechanisms that the center will use to promote its services to members of the public, and these mechanisms are highly likely to yield cases.

5-6 points: The proposal contains a description of the mechanisms that the center will use to promote its services to members of the public, and these mechanisms are likely to yield cases.

3-4 points: The proposal contains a cursory description of the mechanisms that the center will use to promote its services to members of the public, and these mechanisms are somewhat likely to yield cases.

0-2 points: The proposal does not describe how the center will use to promote its services to members of the public.

B7 RATING: _____

Basis for Rating:

SUBTOTAL FOR PART "B" (B1 + B2 + B3 + B4 + B5 + B6 + B7): _____

C. APPROPRIATENESS OF STAFFING PLAN AND PROCEDURES (20 POINTS TOTAL)

C1. Evaluate the extent to which the proposal demonstrates an appropriate supervisory structure for the center. (5 points)

[Reviewer: Consider the following source(s) of information: question 12, 15, and Appendix D]

4-5 points: The proposal indicates that the program director will have significant input and responsibilities during the development and monitoring of the program budget, and the proposed supervisory structure will provide thorough staff oversight.

2-3 points: The proposal indicates that the program director will have nominal input and responsibilities during the development and monitoring of the program budget, and the proposed supervisory structure will provide adequate staff oversight

0-1 points: The proposal provides the program director without any input or responsibility during the development and monitoring of the program budget, and the proposed supervisory structure will provide less than adequate staff oversight

C1 RATING: _____

Basis for Rating:

C2. Evaluate the extent to which the proposal demonstrates an appropriate allocation of responsibilities among staff of the center and that the center(s) will be appropriately staffed to meet the needs of the community. (10 points)

[Reviewer: Consider the following source(s) of information: questions 14, 15, 16, Appendix C, Appendix D]

7-10 points: The proposal contains resumes of existing staff or job descriptions of proposed positions, and the responsibilities are allocated in a manner that enables staff to balance appropriately their responsibilities to monitor cases, solicit cases from institutions and members of the public, monitor and train neutrals, and participate in the ongoing development of the center.

3-6 points: The proposal contains resumes of existing staff or job descriptions of proposed positions, but the responsibilities are not allocated in a manner that enables staff to balance appropriately their responsibilities to monitor cases, solicit cases from institutions and members of the public, monitor and train neutrals, and participate in the ongoing development of the center.

0-2 points: There is no mechanism to assess whether staff responsibilities are allocated in a manner that enables staff to balance appropriately their responsibilities because the proposal does not include the resumes of existing staff or job descriptions of proposed positions.

C2 RATING: _____

Basis for Rating:

C3. Evaluate the agency's commitment, efforts, and accomplishments toward maintaining diversity among its staff and promoting cultural competence. (5 points)

[Reviewer: Consider the following source(s) of information: questions 13]

4-5 points Proposer demonstrates a consistent commitment, adequate efforts and accomplishments to maintaining diversity among staff and to promoting cultural competence of staff.

2-3 points Proposer presents a plan that fails in some ways to adequately demonstrate consistent commitment, adequate efforts and accomplishments to maintaining diversity among staff and to promoting cultural competence of staff.

0-1 points Proposer fails to adequately demonstrate consistent commitment, adequate efforts and accomplishments to maintaining diversity among staff and to promoting cultural competence of staff.

C3 RATING: _____

Basis for Rating:

SUBTOTAL FOR PART "C" (C1 + C2 + C3) _____

D. REASONABLENESS OF COST (35 POINTS TOTAL)

D1. Evaluate the extent to which the proposed program will effectively utilize state dollars for the delivery of quality services. (5 points)

[Reviewer: Consider the following source(s) of information: Appendix C, questions 9-12, 18-28]

5 points: The program utilizes state dollars very effectively for the proposed services.

4 points: The program utilizes state dollars somewhat effectively for the proposed services.

2-3 points: The program utilizes state dollars somewhat ineffectively for the proposed services.

0 points: The program utilizes state dollars very ineffectively for the proposed.

D1 RATING: _____

Basis for Rating:

D2. Evaluate the extent to which the salaries and fringe benefits for the proposed program are appropriate for the positions listed in the proposal. (15 points)

[Reviewer: Consider the following source(s) of information: Appendix C, Appendix D, question 16]

11-15 points: Salaries and fringe benefit costs are appropriate for the positions listed in the proposal, and competitive with other proposals submitted for the same geographic area.

7-10 points: The majority of salaries and fringe benefit costs listed are appropriate, but some are too high to be reasonable or some are too low to be competitive with other proposals submitted for the same geographic area.

3-6 points: Some salaries and fringe benefit costs are reasonable for the positions listed in the proposal, but most are too high to be reasonable or too low to be competitive with other proposals submitted for the same geographic area.

0-2 points: None of the salaries or fringe benefit costs are reasonable.

D2 RATING: _____

Basis for Rating:

D3. Evaluate the extent to which the percentage of UCS funds that support administrative costs (including salaries and fringe benefits of non-program staff, real estate expenses that are not utilized for the direct delivery of services, and related costs) is comparable to the percentage found in the budgets of similarly sized agencies. (5 points)

[Reviewer: Consider the following source(s) of information: Appendix C, and question 14]

4-5 points: Administrative costs comprise less than 20% of UCS funds and provide for sufficient agency administration of the program.

2-3 points: the administrative costs comprise less than 20% of UCS funds, but some costs are too high or too low to provide for reasonable administration of the program.

0-1 points: The administrative costs comprise greater than 20% of UCS funds or do not provide for adequate administration of the program.

D3 RATING: _____

Basis for Rating:

D4. Evaluate the extent to which the non-personnel service costs included in the budget are reasonable for the operation of the proposed program. (5 points)

[Reviewer: Consider the following source(s) of information: Appendix C]

5 points: All costs for non-personnel expenses are reasonable and adequately provide for the needs of the proposed program.

4 points: Most costs for non-personnel expenses are reasonable and adequately provide for the needs of the proposed program.

2-3 points: Many of the costs for non-personnel expenses are unreasonable and or do not adequately provide for the needs of the proposed program.

0-1 points: Costs for non-personnel expenses are unreasonably high or low, and do not adequately provide for the needs of the proposed program.

D4 RATING: _____

Basis for Rating:

D5. Evaluate the extent to which the proposal includes matching funds that are sufficient and appropriate to the long-term health and sustainability of the program. (5 points)

[Reviewer: Consider the following source(s) of information: Appendix C]

5 points: The proposal includes sufficient matching revenues to meet program requirements and relies heavily on cash funding from public and community sources and direct fees-for-service from alternative dispute resolution services.

4 points: The proposal includes sufficient matching revenues to meet program requirements and relies on cash funding from public and community sources and direct fees-for-service from alternative dispute resolution services, as well as in-kind contributions to the program.

2-3 points: The proposal includes sufficient matching revenues to meet program requirements and relies on cash funding from public and community sources and direct fees-for-service from alternative dispute resolution services, as well as in-kind contributions to the program and funding for non-dispute resolution programming.

0-1 points: The proposal does not include sufficient matching revenues to meet program requirements and/or relies on in-kind contributions to the program or funding for non-dispute resolution programming rather than cash funding for alternative dispute resolution from community and public sources and fee-for-service.

D5 RATING: _____

Basis for Rating:

SUBTOTAL FOR PART "D" (D1 + D2 + D3 + D4 + D5) _____