

919 Albany Street  
Los Angeles, California  
90015



**Loyola Law School**  
**Loyola Marymount University**  
Loyola Center for Conflict Resolution

T 213.736.1145  
[www.lls.edu/lccr](http://www.lls.edu/lccr)

Bill Hobbs, Founding Director

Date: \_\_\_\_\_

LCCR File Number: \_\_\_\_\_

Dear Community Member:

Thank you for permitting us to tell you more about our conciliation and mediation services at Loyola Center for Conflict Resolution (LCCR). We are enclosing the LCCR Service Sheet which describe the services that are available to you as a member of the Los Angeles County community.

In addition to providing mediation, conciliation and facilitation services, LCCR also provides conflict resolution training in English and in Spanish, and general mediation training to the community. Our experienced mediators provide dispute resolution services, alongside Loyola Law School students and community volunteers, in all types of cases including, but not limited to, divorce, landlord-tenant, consumer-debt, neighbor-neighbor, and other general service conflicts.

This year, we celebrate 28 years of service to the community. All services are provided for low or no cost on a sliding fee basis. No one is turned away who cannot afford to pay.

We are available to help you resolve your conflict and look forward to being of service to you in the future. If you would like to know more, or if we may be of assistance in any way, please do not hesitate to contact us. Thank you for reviewing the enclosed information. Please find more information at [www.lls.edu/lccr](http://www.lls.edu/lccr).

Sincerely,

Sara Campos  
Director  
Loyola Center for Conflict Resolution

Encl. LCCR Service Sheet



Loyola Center for Conflict Resolution (LCCR) is a bilingual (English/Spanish) community mediation program that seeks to help people to resolve their conflicts. We serve all Los Angeles County residents, especially those in under-served communities and those involved in conflicts with them. Bilingual services are provided by supervising professional mediators alongside highly trained Loyola Law School students and community volunteers. Our office hours are 9 a.m. to 6 p.m. Monday through Thursday, on evenings and weekends by appointment, and on Friday from 8 a.m. to 5 p.m.\*

## Helping Communities Resolve Conflict Since 1993

### LANDLORD-TENANT

- Evictions
- Fees
- Conditions

### WORKPLACE/ EMPLOYMENT

- Wages
- Hours
- Benefits
- Discrimination
- Work Environment

### NEIGHBOR-NEIGHBOR

- Fences
- Property Lines
- Noise

### BUSINESS/AGENCIES/ ORGANIZATIONS

- Board Members
- Staff
- Volunteers
- Consumers
- Clients

### FAMILY-DOMESTIC- DEPENDENCY

- Divorce
- Partners
- Children
- Parent Care

### CONSUMER-DEBT

- Credit Cards
- Student Loans
- Health Care
- Mortgages

### MEDIATION

In mediation, a neutral person (the mediator) helps the parties discuss ways to resolve their conflicts either in person in a face-to-face mediation or over the telephone (conciliation). Your mediators will not take sides, give legal advice or represent you. The mediators are there to make sure that each of you understands the other person's viewpoint and concerns, and to help you work out a solution to each issue that is acceptable to all parties. Your participation is voluntary and you may withdraw at any time. If you allow us to assist you by choosing mediation, statistics indicate that we will be able to help you resolve your dispute more than 80% of the time.

#### CLASSIC & COLLABORATIVE DIVORCE MEDIATION:

LCCR offers two types of divorce mediation. Classic mediation is described above where you and your spouse meet in person with the mediator(s) who will help you and your spouse decide if you want to end your marriage and on what basis. Collaborative mediation offers a team approach and is provided in conjunction with volunteer professionals from the Los Angeles Collaborative Family Law Association. In this type of mediation, you and your spouse work with a mediator and with a Collaborative Team of Professionals, who provide limited scope counseling and information that you may need to make decisions about what to do in your divorce.

### CONCILIATION

Conciliation is mediation that takes place over the telephone. A neutral person (the conciliator) speaks with each disputing party separately when assisting the parties to reach an agreement or a new understanding.

