

The Negotiator

Multi-Door Dispute Resolution Division
Jeannie M. Adams, Director

SPECIAL POINTS OF INTEREST:

- Multi-Door hosts trainings on property, trauma, small claims issues, and many other topics
- ATTEND and PAC programs highlighted for launching online
- Multi-Door welcomes new team members

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ODR in the DC Courts

By: Jeannie M. Adams, Director

This article was previously published in the December 2021 ABA Section of Dispute Resolution, Just Resolutions Newsletter.

The Multi-Door Dispute Resolution Division in DC is approaching 20 months of providing mediation services and party intakes exclusively online. During this time, we revamped our normal operating procedures, structured our processes to provide guidance and technical support necessary for parties to negotiate online. We trained 100's of mediators on using the Zoom platform and offered

numerous coaching sessions and provided staff support before, during and after mediation.

During this period, we reached out to our court partners, key stakeholders, mediators and the public to better understand how well the online process worked for them. This effort took place during many online listening sessions and the distribution of party surveys where we gathered feedback on the benefits and challenges of providing mediation services exclusively online.

Prior to the pandemic, we ascribed to a standard of practice of how best to serve clients, which until now has not varied much from in-person mediation as the gold standard. Mediation brings people in conflict together to tell their story in a non-threatening environment where mediators work to help parties negotiate with a purpose that offers them control over the outcome amid the uncertainty which brought them to court.

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Congratulations to the Seventh Training Class of Child Protection Mediators

By: Shavon Brooks

The Child Protection Mediation (CPM) program has a knack for conducting mediator trainings during historic events. The last CPM training took place in September 2013 and was interrupted by a government shutdown. The most recent training in July 2021 took place virtually because of the COVID-19 pandemic!

Prior to training, interested mediators had the opportunity to participate in information sessions to learn more about CPM,



The new child protection mediators gathered for a celebratory picture on their last day of training, with members of the Family ADR Branch and training team.

training requirements, case dynamics, and program expectations. A panel presentation was prepared which included hearing from the Branch Chief, Program Manager, Staff Mediators, and a Case Manager. Eight trainees were selected to participate in the training and were required to observe a CPM session prior to the

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Training Year in Review: Multi-Door Welcomes Guest Speakers and Hosts Continuing Education and Advanced Trainings

Contributors: Liz Carrillo and Emmett Ward

This year, Multi-Door offered numerous continuing education opportunities for mediators, including sessions on ethics, understanding impasse for both civil and family mediators, as well as guest speakers on a variety of specialty subjects. In May, Toby Guerin, Clinical Instructor and Co-Director of the Center for Dispute Resolution at the University of Maryland Francis King Carey School of Law, invited mediators to reflect on their growth as mediators in a session on *Exploring our Past, Present and Future Mediator Selves*. Benjamin Wiseman, Director of the Office of the Attorney General's Consumer Protection Division, provided useful updates and insights to the Small Claims mediators on debt collection, non-collectible income, and various consumer protection issues.

In July, Landlord and Tenant mediators welcomed guest speaker Richard Livingstone, Deputy Chief of Staff and Communications Director for the District of Columbia Department of Housing and Community Development, to discuss the intricacies of Stay DC. This financial assistance program is for D.C. renters and housing providers looking for support to cover housing and utility expenses and offset the loss of income. Mediators in these sessions spent time reflecting on the information they had learned and discussed in small groups how it could apply in mediation. In August, Bridgette Stumpf,

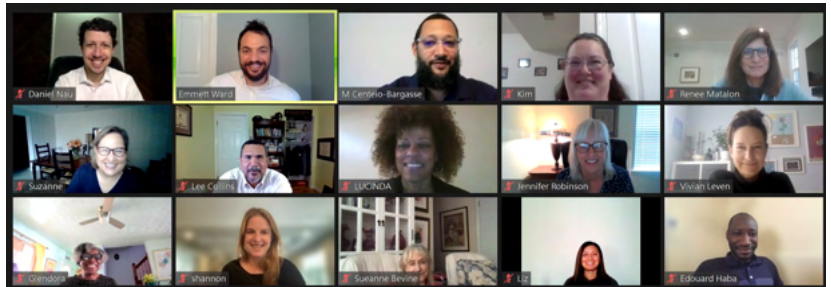
Executive Director of Network for Victim Recovery D.C., provided mediators an introduction to Trauma Informed Response. Mediators learned how trauma can affect participants and how they show up for mediation.

