



PALO ALTO MEDIATION PROGRAM

1490 El Camino Real, Santa Clara, CA 95050

Tel: (650) 856-4062, Fax: (650) 321-4173

pamediation@housing.org

www.paloaltomediation.org

The Palo Alto Mediation Program is administered by Project Sentinel in partnership with the City of Palo Alto's Human Relations Commission and Human Services Department

Hello Minka,

I have assembled the original applications of the successful applicants and the set of interview questions we used to guide our process. We plan to attend your Nov 10th meeting where we can answer any questions you may have.

This year we began our usually recruitment activities with advertising in Feb. We had some applications in hand already because people express their interest in the panel as they arrive in Palo Alto. We had 10 applicants to interview by the March deadline and scheduled our interviews early in April. Of the 10 folks we interviewed, we offered panel seats to 7 because the quality of the applications was so uniformly good.

One of the 7 withdrew his application on hearing that the required training would be at his own expense, and another was unable to arrange for the required training by the deadline (which we extended into July). As a result we were able to bring on 5 new mediators.

Each of these mediators has the required training and all have received our initial PAMP orientation training as well and begun the process of observing and co-mediating on the panel. We are pleased to present these five mediators for your approval and inclusion into the 2016-2018 panel terms.

Regards,

A handwritten signature in blue ink that reads "Paul Hebert". The signature is written in a cursive style with a long horizontal stroke at the end.

Paul Hebert

Program Administrator

PAMP 2016 Applicant Interview Questions

Questions for all applicants:

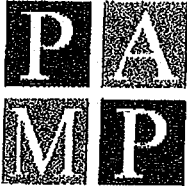
1. Tell us something you'd like us to know about yourself that's not in the application.
2. What is it about this program that attracted your attention?
3. What do you think is the greatest strength you would bring to the program?
4. What do you think would be your biggest challenge as a mediator?
5. Why are you interested in joining the program at this time?
6. Mediation typically involves case development, which is done over the phone and could involve a number of calls and lengthy discussions to set up the mediation. Mediations themselves are scheduled for three hours. In addition, there is a required meeting the third Thursday of most months and an expectation that mediators will volunteer for outreach and committee activities. Mediators are expected to accept at least two cases per quarter and are required to commit for two-year terms.
 - Tell us about any time constraints or plans that might affect your ability to make these commitments, including possible changes to your current situation over the next two years.

Individual question(s) depending on their application:

- Specific question about something from the application that caused us concern (from Marina).

Allow 5 minutes for applicant to ask us questions.

- What would you like to ask us?



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2016 APPLICATION FOR PALO ALTO MEDIATION PROGRAM

Thank you for your interest in the Palo Alto Mediation Program (PAMP). Please email your completed application to Pamediation@housing.org by Monday, March 21, 2016. Use as much space as you need to answer questions fully.

Name: _____ Dimple Pajwani _____

Home Address: _____

Employer Name and Address: _____ Lucille Packard Children's Hospital 700 Welch Rd. Palo Alto CA 94304

(Note: It is a requirement that you work, or live, or own property in Palo Alto or Stanford.)

Email Address (required): _____ ~~dpajwani@gmail.com~~ _____

Home Telephone: _____ _____

Work Telephone: _____ Primary Work Hours: 8am-5pm

1. How did you hear about the Palo Alto Mediation Program? (Ad / Referral / Online / Word of Mouth)
 Online

2. What interests you about becoming a mediator for the city of Palo Alto?

I have always been deeply passionate about conflict resolution and believe mediation can help people involved in a conflict better understand each other's perspectives and move towards win-win solutions that respect both parties' needs. I've trained as a transformative mediator and as a non-violent communication facilitator and have seen first-hand how mediation can improve people's lives and help them to develop a richer, more positive and empowered view of both the immediate situation they were faced with and also areas of conflict in general.

As a Palo Alto resident, I would like to contribute meaningfully to the health and wellbeing of my local community. Being a volunteer mediator for the Palo Alto Mediation Program will allow me to both serve in a role I am deeply committed to and passionate about and contribute meaningfully to my local community.

3. What valuable skill or life experience would you bring to the Palo Alto Mediation Program?
 Please elaborate on *one*.

