

**PROGRAM RE-APPLICATION FOR EXISTING PROGRAMS  
2024**

**COVER SHEET**

**PROGRAM INFORMATION**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Fax #: \_\_\_\_\_  
E-Mail: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Year Program Began: \_\_\_\_\_  
Number of Neutrals on Program Roster: \_\_\_\_\_

**CERTIFICATION**

I certify the following with regard to the above-named program: that it qualifies as a “program” as that term is used in Rule 2 of the Uniform Rules; that it agrees to comply with the Trial Court Policy on Data Collection and Record Keeping set forth in Appendix A; that it agrees to comply with the Trial Court Complaint Mechanism set forth in Appendix B; that it agrees to comply with the Trial Court Policy on Evaluation of Dispute Resolution Services set forth in Appendix C; that it agrees to comply with the standards set forth in Rule 7 of the Uniform Rules; that it agrees to comply with the standards set forth in Rule 8 and the Guidelines for the implementation of Rule 8 to ensure that neutrals on its roster meet applicable qualification standards; that it will follow the ethical standards set forth in Rule 9 of the Uniform Rules; and that it is in compliance with all other applicable state and federal laws.

All the information contained in this application is true to the best of my knowledge and belief.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
E-Mail

**EXTENTION OF SERVICES**

\_\_\_ As an existing program, we are seeking an extension of our previous authorization to provide court-connected dispute resolution services to the following Court Department with no changes. Programs are required to provide a separate application to each department.

- |   |   |
|---|---|
| <input type="checkbox"/> Boston Municipal Court | <input type="checkbox"/> District Court           |
| <input type="checkbox"/> Housing Court          | <input type="checkbox"/> Juvenile Court           |
| <input type="checkbox"/> Land Court             | <input type="checkbox"/> Probate and Family Court |
| <input type="checkbox"/> Superior Court         |   |

\_\_\_ As an existing program, we are seeking an extension of our previous authorization to provide court-connected dispute resolution services to the above-referenced Court Department with the following changes (please complete all sections that apply):

- **CASE TYPES:** As an existing program, we are seeking to change the case types (e.g., small claims, criminal. Regular civil, etc.) that we are authorized to provide court-connected dispute resolution as follows:

**Add the following case type(s):** \_\_\_\_\_

**Delete the following case type(s):** \_\_\_\_\_

- **APPROVED LOCATION/DIVISION:** As an existing program, we are seeking to be approved to provide court-connected dispute resolution services to the following additional court division(s):

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**FOR DISTRICT COURT ONLY:** Programs seeking to add an additional division are required to attach a letter of support from the first justice of that court division indicating its intension to utilize the dispute resolution services requested.

## PROGRAM APPLICATION FOR EXISTING PROGRAMS - NARRATIVE

**INSTRUCTIONS.** Please review the Narrative Questions #1-15. If there have been no changes in your answers since the last application process, please answer “no changes.” Otherwise, if your program’s responses have changed, please indicate those changes that have taken place.

**Probate and Family Court Applications:** The Probate and Family Court Department is requiring all existing programs to completely answer all questions and is not permitting programs to answer “no changes.” Please see Section 6(E) of the Instructions for Program Application.

In addition, responses to Questions numbered 3, 4, 6, 12, 13, 14 and 15 require a copy of your written policies on those topics.

1. **Program information:** Indicate numbers and types of cases handled for each of the past three years. **As part of your re-application process, you must provide a copy of your Dispute Resolution Program Report for the period of July 1, 2023 to June 30, 2024 for each court division served.** List all types of ADR services provided. Describe in detail the services listed on the cover sheet which your program has previously provided to a court. Describe any special expertise your program offers based on experience or training of neutrals on your roster. To comply with the need for foreign languages, American Sign Language or oral interpreting, list any related fluency on the part of your neutrals. Describe the hours your program’s services are available.
  2. **Space:** If approved, where will you provide services? If space is not available in a courthouse, where, specifically, would you provide services in each division? Is the space handicapped accessible? Describe any guidelines you have for the type of space required.
  3. **Methodology:** Attach a copy of your written policies in accordance with Uniform Rule 7(a) for receiving referrals, screening referrals for appropriateness, scheduling or canceling sessions, distributing cases among neutrals on the roster, following up after sessions and ensuring that clients are not subject to inappropriate pressure to settle.
  4. **Quality Control:** Describe in detail how you evaluate your programs performance and how you monitor your neutrals. Describe any additional steps you take to ensure the quality of services you provide. Describe your process for assembling and maintaining the roster of neutrals, including the methods for adding and removing neutrals in accordance with Uniform Rule 7(c).
- Complaints.** As to any complaints received by your program, (1) Attach a copy of your written policy for handling complaints; (2) Attach a list describing each complaint received since your last application along with a description of the process you used for resolving the complaint and its outcome.
5. **Record keeping:** Describe the types of records you keep and the types of data you collect.

6. **Diversity:** Attach a copy of your written policy prohibiting discrimination against your staff, neutrals, or clients. Describe any policies which promote diversity as to race, gender, ethnicity, experience, and training among your staff, your neutrals, and your clients.
7. **Fees:** If you plan to charge fees for any court-connected services, attach your fee schedule, including specified criteria for fee waived or reduced fee services to be made available to indigent and low-income litigants. (Fees must be approved by the Chief Justice of the Department in which services are provided.) Also, please see the new Fee Policy for Dispute Resolution Services in the Appendixes as Appendix D and Section 4 of the Instructions for Program Application regarding departmental implementation of that policy.
8. **Affiliations:** Is your program, the parent or subsidiary of any other organization? If so, describe the relationship. Does any officer or employee of the courts have an affiliation or relationship with your program? If your program has a written policy for addressing conflicts of interest, please attach it.
9. **Divisions:** Please indicate each Trial Court Department in which your program seeks approval and each Division within that Department in which you seek approval.
10. **Roster:** Please describe the size and composition of your roster of neutrals including what percentage meet the basic training requirements and the alternative methods requirement.
11. **Neutral Qualifications:** Please describe your policies, procedures and record keeping which documents how all neutrals on your roster satisfy the qualification requirements of Rule 8 (b) (v) of the Uniform Rules on Dispute Resolution. In addition, denote all new neutrals on your roster since the last approval process on Form 1 - List of Neutrals.
12. **Continuing Education:** Attach a copy of your written policy on continuing education of your neutrals.
13. **Continuing Evaluation:** Attach a copy of your written policy on continuing evaluation of your neutrals.
14. **Court Orientation:** Attach a copy of your written policy on court orientation of your neutrals.
15. **Personal Information:** Attach a copy of your written policy on safeguarding personal information. Please see Supreme Judicial Court Rule 1:24, Protection of Personal Identifying Information in Publicly Accessible Court Documents.