In mid-October, David Larson, Professor of Law at the Mitchell Hamline School of Law and Chair of the American Bar Association Section of Dispute Resolution, and Alan Wiener, Co-Chair of the American Bar Association ODR Standards Task Force, joined the District of Columbia Court of Appeals Appellate Mediation Program and Multi-Door for a special panel event on "*ODR in the Courts – Ethical Challenges and Initiatives*" for Mediation Week. Presenters discussed the ethical issues encountered when mediating online and the work of the American Bar Association Section on Dispute Resolution's ODR Standards Committee.

In late October, the division trained a small group of mediators to handle family cases involving property, pensions, and other complex issues. The two-day training included presentations on marital property, retirement and the division of assets, and debts for divorcing couples. Trainees also had an opportunity

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The freshly trained property mediators posed for a picture with some of the presenters.



Child Protection Mediation Training continued from page 1

July 21st – July 23rd training dates.

Training consisted of:

- Mediation skills refresher
- Explanation of the child welfare system
- Panelists from Counsel for Child Abuse and Neglect (CCAN) bar, Office of the Attorney General and Child and Family Services Agency (CFSA). Panelists explained their role in the overall process and their approach to mediation
- Several role-plays

A major highlight of the CPM training was a special guest who joined us on the last day of training. The Honorable Tara Fentress, who has dedicated nearly 30 years to serving children and families in the District of Columbia. She expressed her deep appreciation for the work being done by our mediators and entire Family ADR Branch. She noted that we are all, "co-laborers in the same vineyard." Magistrate Judge Fentress stated that, "life is all about using our gifts to benefit others." Thank you to Magistrate Judge Fentress for taking time from your busy schedule to thank and encourage us for the work being done!

Civil ADR Branch Compares Mediation Activity Pre- and Post-Pandemic

By: Robert Hosea

Program	Settlement Rate in 2019	Settlement Rate in 2021
Civil	33%	36%
Landlord & Tenant	66%	51%
Smalls Claims	58%	42%

Table 1. Comparison of settlement rates for the Civil, Landlord & Tenant, and Small Claims programs for the years 2019 and 2021

This past year, the Civil ADR Branch staff and mediators remained busy as we continued to work and mediate remotely. For the branch staff, remote mediation has required additional work on their part. Staff must acquire email addresses for all parties so that mediation information, the Zoom link, and the Agreement to Remote Mediate can be provided to the parties participating in mediation. Additionally, a signed Agreement to Remote Mediate must be secured prior to the day of mediation. For mediators, remote mediation has required them to become adept at using remote mediation technology and at problem solving technical issues that can arise when working with parties who may have limited technology experience.

The following is a comparison of the mediation activity that occurred in 2019 (pre-pandemic, in-person mediations) to this past year, 2021 (post-pandemic, remote mediations).

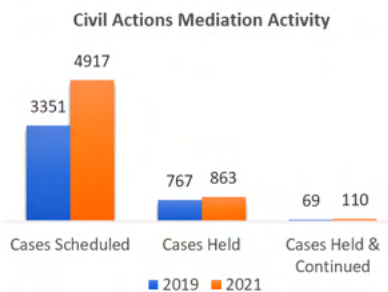


Figure 1. Civil Program Mediation Activity

As shown in Figure 1, the Civil Mediation Program has seen both an increase in scheduled and held mediations along with a 3% increase in the settlement rate (see Table 1) compared to 2019. In reviewing this activity, it is important to note that while the court has implemented remote trials over the past year, trials are not occurring as often as prior to the pandemic, affording parties the opportunity to focus on the benefits of settlement during mediation. This is borne out by the increase in mediations that are held and continued for further settlement discussion.