I have strong facilitation skills and am therefore able to develop and implement robust processes to help individuals and groups get to desired outcomes by calmly and clearly articulating objectives, goals and processes, reflecting and summarizing points of importance and asking appropriate questions along the way to trigger reflection and self-responsibility amongst participants. I have worked as a facilitator for the majority of

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PAMP uses email to assign cases, to schedule meetings, and for general communications. Do you have access to email (especially during the day), and do you check it with some frequency? Yes No

If you're not already a qualified mediator who has completed a 40-hour basic *community mediation* training, the City of Palo Alto requires you to take a mediation course. The primary training course used by PAMP will be offered on the week of May 14-22 using the four weekend days and two evenings between on Tuesday and Thursday. More details will be posted as appropriate. If this class schedule presents a problem for you, there are other courses that can fulfill this requirement. However, an equivalent course must be completed before June 30, 2016 for you to be considered for an interview. (More details about the training may be found in the Q&A document that accompanied this application.)

Are you able to attend this required training on the dates that are selected? Yes No

If you believe you are already a trained community mediator and would like to be considered as fully trained, please provide information about your training: Where, When, the name of the instructor, and any other information about the nature of the training:

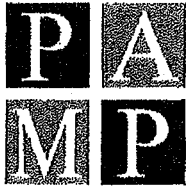
I have trained as a transformative mediator. However, I took this training a number of years ago while living and volunteering abroad and therefore believe I would benefit from retraining as I have not worked in this capacity for the last three years and would like to ensure I have the right tools and skills to effectively work as a volunteer in the Palo Alto Mediation Program.

The deadline for receiving your completed application is Monday, March 21, 2016. Please submit your application via email to our Case Manager, Paul Hebert, at PAmediation@housing.org.

Thank you for taking the time to apply to PAMP! We appreciate your interest in the program.

Dimple Pajwani
Signature of Applicant

March 17, 2016
Date



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Thank you for your interest in the Palo Alto Mediation Program (PAMP). Please email your completed application to PAmiation@housing.org by Monday, March 21, 2016. Use as much space as you need to answer questions fully.

Name: Gabriel Kralik

Home Address: _____

Employer Name and Address: Thuja Global 555 Bryant St #288 Palo Alto, CA 94301

(Note: It is a requirement that you work, or live, or own property in Palo Alto or Stanford.)

Email Address (required): ~~XXXXXXXXXXXXXXXXXXXXXXXXXXXX~~

Home Telephone: _____

Work Telephone: ⁽⁶⁵⁰⁾ _____ Primary Work Hours: 8:30-3:30

1. How did you hear about the Palo Alto Mediation Program? (Ad / Referral / Online / Word of Mouth)
Paul Hebertz, trainer in the Santa Clara County Mediation Program.

2. What interests you about becoming a mediator for the city of Palo Alto?
I want to use my mediation skills to help resolve local community issues.

3. What valuable skill or life experience would you bring to the Palo Alto Mediation Program?
 Please elaborate on one.
My skill set and experience in Santa Clara County Mediation program and my experience as a tech company General Counsel provide a good background.

4. What training or experience have you had that might be relevant (facilitation, mediation, communication, diversity, etc.)?
Training includes litigation resolution skills (Pepperdine) Community (Santa Clara Cty) and small claims resolution experience and civil harassment (Santa Clara Cty.) experience. This, combined with work as an in-house general counsel, representing companies in mediation provide a wide ranging mediation experience.

5. Have you ever been involved in mediation? Yes No
 If yes, were you: Mediator Party Observer

Optional: Please tell us a bit about it (What kind of case was it? What did you think of the process? How it might have been improved?)
2015 Program Mediator Santa Clara County Office of Human Relations
2016 Mediator, Civil Harassment, Santa Clara Superior Ct.

6. What previous experience do you have as a volunteer in community service or other activity? If you have not done community service work recently, please explain why you are interested in volunteering now.

I am currently enrolled in the Leadership Palo Alto Program. My community service is church-based and includes membership on the Board of St. Thomas Aquinas.

7. Do you speak/have knowledge of languages other than English? Yes No

In which languages other than English are you fluent? _____

Would feel comfortable using this/these languages during mediation? What additional languages do you have a working knowledge of? *I have a working knowledge of French.*

8. PAMP is comprised of members who come from a variety of backgrounds and work situations. How would you describe your current work situation? Working Full/Part Time, Retired, In School, Etc.

If you are working, what kind of work do you currently do, or recently have been involved with?

I have a consulting practice in intellectual property law. The practice is project-based and flexible.

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PAMP uses email to assign cases, to schedule meetings, and for general communications. Do you have access to email (especially during the day), and do you check it with some frequency? Yes No

If you're not already a qualified mediator who has completed a 40-hour basic *community* mediation training, the City of Palo Alto requires you to take a mediation course. The primary training course used by PAMP will be offered on the week of May 14-22 using the four weekend days and two evenings between on Tuesday and Thursday. More details will be posted as appropriate. If this class schedule presents a problem for you, there are other courses that can fulfill this requirement. However, an equivalent course must be completed before June 30, 2016 for you to be considered for an interview. (More details about the training may be found in the Q&A document that accompanied this application.)