### FACILITATION

Facilitation is used to assist larger groups of people to communicate, to understand each other, and to find agreed-upon solutions to their issues. It can be used before a conflict fully develops.

### CONSUMER-DEBT & LANDLORD-TENANT OPTIONS COUNSELING

When consumer-debtors and/or landlord-tenants contact us for dispute resolution services, parties are offered the opportunity to speak with a counselor to learn about options for resolving their consumer debt and/or landlord-tenant issues.

### DEPENDENCY COURT MEDIATION:

PROVIDED AT THE  
EDMUND D. EDELMAN  
CHILDREN'S COURT ON  
MONDAY AND TUESDAY

Parents in Dependency Court, who would prefer to decide their own custody arrangement, and visitation schedule, rather than have a Judge decide for them, are free to reserve mediation appointments, in conjunction with their attorneys, at [ccadr.org](http://ccadr.org). When confirmed by the Court, the parents' mediation agreement may serve as the Exit Order from Dependency Court.

### BEVERLY HILLS MEDIATION PROGRAM

Please Call 213.736.8387 for a Mediation Appointment. Thank you.

### MEDIATOR IN RESIDENCE PROGRAM

LCCR brings services directly to your community by providing a mediator at your legal, social or community service agency.

### TRAINING

LCCR is a training facility for Loyola Law School students and community mediators. We also provide training to the general public on mediation, conciliation, and communication skills that are offered at your location or at our offices.

### REFERRAL

LCCR provides referrals to attorneys, legal service providers and government agencies because we do not provide legal advice.

Loyola Center for Conflict Resolution (LCCR) sees a wide variety of cases.

### **LANDLORD/TENANT & NEIGHBOR DISPUTES**

- The tenant who fell behind in rent payments and wanted to negotiate a repayment schedule.
- The property manager who agreed to relocate the noisy upstairs tenant to another unit.
- The long-term tenant who needed their refrigerator repaired and the carpet replaced.
- The neighbor who learned and understood that the upstairs neighbor, a veteran, was accustomed to doing chores at night due to his night schedule while deployed.

### **FAMILY DISPUTES**

- The couple who came in for a divorce mediation and decided to reconcile after two sessions.
- The spouses who called seeking help negotiating their marital settlement agreement in order to complete their divorce proceedings in court
- The Jewish couple that needed to resolve their child custody and support issues to proceed with a religious divorce (Get).
- The parents who were able to agree upon a visitation plan and holiday schedule which allowed them to conclude their case in Dependency Court.

### **CREDITOR/DEBTOR MATTERS**

- The consumer who needed verification from the creditor that his debt had been paid in full.
- The debtor who was able to remove a wage garnishment by agreeing to a lump sum payment.
- The unemployed person who was able to negotiate a re-payment plan with the creditor.
- The creditor who agreed to a forbearance of payments due to COVID – 19.

### **SOCIAL SERVICES**

- The applicant who needed assistance correcting a 10-year-old clerical error on a government form that had prevented his change in immigration status.
- The veteran who needed clarification on the appeal process to recover her service animal.
- The party who was able to have their government benefits reinstated with arrears.

### **ESTATES**

- The beneficiary who avoided costly litigation and received the trust funds after LCCR opened communications with the Trustee.
- The siblings who needed help deciding what to do with the property they inherited from their mother.

### **CONSUMER/MERCHANT MATTERS**

- The client having difficulty communicating with his attorney about the terms of the settlement agreement and the attorney fees.
- The wedding planner who wanted to be paid for their services.
- The parent who lost their child and had trouble collecting insurance benefits for burial services.
- The dental patient who was able to receive a refund for improper dental work.

### **AUTOMOBILE ACCIDENTS**

- The parties who wanted their vehicle repaired and medical bills paid following an automobile accident.
- The owner who needed to retrieve personal belongings from their damaged vehicle.

### **EMPLOYMENT ISSUES**

- The supervisor who decided not to terminate the employee after hearing how difficult it had been for the employee to return to work after 20 years.
- The employee who decided not to sue his employer when he understood that the employer's actions were not the result of discrimination.

Because confidentiality is important to us, some facts were altered to maintain confidentiality.