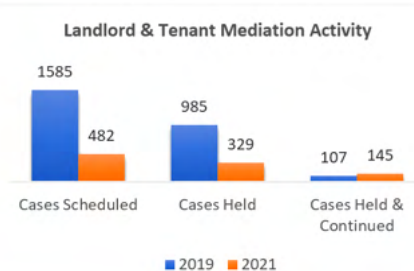


Figure 2 Landlord & Tenant Program Mediation Activity

The number of scheduled mediations for the Landlord & Tenant (L&T) and Small Claims Mediation Programs continued to be significantly impacted by the moratorium on filing of claims for L&T rent non-payment and Small Claims debt collection. As depicted in Figure 2 and Figure 3, the court is currently scheduling approximately 25-30% the number of mediations sched-

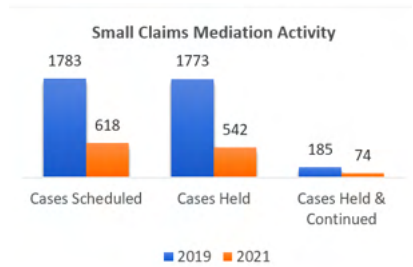


Figure 3. Small Claims Program Mediation Activity

uled pre-pandemic. This will change in 2022 with the expiration of the moratorium. (The moratorium expired on October 12, 2021.) Table 1 also shows a drop in the current settlement rates for both programs. This too is a result of the moratorium on both case types noted above. Historically, these two case types have a higher settlement rate than other case types mediated in these programs. We anticipate that with the expiration of the moratorium and as scheduling begins for these case types for mediation, the higher settlement rate for these case types will drive the overall settlement of these programs to higher settlement rates than those for pre-pandemic cases.

Overall, we continue to be very satisfied with our remote mediation operations. We continue to receive positive feedback from mediation participants and mediators, indicating their satisfaction with the many benefits being derived from remote mediation. For that, we thank our staff and mediators for their hard work and perseverance in making our remote mediation programs successful.

Family ADR Branch Relaunches Two Programs, Virtually

By: *Shavon Brooks*

Multi-Door's Family ADR Branch excitedly relaunched two of its programs: Addressing Truancy Through Engagement and Negotiated Dialogue (ATTEND) and Program for Agreement and Cooperation in Contested Custody Cases (PAC).

ATTEND

After a year-long hiatus during the COVID-19 pandemic, ATTEND was relaunched in May 2021 and Multi-Door began conducting remote mediation sessions. ATTEND is the newest Multi-Door mediation program established in 2018. The program is a partnership between DC Superior Court and the Office of the Attorney General (OAG) to better serve the needs of parents who are subject to prosecution for failing to send their children to school. The program mediates cases between parents and the school in a neutral environment and links the parents through the Mayor's Services Liaison Office (MSLO) to appropriate community-based services in lieu of prosecution.

The OAG coordinates with the parent and school representatives to secure a date and a signed Agreement to Mediate. The Family Branch Assistant Case Manager assigns mediators, creates Zoom links, and prefills mediation documents for four mediation sessions each Friday. On the day of mediation, the mediator meets with the parent(s) and school counselor to facilitate a conversation about barriers for school attendance and how to mitigate them. Barriers can range from a variety of issues including, but not limited

to: lack of transportation, adequate housing, school bullying, and mental/emotional/physical incapacitation.

The ATTEND program took its summer break for the month of August and the first mediations in the 2021-2022 school year were held on Friday, September 17th!

PAC

PAC held its last in person seminar in February 2020. PAC is a one-time co-parenting educational seminar that is offered two Saturdays per month. Each seminar lasts 2.5 hours and is facilitated by two clinicians, program staff, and an administrative support person.

With the uncertainty of when in-person operations would resume, the PAC program was on hiatus until April 2021. Prior to the PAC program returning virtually, parenting programs across the country were researched to determine how to best move forward. In the remote setting, one major change is that we would forego the children's seminar, which is normally conducted simultaneous with the adult seminar. The first ever Multi-Door remote PAC seminar was held on April 24, 2021.

Upon referral, parties have a streamlined process to complete their PAC requirement. Step 1: Complete the intake form; Step

2: Select PAC date; Step 3: Attend PAC seminar; Step 4: Complete survey; and Step 5: Receive the Certificate of Completion.

During the seminar, participants learn:

- The impact of conflict on children
- Effective communication skills
- How to transition their relationship to a more business-like relationship
- How to communicate the family's changing dynamics to their children in an age appropriate way
- How to recognize when professional help is needed
- The benefits of mediation
- What to expect during the intake and mediation process

Since April 2021, 146 cases have been referred to PAC and 137 parents have completed the seminar. In a June seminar, a mother said, "I am going to thank my judge for sending me to this class." In a July seminar, a father remarked that the class made him realize that he needed to "take his child's mother's feelings into consideration."