Are you able to attend this required training on the dates that are selected? Yes No

If you believe you are already a trained community mediator and would like to be considered as fully trained, please provide information about your training: Where, When, the name of the instructor, and any other information about the nature of the training:

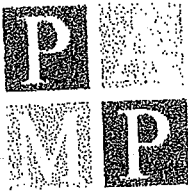
The deadline for receiving your completed application is Monday, March 21, 2016.

Please submit your application via email to our Case Manager, Paul Hebert, at PAmediation@housing.org.

Thank you for taking the time to apply to PAMP! We appreciate your interest in the program.

Barbara C. Walsh
Signature of Applicant

3-21-16
Date



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Thank you for your interest in the Palo Alto Mediation Program (PAMP). Please email your completed application to PAmmediation@housing.org by Monday, March 21, 2016. Use as much space as you need to answer questions fully.

Name: Gail Shulman

Home Address: _____

Employer Name and Address: Self-employed

(Note: It is a requirement that you work, or live, or own property in Palo Alto or Stanford.)

Email Address (required): ~~XXXXXXXXXXXX@GMAIL.COM~~ X

Home Telephone: _____

Work Telephone: (650) _____ Primary Work Hours: 10 to 4 (flex)

- How did you hear about the Palo Alto Mediation Program? (Ad / Referral / Online / Word of Mouth)
 An ad when I served as a mediator about 18 years ago.
- What interests you about becoming a mediator for the city of Palo Alto?
 I am a lawyer and have lived in Palo Alto for many years. I want to give back to the community and help solve conflict. This is a great program for our city. And, I really enjoyed serving as a mediator for this program before.
- What valuable skill or life experience would you bring to the Palo Alto Mediation Program?
 Please elaborate on *one*.
 I am an interested and empathetic listener. I am able to see various perspectives and acknowledge participants views. In this way, you can flesh out the disconnect between people and get to a mutually agreeable resolution. It all starts with good listening skills. When people feel heard, it can diffuse the stress in a situation. I do this regularly with my kids and my clients.
- What training or experience have you had that might be relevant (facilitation, mediation, communication, diversity, etc.)?
 I was a fully trained mediator for the program about 18 years ago and served a full term before I went back to work. I also have to negotiate with parties regularly to find a win-win solution as a corporate/contracts lawyer.
- Have you ever been involved in mediation? Yes X No _____
 If yes, were you: Mediator X Party _____ Observer _____

Optional: Please tell us a bit about it (What kind of case was it? What did you think of the process? How it might have been improved?)

These were mostly landlord/tenant and neighbor cases. I really enjoyed the process and felt effective.

6. What previous experience do you have as a volunteer in community service or other activity? If you have not done community service work recently, please explain why you are interested in volunteering now.

As I mentioned, I have been a mediator for this program. I also have volunteered in many capacities for the Palo Alto Unified School district. I have also helped start a support program for people in crisis.

7. Do you speak/have knowledge of languages other than English? Yes basic Spanish No _____

In which languages other than English are you fluent? _____

Would feel comfortable using this/these languages during mediation? No. What additional languages do you have a working knowledge of?

8. PAMP is comprised of members who come from a variety of backgrounds and work situations. How would you describe your current work situation? Working Full/Part Time, Retired, In School, Etc.

If you are working, what kind of work do you currently do, or recently have been involved with?

I am working part time and am self-employed as a corporate lawyer.

The following questions and requirements will enable you to plan ahead as you consider becoming a PAMP mediator:

If you are selected as a finalist, will you be available to meet with the Selection Committee in late March for a short (20 minute) panel interview? (We know how valuable your time is and will do our best to accommodate schedules.) Yes X No _____

PAMP uses email to assign cases, to schedule meetings, and for general communications. Do you have access to email (especially during the day), and do you check it with some frequency? Yes X No _____

If you're not already a qualified mediator who has completed a 40-hour basic *community* mediation training, the City of Palo Alto requires you to take a mediation course. The primary training course used by PAMP will be offered on the week of May 14-22 using the four weekend days and two evenings between on Tuesday and Thursday. More details will be posted as appropriate. If this class schedule presents a problem for you, there are other courses that can fulfill this requirement. However, an equivalent course must be completed before June 30, 2016 for you to be considered for an interview. (More details about the training may be found in the Q&A document that accompanied this application.)

