

Attachment B: Coordinator Responsibilities Form

July 2026



Office of the Executive Secretary
Supreme Court of Virginia

COURT MEDIATION PROGRAM

COURT:

ONE COURT PER FORM

Cases that will be referred to coordinator (Select One): GDC JDR

FOR A COMBINED COURT, CHECK ONLY THE LEVEL FOR WHICH A COORDINATOR IS SOUGHT. IF BOTH LEVELS WILL BE COORDINATED, USE A DIFFERENT FORM FOR EACH

ENTITY REQUESTING TO COORDINATE MEDIATIONS FOR THE ABOVE COURT:

INSTRUCTIONS FOR JUDGE AND/OR CLERK OF THE COURT:

The individual or entity above seeks a contract from the Office of the Executive Secretary of the Supreme Court of Virginia (OES) as a Mediation Coordinator (Coordinator) for this court's mediation program. The Coordinator must perform the appropriate requirements listed in the "Coordinator Responsibilities" section. You and the Coordinator may also agree on one or more "Program Options." You and the Coordinator must both initial in the spaces provided next to a program option for it to be considered a part of the Coordinator's contract.

OES may receive multiple requests for the same court but will grant a contract to only one. If OES receives more than one Coordinator Responsibilities Form from a court, OES will follow up with that court for their opinion on which entity will be awarded the contract. Your signature at the end of this form serves as confirmation that you would accept this entity as the Coordinator for this court.

If OES enters into a contract with the Coordinator referenced above, OES may renew the contract for one additional year. The decision to renew a contract may be made without additional input from the court.

J&DR MEDIATION PROGRAMS: Please note that courts are encouraged to approve access to the Juvenile Secure Viewing System (JSVS) for Coordinators. Access to this system allows Coordinators to review case information that could be relevant to screening and/or mediating the case.

COORDINATOR ROLES

If offered a contract by OES, the Coordinator shall perform the roles summarized below. You can request more information from OES by contacting disputeresolution@vacourts.gov.

1. **Liaison**

The Coordinator is the manager of a court's mediation program. As such, they are the liaison between court staff (such as judges, clerks, the CSU, and interpreters), mediators, OES, and the public.

2. **Scheduling**

The Coordinator is responsible for ensuring that all parties referred by the court have access to a free dispute resolution orientation session. The Coordinator must also ensure that parties that are a good fit for mediation have access to a court-referred mediation should they wish to continue with mediation.

3. **Quality Control**

The Coordinator must ensure that mediation services provided through court-referred mediation programs are of high quality through managing court mediator rosters, enforcing program policies, troubleshooting issues, and ensuring relevant ethical standards adopted by the Judicial Council of Virginia are met.

4. **Reporting**

The Coordinator collects information relating to the mediation program to provide reports to OES.

COORDINATOR RESPONSIBILITIES

The roles stated in the previous section place certain responsibilities on the Coordinator. The Coordinator shall fulfill the following applicable duties in this court:

1. The Coordinator must work together with the court and OES to devise and maintain the procedures and policies for mediation, and they must be available to answer questions about these policies from mediators, parties, and the public.
 - a) These policies and procedures should cover:
 - i) Screening, referring, tracking, and reporting cases for mediation
 - ii) Mediator qualification requirements
 - iii) Applicable program options (see the "Mediation Program Options" section of this form)

- b) The Coordinator should meet with the court at least once per year to review these policies
 - c) If the court and the Coordinator decide to change the Program Options set for the court, OES should be notified to determine potential contract value impacts.
2. The Coordinator is responsible for ensuring that all parties referred by the court have access to a free dispute resolution orientation session, and that parties that are a good fit for mediation have access to a court-referred mediation should the parties wish to mediate.
- a) These orientation sessions are intended to provide the parties with information related to mediation in the context of the court process, and to assess the case brought by the parties for appropriateness of mediation.
 - b) Cases must be assigned to mediators in a fair and equitable manner based on the mediators' schedules, availability, and their ability with regards to specific case types.
 - i) Questions regarding what constitutes a "fair and equitable" distribution of cases should be answered with the local courts' and/or OES's assistance. **If the court has a different preference for allocating cases, briefly describe this alternative in the space provided at the end of this form.**
3. The Coordinator must maintain a roster of certified mediators that meet qualification requirements established with the court.
- a) Qualification requirements and information on how to apply to join a court's mediation roster must be made available on request.
 - b) Coordinators are under no obligation to accept a new roster request, however, the Coordinator should strive to achieve a large and diverse cadre of mediators where possible to best accommodate the needs of parties.
4. At least once per year, the Coordinator is expected to meet with mediators to complete the following objectives:
- a) Instruct mediators on court and referral procedures
 - b) Establish method and schedule of ongoing communication to disseminate information pertinent to mediation and to the local courts.
 - c) Deliver updates from OES
 - d) Troubleshoot concerns
 - e) Instruct mediators to consistently distribute the Evaluation of Mediation Session and Mediator form to mediation participants, and to submit these evaluations to OES. Evaluations may also be given to the coordinator for submission to OES

MEDIATION PROGRAM OPTIONS

The Coordinator may also complete tasks that may vary depending on the needs of the court. A table with the available mediation program options can be found on pages 5 and 6. The Coordinator and the court should discuss which of the following program options make sense to implement given the needs of the court and the mediation program. Only program options that are initialed by both a representative of the court (either the Clerk or a Judge) and the Coordinator will be accepted as part of the Coordinator's contract. Coordinators may conduct additional tasks as agreed by the Coordinator and the court, however, any such agreement will not impact the amount awarded to the Coordinator if offered a contract.