The PAC team was asked to share a quote, their wishes for the families we serve, or a life motto. Here is what they shared:

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**I AM GOING TO THANK MY JUDGE FOR
SENDING ME TO THIS CLASS,"
—A MOTHER DESCRIBING HER
EXPERIENCE AT A JUNE PARENTING
SEMINAR**

PAC Relaunch, continued from page 4

“Collaboration and communication between parents are the key to success for your child/children and your loved ones.”



Javier Aquino
PAC Bilingual Administrative Assistant

“Being a PAC facilitator has given me a chance to give back.”



Genevieve Gaisie
PhD & PAC Facilitator

“Children have never been very good at listening to their elders, but they have never failed to imitate them.” — James Baldwin



Jonathan Goode
PsyD, CGP Licensed Psychologist & PAC Facilitator

“Compassion and caring for families is what our program offers!”



Brenda Jackson
PAC Administrative Assistant

“Let’s give them something great to imitate!”



Amelia R. Hall
PsyD & PAC Facilitator

“Communicate. Even when it’s uncomfortable. It will be important in the long term.”



Michael Anthony Ingram
PhD & PAC Facilitator

“I wish for families to embrace this opportunity to begin improvement in areas that impact their children’s lives for the rest of their lives.”



Letitia D. Winson
MEd, NCC & PAC Facilitator

ODR in the Courts, continued from page 1

The question ahead for us is how do we practice mediation when pandemic concerns lessen? Do we go back to business as usual, or do we continue to provide access to mediation online as a first course of action? In the past 20 months, along with providing access to justice, we attempted to answer questions of not only what process best serves our community, but how would they participate in it given our changing circumstances. What struck me is how familiar the benefits of mediation sounded that were as relevant today for different reasons as they were more than 30 years ago when I first entered the field. In the early days of promoting mediation to legal professionals and the judiciary, we cited all the reasons not to litigate; uncertain outcomes, financial costs in terms of legal fees, reduce time away from work, etc. Does this sound familiar? In the early days of promoting mediation as an alternative to litigation, we emphasized these benefits to persuade the legal community and the people they represent that this is a better alternative. Save those cases for

trial that truly need it! For all the same reasons and more, providing access to mediation is as important when it is not safe to meet in person. When we ask attorneys, mediators, and clients we hear the same reasons for using online mediation as we did when we promoted it many years ago. Where do we go from here?

As a division that is devoted to the practice of mediation and has operated for more than 35 years, we are building a new road map to the future for our community that recognizes that the court need not be a place to go to, but a service that we provide to the community that provides access to justice and best serves their needs. I think ODR is here to stay for all the reasons stated, however, it should not exclude mediating in-person for those cases that request it. We realized during this time, that we have the ability and the technology to provide access to mediation that meets the needs of the parties wherever they reside and whatever the circumstances.

Meet Multi-Door's New Dispute Resolution Specialists

Contributors: Abby Stavitsky and Crismeily Maloney



Abby Stavitsky

"[Pepper] is a rock star in the courthouse, I am merely the one who holds her leash!"

Joined Multi-Door: January 2021

Background: Abby was an Assistant United States Attorney for 25 years, prosecuting criminal cases in both the DC Superior Court and District Court. Her last assignment was in the Sex Offense and Domestic Violence section. In April 2015, she became the Director of Training in the Civil Division at main Justice. She retired in April 2019 and launched a Courthouse Dog Program at the DC Superior Court. Pepper, Abby's 4 ½ year-old black Labrador, is trained as a service dog, but Abby utilizes her to assist anyone in need of

emotional support and comfort. Abby and Pepper work primarily in Hope Court but also visit courtrooms in the family, juvenile, and criminal divisions. Sometimes, they just walk up and down the hallways so Pepper can bring smiles to visitors and personnel. "She is a rock star in the courthouse, I am merely the one who holds her leash!" Abby says.

What drew you to Multi-Door? Abby shares, "Pepper and I spent the pandemic together. As much as I love her and as smart as she is, my ability to hold an intelligent adult conversation started to dwindle. When I did see or speak to family and friends, they pointed out that my speech sounded more like commands (sit, stay, leave it). Of course, I'm joking, but I did need more intellectual stimulation. I knew very little about Multi-Door when I saw the vacancy announcement because I had practiced solely in the Criminal Division. When I read the description, I immediately realized that this would be a perfect post-retirement position for me because I had the experience and skill set to listen carefully, gather the important information in a fair/neutral/impartial way, hold my judgment, and handle emotional temperaments that flare because of the sensitive nature of these cases."