# Loyola Center for Conflict Resolution

(213) 736-1145

1. What does the **LCCR** do?

The **LCCR** does two things:

- 1) Conflict Resolution: mediation, conciliation and facilitation.
- 2) Conflict Resolution Training: communication skills, mediation and conciliation.

2. What is **MEDIATION**?

Mediation is when people in conflict sit down with a neutral mediator and talk face-to-face.

3. What if I don't want to meet face-to-face?

You don't have to. Give the **LCCR** the other person's name and telephone number or address and the **LCCR** will talk to them for you. The **LCCR** calls this **CONCILIATION**.

4. What if I don't want to ask the other person to mediate or to conciliate?

You don't have to. The **LCCR** will ask them.

5. What if I don't think the other person will agree to mediate or to conciliate?

Many of the people who call the **LCCR** feel this way. To their surprise, the other person often does agree.

6. What is **FACILITATION**?

A neutral facilitator from the **LCCR** can assist you and your group to resolve issues and concerns such as how best to structure your process and work together, how to communicate better, and how to resolve your conflicts.

7. What does a mediator or conciliator or facilitator do?

They are good listeners and good communicators who help people to talk and to listen. They do not take sides; they do not judge people and they do not tell people what to do.

8. How long does mediation take?

A two party mediation usually takes three to four hours.

9. How many people can mediate at the same time?

Any number can.

10. Does the **LCCR** give legal advice?

No. The **LCCR** does not give legal advice or represent anyone. If you need legal advice or any other kind of advice, the **LCCR** will refer you to someone who can advise you.

If you are coming for help with your divorce, and you choose to use our collaborative mediation process, there are volunteers who can give you legal information that will help you make decisions.

11. What kind of Training does the **LCCR** do?

The **LCCR** does two kinds of Training:

- 1) Training for persons who want to learn how to use conflict resolution skills and process when they are communicating with others, such as family member, neighbors, and co-workers.
- 2) Training for persons who want to learn how to use conflict resolution skills and process for helping others to communicate to resolve their conflicts (mediation training).

12. How do I decide what Training I need?

Just call the **LCCR's** Coordinating Secretary at 213-736-1083.

13. How long is the Training?

We can structure Training to your particular situation. Our most popular Trainings are our 4-hour Communication Skills Training and our 40-hour Nuts & Bolts Mediation Training.

14. Do we have to come to the **LCCR** for the Training?

No. The **LCCR** can come to you.

15. Are the services at **The Center** provided only in English?

No. **The Center** can provide all of its services in Spanish, and translators and volunteers are available for providing service in other languages.

16. Does the **LCCR** charge for its services?

No one will be charged a fee for the services of the **LCCR** who cannot afford to pay. A sliding fee schedule will be used for those who can afford to pay.

17. How is the **LCCR** funded?

The **LCCR's** services are made possible through major support from the Los Angeles County Department of Community and Senior Services through the California Dispute Resolutions Program Act, and through Loyola Law School.

# Loyola Center for Conflict Resolution

(213) 736-1145

## Quotes Of Persons Who Have Used The Center

“I don’t have the words to express my gratitude.”

“These are people dedicated to help those who need it.”

“The Center cares about our problems and tries to resolve them in the best way possible.”

“I always felt welcomed and treated with courtesy.”

“The Center staff responded every time I needed them.”

“I went to many other places to get help and was unable to find any until I came to The Center. Thank You. Thank you very much!”

“I believe your action on the part of my inquiries has accomplished what I could not. I thank all of you very much for the immediate attention you gave to this.”

“Without The Center’s help, I would not have been able to communicate with these people. Thank you for your help and may God bless you.”

“The Center proved to be resourceful, courteous and professional. Overall, they accomplished for me what could have otherwise cost hundreds of dollars for an attorney.”

“The Center enabled both of us to focus on our problems and to get things resolved all in one sitting. For the three month period of the agreement, finances were extremely smooth.”

“The Center’s staff is professional and attentive and always willing to help. I am sincerely grateful with all Center staff for their help and support. You are very positive and professional individuals. Thank you for all of your help.”