Are you able to attend this required training on the dates that are selected? Yes X No _____

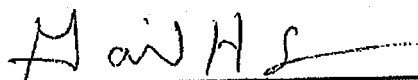
If you believe you are already a trained community mediator and would like to be considered as fully trained, please provide information about your training: Where, When, the name of the instructor, and any other information about the nature of the training:

I completed the 40 hour mediation training program when I served about 18 years ago.

The deadline for receiving your completed application is Monday, March 21, 2016.

Please submit your application via email to our Case Manager, Paul Hebert, at PAmmediation@housing.org.

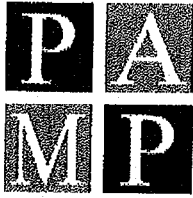
Thank you for taking the time to apply to PAMP! We appreciate your interest in the program.



Signature of Applicant

2/20/16

Date



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Thank you for your interest in the Palo Alto Mediation Program (PAMP). Please email your completed application to PAmiation@housing.org by Monday, March 21, 2016. Use as much space as you need to answer questions fully.

Name: Ruth Maurice

Home Address: 0

16

Employer Name and Address: Office of Human Relations Dispute Resolution Program Services (Victim Offender Mediation Program); 2310 North First Street, Ste. 100; San Jose, CA; 95131

(Note: It is a requirement that you work, or live, or own property in Palo Alto or Stanford.)

Email Address (required): ruthmaurice@yahoo.com

Home Telephone: ~~415-555-1234~~

Work Telephone: ~~415-555-1234~~ Work Hours: 9:00 a.m. - 5:00 p.m. M-F

1. How did you hear about the Palo Alto Mediation Program? (Ad / Referral / Online / Word of Mouth)
Word of mouth, first, then from Paul Hebert when instructing my 40-hour mediation training.

2. What interests you about becoming a mediator for the city of Palo Alto?

I have been a dedicated and effective volunteer mediator through Santa Clara County's Office of Human Relations for a year and a half, and have absolutely loved it. My initial interest, before I trained and volunteered with the County, was in PAMP, but the program wasn't taking new volunteers at that time. I knew my skill set would be perfect for mediation and I wanted to practice it in Palo Alto, where I have been a long time resident, as a way to contribute to my community.

3. What valuable skill or life experience would you bring to the Palo Alto Mediation Program?

Please elaborate on *one*.

The satisfaction of cutting through multiple really tough, emotional, almost physical mediations in the hallways of Civil Harassment court to the point where participants feel tremendous relief that their stressful day to day situations will finally calm down. Participants' gratitude towards the mediation is a great gift. I believe I am skilled at getting to the crux of emotional and other tricky situations in an effective and trust-engendering way, and that this has helped others through difficult episodes.

4. What training or experience have you had that might be relevant (facilitation, mediation, communication, diversity, etc.)?

Santa Clara County's 40-hour mediation training in September 2014 (with Paul Hebert as one of the four excellent instructors), and an advanced civil harassment training in January 2015. I have mediated in excess of 50 cases, most of which took place in Small Claims and Civil Harassment court, some of which have taken

place as community or victim-offender mediations in the OHR offices. My services are also available via the Santa Clara County Superior Court Civil Early Settlement Conference Neutral and Alternate Dispute Resolution Provider panels. Before my foray into mediation, I was Staff Counsel for the William & Flora Hewlett Foundation, where I became familiar with tax and contract (independent contractor) issues. Before that, I was a public defender for ten years in two counties. I am very familiar with the court system, criminal law issues, and have always chosen to work for government or non-profit organizations.

5. Have you ever been involved in mediation? Yes

If yes, were you: Mediator X Party _____ Observer _____

Optional: Please tell us a bit about it (What kind of case was it? What did you think of the process? How it might have been improved?)

Please see #4 above. I have mediated more than 50 cases, involving a full range of disputes from landlord/tenant, neighbor disputes, harassment, car repair, car accident, contract, to stalking and burglary.

6. What previous experience do you have as a volunteer in community service or other activity? If you have not done community service work recently, please explain why you are interested in volunteering now. Please see #4 above. In addition to my extensive volunteer hours with OHR (often two half days of court a week, in addition to the community mediations), I have volunteered in service of the Palo Alto schools as a member of a PTA Board and a co-Chair for Palo Alto's Partners in Education non-profit (both for several years). Please see my C.V. for more details regarding this volunteer work.