Crismeily Maloney

"I enjoy working with and providing access to those individuals with language barriers"

Joined Multi-Door: January 2021

Background: Crismeily is currently pursuing her bachelor's degree in Social Work. She obtained an associate's degree in Art Sciences from Trinity Washington University. For over 6 years, she has worked in social services in different capacities. While working at My Sister's Place, she served as the Bilingual Admission and Program Manager. Crismeily is fluent in Spanish.

What drew you to Multi-Door? "The opportunity to serve as a Bilingual Dispute Resolution Specialist. I enjoy working with and providing access to those individuals with language barriers,"

states Crismeily.

What has been your favorite or most surprising thing about Multi-Door? She loves how supportive the Multi-Door team has been with her, even during this remote setting.

What is a fun or little known fact about you? She is originally from Dominican Republic and enjoys salsa dancing!

DRS profiles continued on page 9

The Intake Programs

By: Zeljana Varga

All Multi-Door family mediations start at the mediation intake interview. The intake is a one-on-one conversation with a Dispute Resolution Specialist (DRS) in which parties complete a questionnaire, contact information is confirmed, and the goals of each party are determined. The purpose of intake is to get a glimpse into the needs of each family and determine the best way forward through the mediation process.

Currently, there are eight DRSs: Karen Powell, Jeff Young, Leticia Smith, Crismeily Maloney, Abby Stavitsky, Sherri Lawson, Brittany Harris, and Sandra Montenegro. Crismeily and Sandra are our bilingual DRSs, providing services to Spanish speaking customers. This team works endlessly to answer questions, provide resources, schedule and conduct intakes, and continuously move each family one step closer to reaching an agreement.

Historically, intakes have been conducted on-site at two DC locations: 410 E Street, NW and 500 Indiana Avenue, NW. Due to COVID-19, intakes have been conducted telephonically since March 2020.

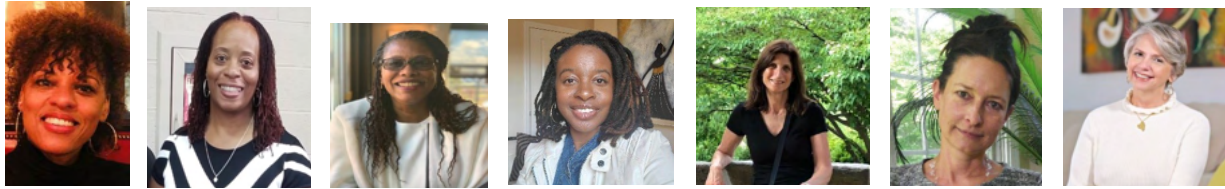
Running parallel to our family intake program, is our Community Intake and Referral Program (CIRP). CIRP provides services to D.C. residents such as referrals, conciliation, and community mediation for persons looking to resolve community disputes outside of the courts (issues with a neighbor, owed wages, property damage, etc.). These cases are either self-referrals or referrals from a partnering agency or organization.

To date, our largest referral partner has been Central American Resources Center (CARECEN).

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Family Mediation Program Renews Terms for a Dozen Mediators

Contributors: Joan Burrell, Doris Chavez, Jennifer Payden, Suzanne Rose, Sherika Samuels, and Kim Turnbaugh



Left to right: Lucinda Davis, Tanya Gouch, Neva Ikner, Adrienne Freeman, Renee Matalon, Vivian Leven, and Alba Quinones
Not pictured: Linda Horowitz, Shannon Forchheimer, Matthew Frumin, Andrew Gange, and Diana Sisson

Last summer, Multi-Door's Family Mediation Program renewed 12 family mediators for a two-year term upon successful completion of their one-year initial term. This small group of mediators completed the family mediation training in late fall 2019. Amid the pandemic and having to transition to remote operations, these mediators stayed the course to complete their mentorship and initial term as well as learn the intricacies of remote mediation. To recognize the work and impact that the new family mediators have had on the program, the Family ADR Branch put together the following article—yearbook superlatives style!

The staff members who worked on this article expressed that "choosing the categories and attributes for our mediators was not the hardest part, it was selecting only one person per category! They have all shown to be resilient, dependable, enthusiastic, and caring. We enjoyed sharing heart-warming and funny stories of why each mediator fits in each category."