“The Center staff were absolutely wonderful and effective.”

“I would highly recommend The Center to anyone in need.”

# Loyola Center for Conflict Resolution

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## Comments Of Community Programs About The Center

- The Center has provided support staff with valuable conflict resolution Training entirely free of charge. With the dispute resolution techniques you have shared with our employees, we have noted a distinctly higher quality of client service and professionalism in our office. Clients are now grateful for the referral service we provide, instead of feeling as if they have been handed off to another agency for further disappointment.
- To have had the opportunity of being involved in The Center's Training program has been a real boon to our agency and to the community at large. Our staff have become more sensitive to potentially volatile issues, have honed their listening skills, and have developed an understanding of the dynamics of conflict, all of which have contributed to a more effective use of time and energy, both on-site and in the work that is done in the community. The use of simultaneous translation was another aspect of The Center's Training program which added to the effectiveness of the materials and demonstrated the value of cultural sensitivity in the teaching process.
- The special communication skills Training that The Center provided for our receptionists was essential in helping them and our management team understand how program staff establish, often inadvertently, communication barriers for clients. We learned that we could improve the services to our clients simply by practicing and improving our own communication skills.
- Just as important has been our ability to refer clients to The Center to resolve their disputes. Because of The Center's special commitment to serve low-income communities and to teach those communities the benefits of mediation and conciliation as a problem solving technique, we know the clients we refer to The Center will not get lost in the ADR process. Our clients generally have no previous exposure to mediation and conciliation and usually feel like outsiders to the "system". The support and encouragement from Center staff is what produces the trust our staff and clients have that The Center will facilitate a fair and just resolution to the conflict.
- At a time when many services are being reduced, it is refreshing to encounter a new program such as The Center For Conflict Resolution. The Center is a prime example of a responsible institution, Loyola Law School, responding to the needs of our community.

# Loyola Center for Conflict Resolution

(213) 736-1145

## Trainee Quotes

“The Training was terrific. It has opened my mind about resolving conflict. I looked forward with great excitement to each Session.”

“I really enjoyed this Conflict Resolution Training. It is very constructive and I was happy to be attending. I felt that the time flew and I was not bored by what we were learning.”

“The Training was wonderful! It showed me just how much I don’t know. I was ambivalent about the role-playing, but, now I see the value in it. I actually liked it.”

“The Spanish role-playing was helpful to an English speaker. It was a chance to see that it is always the same process at work.”

“Thank you so much. You provide a valuable service.”

“This course has helped me very much in my personal life and in my relations with my husband and children. I am very happy with what I have learned and I feel better equipped to help my clients.”

“The Training was very well thought out. I felt that the registration was very organized and very efficient. The role-plays were pertinent and effective. Thank you for this Training. We need this.”

“I enjoyed learning in a bilingual/bicultural environment.”

“I have learned to pay attention to my child. Before coming to this Training, I thought he was crazy. Now things are better. He used to tell me that I did not love him. Now, I do listen to him and he says that I am kind with him.”

“I am glad that you are here for us.”

“I have learned in this short time how to understand people’s problems, which before was very hard for me.”

“The Training handout materials were easy to understand and to follow.”

“Thank you for making a difference to me and to my life.”

“The translator was excellent.”



“Congratulations to Loyola Law School and to the Trainers for giving the community the opportunity to learn how to resolve conflicts.”

“When I started this Training, I knew nothing about listening to people and hearing what they said. Today I can say that I have learned how to listen to people and to actually hear what they are saying and not saying.”

“I have never seen staff so prepared.”

“The Training was all that I expected, even more. I learned to apply it to my personal life too. It has helped me to deal with many conflicts in a new way that really works.”

“I really enjoyed the Training because I think it helped me to look inside myself. I mean really look inside myself. I am really going to practice what I have learned to become a new and better person.”

“This Training helped me to understand how to deal with difficult people.”

“The Training handout materials were excellent. I will use them for future reference.”

“I liked the fact that a Spanish-speaking group did a role-play for everyone to see that language did not matter.”

“I can use this knowledge everywhere. I feel that I became more sensitive and more patient.”

