

## How Do You Start the Mediation Process?

Contact your Employment First Case Manager or the center nearest you:

### Central Mediation Center

412 West 48th Street, Suite 22  
Kearney, NE 68845

TEL: (308) 237-4692 – FAX: (308) 237-5027  
TOLL FREE: (800) 203-3452

[www.centralmediationcenter.com](http://www.centralmediationcenter.com)  
[info@centralmediationcenter.com](mailto:info@centralmediationcenter.com)

*Counties covered: Adams, Blaine, Buffalo, Chase, Clay, Custer, Dawson, Dundy, Franklin, Frontier, Furnas, Garfield, Gosper, Greeley, Hall, Hamilton, Harlan, Hayes, Hitchcock, Howard, Kearney, Lincoln, Logan, Loup, McPherson, Merrick, Nuckolls, Perkins, Phelps, Red Willow, Sherman, Thomas, Valley, Webster, Wheeler*

### Concord Mediation Center

4225 North 90th Street  
Omaha, NE 68134

TEL: (402) 345-1131 – FAX: (402) 884-7057

[www.concordmediationcenter.com](http://www.concordmediationcenter.com)  
[contact@concord-center.com](mailto:contact@concord-center.com)

*Counties covered: Douglas and Sarpy*

### The Mediation Center

610 J Street, Suite 100  
Lincoln, NE 68508

TEL: (402) 441-5740 – FAX: (402) 441-5749

[www.themediationcenter.org](http://www.themediationcenter.org)  
[info@TheMediationCenter.org](mailto:info@TheMediationCenter.org)

*County covered: Lancaster*

### Mediation West

615 S Beltline Hwy W, PO Box 427  
Scottsbluff, NE 69363

TEL: (308) 635-2002 – FAX: (308) 635-2420  
TOLL FREE: (800) 967-2115

[www.mediationwest.org](http://www.mediationwest.org)  
[info@mediationwest.org](mailto:info@mediationwest.org)

*Counties covered: Arthur, Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Grant, Hooker, Keith, Kimball, Morrill, Scotts Bluff, Sheridan, Sioux*

### Nebraska Mediation Center

Dodge County Courthouse, 4th Floor  
435 North Park Avenue, PO Box 1062  
Fremont, NE 68026-1062

TEL: (402) 753-9415 – FAX: (402) 721-6790  
TOLL FREE: (866) 846-5576

[www.nebraskamediationcenter.com](http://www.nebraskamediationcenter.com)  
[nmc@nebraskamediationcenter.com](mailto:nmc@nebraskamediationcenter.com)

*Counties covered: Antelope, Boone, Boyd, Brown, Burt, Cedar, Cherry, Colfax, Cuming, Dakota, Dixon, Dodge, Holt, Keya Paha, Knox, Madison, Nance, Pierce, Platte, Rock, Stanton, Thurston, Washington, Wayne*

### The Resolution Center

120 S 5th Street  
Beatrice, NE 68310-7059

TEL: (402) 223-6061 – FAX: (402) 223-6625  
TOLL FREE: (800) 837-7826

[www.theresolutioncenter.org](http://www.theresolutioncenter.org)  
[info@theresolutioncenter.org](mailto:info@theresolutioncenter.org)

*Counties covered: Butler, Cass, Fillmore, Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Polk, Richardson, Saline, Saunders, Seward, Thayer, York*

### Nebraska Department of Health and Human Services

*Division of Children and Family Services  
Economic Assistance Unit*

DHHS Website:  
[www.dhhs.ne.gov](http://www.dhhs.ne.gov)

Nebraska's Temporary Assistance for  
Needy Families Website:  
[www.dhhs.ne.gov/Pages/TANF.aspx](http://www.dhhs.ne.gov/Pages/TANF.aspx)

The Nebraska Department of Health and Human Services is committed to equal employment opportunity and does not discriminate in delivering benefits or services.  
EOE/ADA

WP-PAM-5 9/19

# Employment First

## Mediation Services

# NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

## Why Should You Consider Mediation?

- It offers you and your Employment First Case Manager the opportunity to work together to resolve concerns that may arise.
- It is a way to protect your rights within the Employment First program.
- It is private and confidential.
- It reduces stress.
- It opens up lines of communication.
- It is voluntary.
- It helps you get the information you need to make decisions.
- It helps you identify what is important to you in becoming self-sufficient.
- It is flexible and convenient.
- It is a free service for Employment First participants.

## Who Can Request Mediation?

- Employment First participants
- Employment First Case Managers or Supervisors

## When Should You Request Mediation?

If you disagree with a decision regarding your Self-Sufficiency Contract.



When the Self-Sufficiency Contract is not being followed or maintained.



When communication with your Employment First Case Manager becomes difficult and needs improving.



If you are notified by the Nebraska Department of Health and Human Services (DHHS) about an adverse action that you don't agree with.



If having other service providers involved would be helpful.

## What Else Should You Know About Mediation?

- Mediation involves you, your Employment First Case Manager, and one or two neutral mediators. You can also ask other resource people to participate.
- You can speak for yourself in an informal, flexible setting.
- The only preparation on your part is thinking about what you need in order to become self-sufficient.
- Sessions usually last two to three hours.
- If you choose to request mediation, your request must be submitted within 90 days following the date the notice of adverse action is mailed. *If you submit a request for mediation within 10 days following the date the notice is mailed, the adverse action will not take effect until a decision is reached through mediation.*
- DHHS pays for the mediation and the mediation center makes the necessary meeting arrangements.
- If an agreement between you and your Employment First Case Manager is reached, participants will sign and receive a copy of the agreement. The agreement becomes part of your DHHS file.
- If an agreement is not reached, you can request a fair hearing within five (5) days of receiving notification from the mediator.
- Services are provided by trained volunteer mediators connected with nonprofit mediation centers located in your area.