Program options 1 (court-sitting) and 2 (pre-trial) are **mediation referral methods**. Each method contains additional options that may be performed by the coordinator. The top-level method must be selected for the subsequent options to be considered. For example, a coordinator cannot engage in pre-trial outbound communication if only the court-sitting method is selected. **At least one mediation referral method must be utilized in this court.**

Court Initials	Coordinator Initials	
—	—	<p>1. Day of Trial Mediation (“Court-Sitting”) Referrals</p> <p>Some courts may request that a mediator be physically present in court on certain days per month to mediate cases that are scheduled for trial that day. This type of program is especially useful in courts where:</p> <ul style="list-style-type: none"> • There is a high volume of parties that are unable to be contacted for pre-trial mediation • There are regularly cases which require swift action from the court, leaving little time for mediation <p>Coordinators of mediation programs that utilize court sitting must ensure that one or more mediators are available on a given date, and that mediator assignments are done in a manner according to Responsibility 2.b.</p>
—	—	<p>1.1 Review Daily Docket for Appropriate Cases</p> <p>In some programs that implement court-sitting, the court may request that the coordinator review cases docketed for that day to determine their appropriateness for referral to an orientation session in order to encourage mediation on their trial day or to determine optimal staffing levels.</p>
—	—	<p>2. Pre-trial Mediation Referrals</p> <p>In some courts, parties are referred to mediation prior to their trial date. This type of program is especially useful in courts that see a high volume of cases where:</p> <ul style="list-style-type: none"> • Early resolution of a dispute would be beneficial to the parties • The parties are able to be contacted to schedule a mediation • The parties require flexibility in their schedules <p>In such programs, coordinators must ensure that there are mediators available to mediate the case referred from court. These referrals must be allocated in a way consistent with Coordinator Responsibility 2.b.</p>
—	—	<p>2.1 Pre-trial Outbound Communication</p> <p>In some pre-trial mediation programs, the coordinator will reach out directly to the parties to do one or more of the following:</p> <ul style="list-style-type: none"> • Schedule a mediation orientation and/or a mediation session prior to trial • Conduct an orientation or screening session via phone or video platform prior to trial • Manage agreement following mediation • Confirm information listed on referrals and petitions

—	—	<p>2.2 Remote Mediation</p> <p>In some pre-trial mediation programs, remote mediation services are made available for parties via audio or video format. Remote mediation programs often require more work of the coordinator, and can result in license fees for software such as video conferencing platforms, secure messaging platforms, secure document storage, electronic signature tools, and more.</p> <p>NOTE: <i>this option should only be selected if remote mediation is considered a major part of the mediation program. Not selecting this option does not preclude a case referred from the mediation program from mediating remotely.</i></p>
—	—	<p>2.3 Identify Appropriate Cases Pre-Mediation</p> <p>In some pre-trial mediation programs, courts may request that the coordinator review newly filed or docketed cases to determine their eligibility for mediation and to screen out cases that are ineligible for mediation. This review takes place before the parties are contacted regarding mediation.</p>
—	—	<p>3. Prepare Orders of Referral for Judges</p> <p>In some courts, coordinators are responsible for preparing orders of referral for dispute resolution orientation sessions (the DC-400 and/or DC-604) for a judge’s signature and making necessary copies.</p>
—	—	<p>4. Maintain Mediation-related Documents</p> <p>Some courts request that the coordinator make copies of mediation-related documents for the court, mediators, and parties. Examples include paperwork for parties, case files, summons, and/or referrals.</p>
—	—	<p>5. Invoice and Mediation Data Review</p> <p>Collecting mediation-related information and submitting payment vouchers for mediation are considered the responsibility of the mediator and/or vendor that supplied the mediator in a mediation. Some courts may request that the coordinator review invoices and mediation-related information submitted by vendors prior to the court’s review.</p> <p>NOTE: <i>There are some courts in which the coordinator is the sole vendor providing mediation services. In these situations, the coordinator cannot act as reviewer, as their review should be completed as part of their vendor duties.</i></p>

As per Coordinator Responsibility 2.b.i, if the court prefers an alternative method for allocating cases to mediators, please describe that method below:

ACKNOWLEDGEMENTS

To be completed by the Coordinator or their representative:

I certify that, if I am offered and if I accept the offer of a contract by OES to coordinate the court program referenced on page one of this form, I will perform the applicable responsibilities set out in the **Coordinator Responsibilities** section of this form for the court. I will also carry out the duties indicated by both my initials and the initials of the court representative in the **Program Options** section of this form. I understand that this document will be incorporated by reference into any contract offered by OES to me to provide mediation coordination services for this court.

Signature of Coordinator

Date

Printed name of Coordinator

To be completed by the Clerk of Court or Judge:

I certify that the court referenced on page one of this form approves of the individual or entity on page one to provide mediation coordination services for the court.

Signature of Judge or Clerk of Court

Date

Printed name of Court Official

Judge

Clerk of the Court