“Beautiful facilities, very convenient area, lovely atmosphere, friendly people.”

“Thank you for your professionalism and for the important work that you are doing.”

“I really enjoyed the Training. It was really better than I thought it would be. It really helps me right now because I am going through a very stressful time in my life. Thank you for your assistance in making me a better person.”

“Thank you for your great efforts to make this Training possible for us all, especially to people like me who have not have had any formal Training. God bless.”

“I would advise anyone who is a community agency to attend and/or send their staff.”

“You are always organized, pleasant and helpful.”

“Even though I took this Training a while ago, it’s even more helpful taking it again.”

# LOYOLA CENTER FOR CONFLICT RESOLUTION (LCCR) FEE GUIDELINES:

LCCR Case # \_\_\_\_\_

## POLICY

1. **Business, Homeowner Associations & Private Mediation Cases (Standard Hourly Rate):** Our standard hourly rate for business, homeowner association and private mediation cases is \$250 per hour/split amongst the parties. Please note that the standard hourly rate applies to all parties who can afford to pay, regardless of income. Those who have income and/or assets and can afford to pay will be charged a portion of the standard hourly rate (Rate is divided by the number of parties.). Those who cannot afford to pay will be charged according to the sliding fee scale.
2. **Community Mediation Policy:** Fees are based on the first person to contact the LCCR only on the sliding fee scale. If a fee is assessed, it is paid by the P1 only, unless the combined income policy applies. Any party in these types of cases may request that the fee be split amongst the parties. If such request is made, the mediator shall mediate this issue first free of charge.
3. **Joint Combined Income:** With respect to Familial or Group Cases, fees shall be based on the joint combined income of the parties.
4. **Fee Waived Automatically and Completely:** When an individual makes \$50,000 per year or less, and does not have additional assets from which to pay mediation/conciliation fees, no fee shall be charged. The Combined Income policy may apply.
5. **Fee Waiver Requested:** If an individual makes above \$50,000, and does not have sufficient assets from which to pay a fee, a fee waiver (partial or full), based on the individual's income/assets may be requested. The Combined Income policy may apply.
6. **Confidentiality:** Please remember that all personal information, including income/asset information, is confidential and shall not be shared with other parties without permission.

**\*Please note that all mediators at the LCCR are volunteers or salaried employees. Therefore, no fees directly benefit your mediator(s).**

**SLIDING FEE AND/OR FEE WAIVER REQUEST FORM  
AND  
INCOME VERIFICATION**

**Sliding Fee And/Or Waiver Request Form**

1. Sliding Fee Scale:

\$0.00 to \$50,000 per year = No Fee

\$50,000+ to \$60,000 per year = \$50.00 per hour x \_\_\_\_ = \_\_\_\_

\$60,000+ to \$70,000 per year = \$60.00 per hour x \_\_\_\_ = \_\_\_\_

\$70,000+ to \$100,000 per year = \$80.00 per hour x \_\_\_\_ = \_\_\_\_

\$100,000+ = Standard Hourly Rate (unless additional facts verifying the need for a waiver are listed below).

\*Family Cases – The fee is split by all parties. See Also Combined Income policy

o 2. While I am not able to pay the sliding fee scale above. I am able to pay \$\_\_\_\_\_ per hour for services. My need for a reduced fee is described below.

a) I currently make \$\_\_\_\_\_ per month.

b) My income for the past year is \$\_\_\_\_\_.

c) My current savings/investment are \$\_\_\_\_\_.

o 3. While I make over \$50,000 per year, I declare that I am not able to pay any fee at this time. I, therefore, request a complete waiver of the fee based on the following facts:

a) I currently make \$\_\_\_\_\_ per month.

b) My income for the past year is \$\_\_\_\_\_.

c) My current savings/investment are \$\_\_\_\_\_.

Additional facts that show my need for a reduced fee [#2] and/or a complete fee waiver [#3] *Please list all household expenses that should be considered:* \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_  
(Conciliator may sign on behalf of party.)

