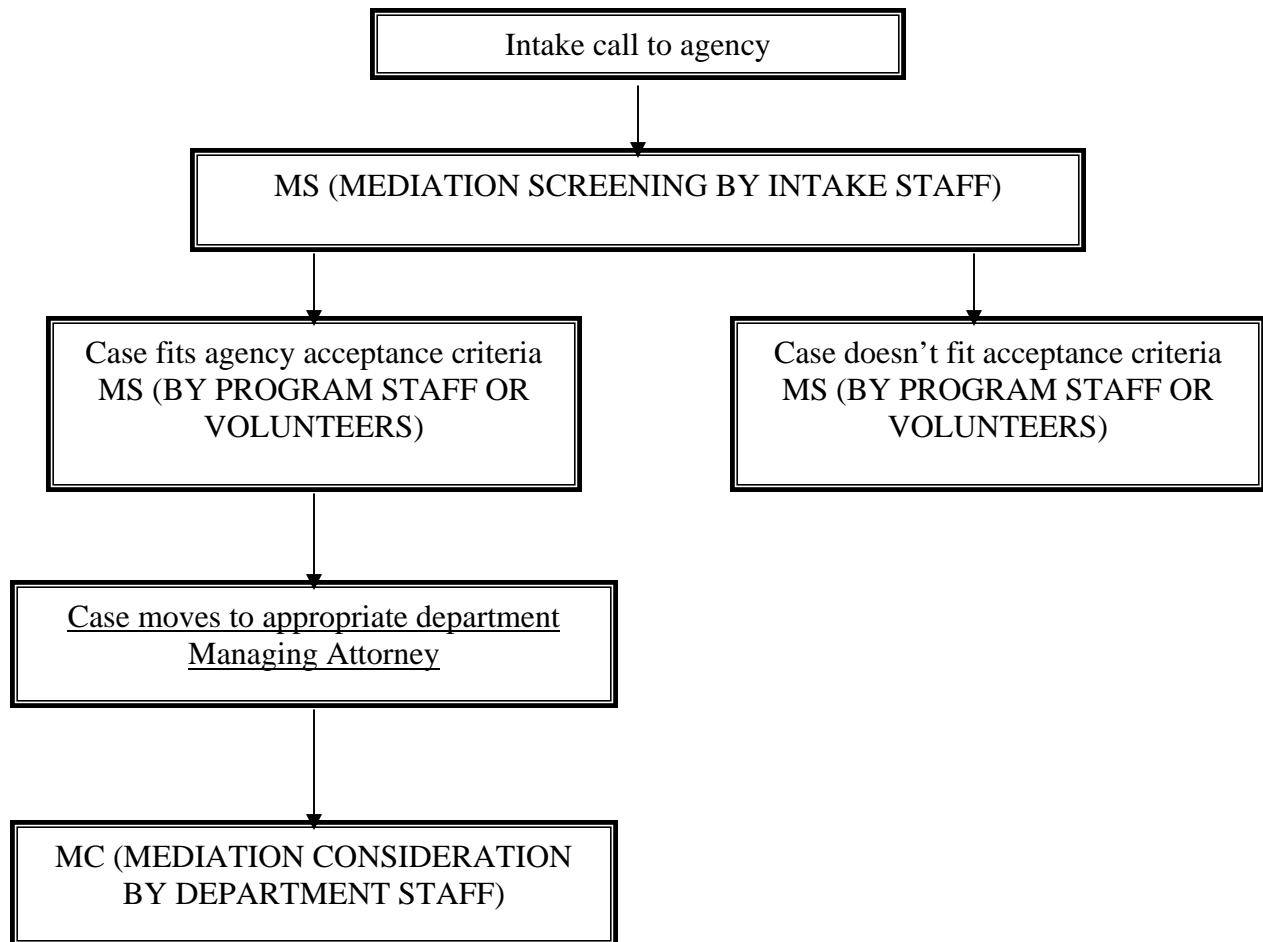


**MEDIATION SCREENING (MS) TIMING OPTIONS**



This chart shows the various times when mediation screening calls or consideration of referral to mediation may fit into the case intake procedures. If the agency considers mediation to be the service of choice whenever possible, the screening can be a part of the initial call to the agency by prospective clients. If the agency sees advocacy as its primary function, then screening may take place when the case does not fit the acceptance criteria or consideration of mediation may not take place until the case is staffed at the departmental level. The screening process can be built into the intake staff procedures for evaluating cases for agency services, or program staff or volunteers may follow the initial call with a focused mediation screening call.