Valedictorian/Salutatorian:

In a very close vote we were able to highlight two mediators that embodied a piece of every category. They are reliable, resilient, and ready to help whenever needed. They have conducted

over 100+ sessions between them during the pandemic alone! Shout out to **Tanya Gouch** and **Neva Ikner**!

The Negotiator: While she has many personality traits that make her great to work with, can we talk about how often she sees things all the way through? The numbers don't lie! **Vivian Leven** ranks among the highest when we tallied completed agreements. Way to go Vivian!

The Scholar: They say education is a key to success, right? **Renee Matalon** took that literally! She has taken the most continuing education classes and mediation trainings we have offered—and we can tell!

The Closer: This mediator leaves no crumbs or stones unturned at the end of a session! Her next sessions are always scheduled at the end of the current one. Case managers can sleep better at night knowing that's one less case to schedule. Thanks **Linda Horowitz**!

The Organizer: If she had a YouTube channel or Pinterest page on organization, we would definitely subscribe! **Adrienne Freeman**, what's your secret? Do you have any tips? Asking for ourselves, thanks.

The Charter: In our brainstorming we gave her many names—the Sketcher, the Charter, and the Architect. You would understand if you saw her

charts! How does she get everything charted so well and so early? **Shannon Forchheimer**, we need your morning routine (or coffee brand?) ASAP!

The Gymnast: It's not hard to notice a great listener and kind spirit when we see one—even if it's through a computer screen. Can you say adaptable? Not without mentioning **Alba Quinones**!

Mr. Composure: The other side of the pillow isn't nearly as cool as **Matthew Frumin**. Parties are always so *comfy* with this guy! Are we chuckling at an inside mediation joke? Yes, yes, we are!

Most Consistent: Remember when we said education is a key to success? Well, so is consistency! With **Andy Gange**, there's no surprises. Transparency and steadiness wins the race!

The Debrief: **Diana Sisson** makes sure to connect all the dots by the end of a session. At the end of a debrief, it feels like we were there! Clarity is another great key!

First Responder/Updater: **Lucinda Davis** is always ready to get started. From consistently updating her availability to reaching out if we need a flexible mediator in any given week, we know we can count on her in a pinch!"

Thank you messages on page 8

Training Year in Review, continued from page 2
to role-play scenarios involving the issues most commonly encountered in these cases. Following training, trainees were paired with an experienced property mediator to help them get ready to mediate independently. A special thanks to Family Mediator Jennifer Robinson for her expert contributions to the property training.

Multi-Door wrapped up the 2021 training year with another offering of the *Core Skills Challenge* series, which has quickly become a favorite among mediators. This series provides an opportunity for mediators to practice skills that are essential to providing high-quality mediation. The series includes sessions on *The Power of Reflections*, *Crafting Good Questions*, and *Brainstorming and Eliciting Solutions*.

Mediators unable to attend one of these live sessions can take advantage of the Online Training Library. If you are looking to view one of these sessions, please reach out to MultiDoorTraining@dcsc.gov

Congratulatory and thank you messages from staff, continued from page 7

“Congratulations to all of you for a successful year of helping families and growing as practitioners. You are an integral part of the Multi-Door team!” —Suzanne Rose, Program Officer

“...I enjoy working with you all so much. Your contribution to the families and community is commendable.”—Joan Burrell, Case Manager

“...May you continue to strive as Mediator Extraordinaires.”—Jennifer Payden, Case Manager

“Congratulations on your first year! You have rocked this virtual world!”—Kim Turnbaugh, Case Manager

“...Here’s to more innovation, more families served and more milestones to cross.”—Sherika Samuels, Acting Case Manager

“Thank you for your commitments and for being partners we can count on to serve our customers.”—Edouard Haba, Family Staff Mediator

Multi-Door Staff Complete Online Basic Mediation Training

By: Leo Pomier

Well-deserved congratulations to Lenata Britton, Pamela Marqu, Leo Pomier, Karen Roa, and Zeljana Varga for completing the Basic Mediation Training for Multi-Door staff. This virtual 40-hour training—facilitated by Emmett Ward, ADR Training Manager—was held every other Friday and Monday between March and May 2021.