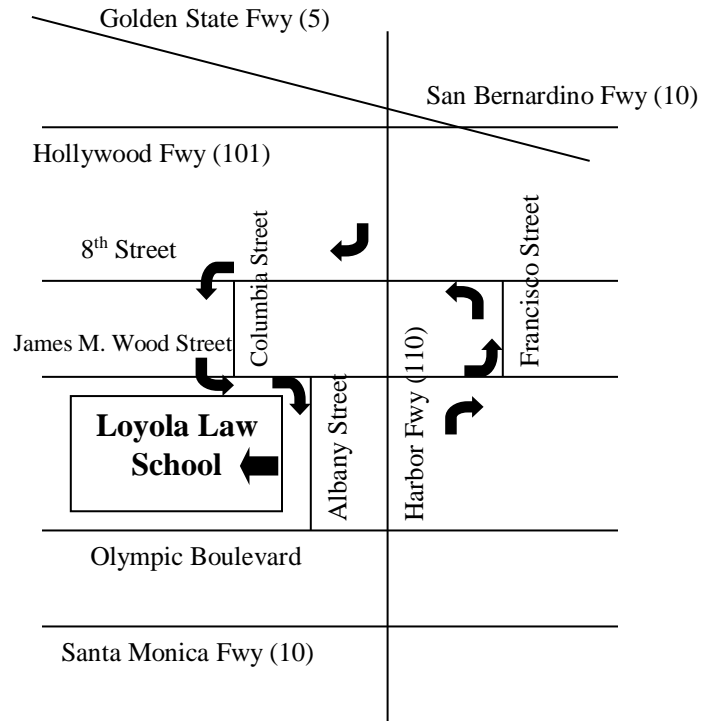
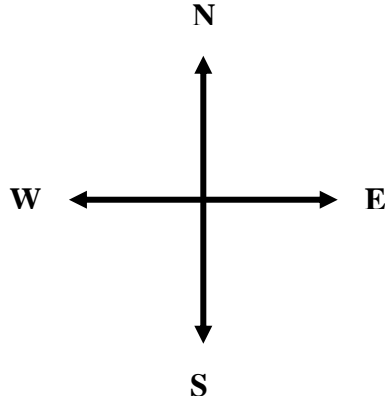
Date: \_\_\_\_\_

Approved: \_\_\_\_\_

# Loyola Law School

## Loyola Center for Conflict Resolution

919 Albany St., Los Angeles, CA 90015  
(213) 736-1145



### Driving Directions to Loyola Law School Loyola Center for Conflict Resolution

#### FROM THE NORTH

Take the Golden State Freeway (5) South or the Hollywood Freeway (101) South to the Harbor Freeway (110) South toward downtown Los Angeles. Take the 8<sup>th</sup> Street exit from the Harbor Freeway. Turn left onto Columbia Avenue. Turn left on James M. Wood Street. Turn right immediately on Albany Street. Enter the parking structure on the right hand side of the street.

#### FROM THE SOUTH

Take the Harbor Freeway (110) North toward downtown Los Angeles. Take the 9<sup>th</sup> Street exit from the Harbor Freeway. Turn left immediately on Francisco Street. Turn left on 8<sup>th</sup> Street. Turn left onto Columbia Avenue. Turn left on James M. Wood Street. Turn right immediately on Albany Street. Enter the parking structure on the right hand side of the street.

#### FROM THE EAST

Take the San Bernardino Freeway (10) West toward downtown Los Angeles. Take the Hollywood Freeway (101) North. Take the Harbor Freeway (110) South. Take the 8<sup>th</sup> Street exit from the Harbor Freeway. Turn left onto Columbia Avenue. Turn left on James M. Wood Street. Turn right immediately on Albany Street. Enter the parking structure on the right hand side of the street.

#### FROM THE WEST

Take the Santa Monica Freeway (10) East toward downtown Los Angeles. Take the Harbor Freeway (110) North. Take the 9<sup>th</sup> Street exit from the Harbor Freeway. Turn left immediately on Francisco Street. Turn left on 8<sup>th</sup> Street. Turn left onto Columbia Avenue. Turn left on James M. Wood Street. Turn right immediately on Albany Street. Enter the parking structure on the right hand side of the street.

