



SAN FRANCISCO BAY AREA FEDERAL EXECUTIVE BOARD

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San Francisco, CA 94103
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Shared Neutrals Program Agency Participation Criteria

Alternative Dispute Resolution for Federal Agencies

Overview

One of the most cost-effective programs sponsored by the San Francisco FEB is the Shared Neutrals Program (SNP). This Alternative Dispute Resolution program offers trained mediators from federal agencies in the San Francisco Bay Area to mediate or facilitate discussions at no cost. Mediators are able to assist in most types of work-related disputes including EEO complaints.

The average Bay Area cost for a private mediator for a four-hour session is \$4,000. EEOC estimates that it costs \$150,000 to process an EEO complaint from the counseling stage through an EEOC hearing. The SFFEB has shown a cost savings in excess of \$2 million for federal agencies.

What does it mean to be a Participating Agency?

1. Support your staff to conduct Mediations and attend trainings only during work hours.
2. Support your staff to become Co-Mediators (mediators in training) by having them attend trainings and mediations as observers.
3. Support your trained Mediators to attend refresher trainings and conduct mediations.
4. Consider using the Shared Neutrals Program.
 - a. Appoint a designated agency contact for the program in your agency.
 - b. Educate your managers about the SNP.
 - c. SFFEB welcomes questions to decide if the SNP fits your needs.
 - d. The agency understands that all mediators are volunteers, and while there is no fee for SNP, if necessary, the agency will provide for the Mediator’s travel expenses.

What are the Requirements for a Mediator?

Mediators are required to conduct mediations and attend trainings during work hours.

1. Mediate two cases per year.
2. Attend at least one refresher training per year.

Requirements	Approximate Hours
Attend SNP refresher training.	8
Mediate twice a year.	16
Total Hours Per Year	32

What are the Requirements for a Co-Mediator?

1. Co-Mediators first take an Employee Based Mediation Training

2. Co-Mediators attend three mediations with experienced Mediators.
3. The experienced Mediator evaluates and recommends to SFFEB when the Co-Mediator is ready to become a Mediator.

Requirements	Approximate Hours
Attend a 40 Hour Employee Based Mediation Training	40
Attend three mediations	24
Total Hours	64

How do I Request Mediation?

1. Agencies identify a designated agency contact and inform the SFFEB.
 - a. The agency contact completes the [Shared Neutrals Program Request Form](#) and submits it to the SFFEB.
 - b. Within four business days, the SFFEB Program Coordinator contacts the agency to review the request.
 - c. The SFFEB works with the agency contact to set a date and location, assigns a Mediator and Co-Mediator to the mediation.
 - i. The agency can ask for expedited scheduling, which SFFEB will do its best to meet.

What are the responsibilities of the designated agency contact?

1. Promote and explain the SNP to agency managers and staff
2. Receive and evaluate staff requests for mediation
3. Fill out Mediation Request Form and sends to SFFEB
4. Coordinate with SFFEB on scheduling
5. Provide feedback

Who do I contact for more information?

Please contact SFFEB via email at castaneda.gail@dol.gov or 415-625-2461.

All forms and program materials can be found at:

<https://www.sffeb.us/programs/shared-neutrals-program/>

Please fill and return to SFFEB indicating your agency’s support of your staff to volunteer as Mediators in the Shared Neutrals Program.

Agency:	Designated Agency Contact:
Agency Director Name:	Address:
Email:	Email:
Phone:	Phone:
Date:	