The training covered basic mediation skills and provided an overview of ethical standards. Staff participated in role-plays where they learned and practiced opening statements, information gathering, listing topics, generating options, and reaching agreement. To this point, Lenata stated, “in taking the Basic Mediator Training, it allowed me to experience the effort of mediators that I work with daily in the Civil Program. It also taught me how to use reflections in the information gathering session.” Pamela added, “the tools I gained through the lessons, role-plays, feedbacks, and observations gave me valuable insight into the different stages of mediation and will be extremely useful in my professional growth at Multi-Door.”

Participants were also provided the chance to hold caucus sessions and practice agreement writing, listening and reflecting, and ways to elicit information and ideas from the parties during mediation. Each participant observed a minimum of two virtual Small Claims mediations conducted by an experienced Multi-Door Small Claims mediator. After each observation, the participants had the opportunity to debrief with the mediator and discuss strategies used during the session. Zeljana expressed, “having the opportunity to practice skills, and get feedback from peers is extremely beneficial, especially in this remote setting.”

On the last day, each participant was awarded an electronic certificate to showcase their completion of the training. Lenata, Pamela, Leo, Karen, and Zeljana have freshened up and learned new skills. Each of them has the skills and tools to conduct mediations virtually and/or in-person.

Congratulations and a round of applause to these staff members who continue to grow and develop within the division.

Intake Programs, continued from page 6

Crismeily and Sandra receive direct referrals from CARECEN staff to assist members of the Latino community in resolving disputes outside of the court system. In the wake of COVID-19, we have seen a theme of referrals for owed wages, wrongful termination, and medical bill discrepancies. With the help of CARECEN, we have been able to continue to provide conciliation and community mediation to families regardless of our ability to be on-site at CARECEN.

On behalf of the intake team, we look forward to continuing to serve the families of the District of Columbia, be it remotely or in-person. If you, or anyone you know, would like to join our team, send an inquiry to DRSRecruitment@dcsc.gov. We are always accepting applications!

DRS Profiles, continued from page 6

Abby Stavitsky: *What has been your favorite or most surprising thing about Multi-Door?* “Multi-Door offers some amazing and free services to the community. Despite being remote, I have “met” some of the most incredibly dedicated and supportive people. Philip and Shavon were very knowledgeable and patient trainers. My fellow intake specialists are always willing to help me when I have no clue what I’m doing, as are Matthew, Suzanne, and now Zeljana,” she shares.

What is a fun or little known fact about you? She was the lead singer and guitarist in an all-girls rock band during high school and college. She still has dreams of being Joan Jett or Cyndi Lauper.

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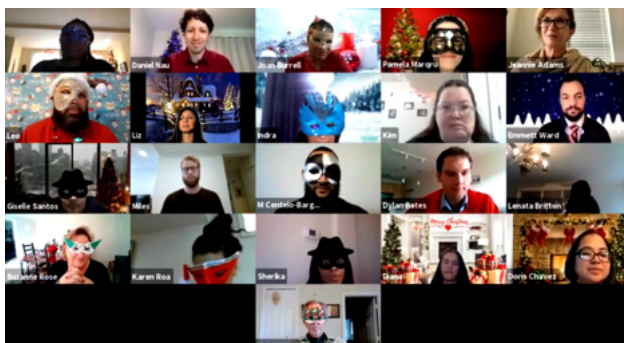
Announcements

Temporary Staff Assignment Zeljana Varga is serving as Acting Program Officer for the Community Information and Referral Program. Sherika Samuels is serving as Acting Family ADR Case Manager.

Reminder: Civil Case Manager Rotation Civil Actions cases will be managed by Karen Roa on Tuesdays, Lenata Britton on Wednesdays, and Leo Pomier on Thursdays.

Update: Deputy Clerk Position The Deputy Clerk position was reclassified to Assistant Case Manager. Pamela Marqru is the Civil ADR Branch Assistant Case Manager.

Online Training Library and Continuing Education Requirements A quick reminder that mediators in need of continuing education credits may view a recorded training from our online training library to fulfill their requirements. Please contact MultiDoorTraining@dcsc.gov to request access to the online training library.



Multi-Door staff at the Annual Holiday Open House on December 10th wearing masquerade masks in honor of the holiday theme, “The Grand Masquerade Ball.” Thank you to Joan Burrell, Miles McDonald, Pamela Marqru, Daniel Nau, and Sherri Smith for organizing this event.