7. Do you speak/have knowledge of languages other than English? Yes

In which languages other than English are you fluent? French

Would feel comfortable using this/these languages during mediation? More or less... What additional languages do you have a working knowledge of? I can understand Spanish fairly well, but my spoken Spanish is very limited.

8. PAMP is comprised of members who come from a variety of backgrounds and work situations. How would you describe your current work situation? If you are working, what kind of work do you currently do, or recently have been involved with?

I just began working full time at the OHR as the Supervisor of the Dispute Resolution Program's Victim-Offender Mediation Program, where I will be managing the VOMP caseload. I will develop cases, interview participants, and convene mediations referred by the Juvenile Court and the Offices of the District Attorney, Probation, and Public Defender. I will oversee volunteer mediators and follow up on compliance of the mediated agreement terms where it involves restitution.

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Are you able to attend this required training on the dates that are selected? Yes _____ No _____

If you believe you are already a trained community mediator and would like to be considered as fully trained, please provide information about your training: Where, When, the name of the instructor, and any other information about the nature of the training: (1) Santa Clara County Office of Human Relations; September 19-28, 2014; 40-hour mediation training and certification (instructors: Paul Hebert, Allyn Kula, Dorit Perry, Karen Brajenovich) and (2) Santa Clara County Office of Human Relations; January 26, 2015; Advanced Civil Harassment mediation training (instructors: Allyn Kula, Roy Gordon).

The deadline for receiving your completed application is Monday, March 21, 2016.
Please submit your application via email to our Case Manager, Paul Hebert, at PAmediation@housing.org.

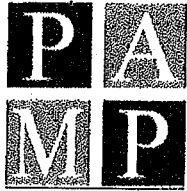
Thank you for taking the time to apply to PAMP! We appreciate your interest in the program.

Ruth Maurice

Signature of Applicant

2/27/16

Date



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Thank you for your interest in the Palo Alto Mediation Program (PAMP). Please email your completed application to Pamediation@housing.org by Monday, March 21, 2016. Use as much space as you need to answer questions fully.

Name: Stanley Freedman

Home Address: 1490 El Camino Real, Santa Clara, CA 95050

Employer Name and Address: Retired

(Note: It is a requirement that you work, or live, or own property in Palo Alto or Stanford.)

Email Address (required): stanley404@hotmail.com

Home Telephone: _____

Work Telephone: () _____ Primary Work Hours: _____

1. How did you hear about the Palo Alto Mediation Program? (AD/ Referral / Online / Word of Mouth)

2. What interests you about becoming a mediator for the city of Palo Alto?

I am a retired attorney look forward to giving back to the community the experience and skill set I have developed over the past 40 plus years. One of the more pleasurable part of a practice, at least for me, is successful conflict resolution.

3. What valuable skill or life experience would you bring to the Palo Alto Mediation Program?
Please elaborate on *one*.

Please see above. I suspect that for purposes of this application it makes no difference that I practiced law solely in Boston and the Boston suburbs.

4. What training or experience have you had that might be relevant (facilitation, mediation, communication, diversity, etc.)?

Please see above.

5. Have you ever been involved in mediation? Yes ___ No x

If yes, were you: Mediator _____ Party _____ Observer _____

Optional: Please tell us a bit about it (What kind of case was it? What did you think of the process? How it might have been improved?)

6. What previous experience do you have as a volunteer in community service or other activity? If you have not done community service work recently, please explain why you are interested in volunteering now.

I moved to Palo Alto, California in 2014. I am an active volunteer for the Bay Area Association for Disabled Sailors (aka Bnads.org) located on Pier 40 in San Francisco. The mission of this organization is to provide sailing experiences to disabled sailors and those disabled who would like to be sailors. My commitment is on average one or two days per week. On a typical Saturday, we provide a classroom experience in the morning, and after class put our sailors into custom rigged sailboats (generally one boat for each sailor) for an afternoon of sailing. Sundays is a more communal experience on larger boats capable of holding 4 to 8 both disabled and able bodied sailors

7. Do you speak/have knowledge of languages other than English? Yes ___ No x

In which languages other than English are you fluent? _____

Would feel comfortable using this/these languages during mediation? What additional languages do you have a working knowledge of?

8. PAMP is comprised of members who come from a variety of backgrounds and work situations. How would you describe your current work situation? Working Full/Part Time, Retired, In School, Etc.

If you are working, what kind of work do you currently do, or recently have been involved with?

retired

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Are you able to attend this required training on the dates that are selected? Yes x No ___

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PAmediation@housing.org.

Thank you for taking the time to apply to PAMP! We appreciate your interest in the program.

Stan G. Friedman
Signature of Applicant

March 21, 2016
Date