

Request for Proposals (RFP)

Community Mediation Training for Mobile Crisis Responders and Supervisors

Issued by: CommUnity Crisis Services (Iowa City, IA)

Date of Issue: June 1st 2026

Proposal Due Date: June 29th, 11:59 PM CT

Budget Range: \$20,000-\$40,000

RFP Point of Contact: Adrienne Korbakes - Community Crisis Services, Chief Operating Officer adrienne.korbakes@builtbycommunity.org | Office: 319-351-2726 ext. 878

1. Overview

CommUnity Crisis Services is seeking proposals from qualified training providers to deliver mediation skills training to its Mobile Crisis Response team.

Mobile crisis responders are frequently called to situations that extend beyond individual behavioral health crises into the realm of interpersonal conflict. In these moments, additional mediation skills would be invaluable. Mediation training equips responders with a distinct and complementary skill set: the ability to create conditions for dialogue, support each party's sense of being heard, and facilitate movement toward mutual understanding and self-determined resolution. These skills are a natural extension of crisis response.

This training is intended to equip Mobile Crisis Responders with practical mediation skills to support conflict coaching, relationship repair, and resolution of interpersonal conflict encountered during crisis calls. The training should be relevant to community settings (i.e., homes, parks, community spaces) often encountered by mobile crisis responders (i.e., family and neighbor disputes) rather than court-involved mediation settings. Trainers should practice transformative or facilitative mediation, not evaluative.

Important Context:

This RFP is specifically for foundational mediation skills training. A separate partner, Dignity Best Practices, will provide additional training focused on field mediation implementation in a crisis response environment. Proposals should not duplicate that scope, but should prepare responders with strong core mediation competencies that can be applied in the field.

Dignity Best Practices is providing technical assistance to Iowa City/Johnson County to lead the implementation of field mediation. As a trusted partner, Dignity Best Practices would

like to be involved in the curriculum design of the training. Related, Dignity Best Practices is leading a local Working Group, which may also provide input on the curriculum.

Dignity Best Practices requests regular communications and virtual meetings with the training provider to communicate feedback on curriculum design and training implementation.

For more information on the training expectations, see Dignity Best Practices' [Field Mediation Toolkit](#) (Chapter 12).

2. Organizational Background

CommUnity Crisis Services provides voluntary mobile crisis response through a self-dispatch model, with individuals accessing services directly via a crisis line (1-855-581-8111), as well as 988. Mobile Crisis Response dispatches mental health counselors to homes, schools, businesses, or public spaces where a mental health crisis is occurring. Responders operate independently and engage individuals experiencing behavioral health crises in community settings.

Responders regularly encounter interpersonal conflict situations, including family, neighbor, and community disputes, where mediation-informed approaches may improve outcomes.

3. Purpose of the RFP

- Deliver high-quality mediation skills training to upskill CommUnity staff
- Ensure applicability to mobile crisis response environments
- Emphasize real-world application in the field, with role-play practice
- Build internal training capacity through a train-the-trainer model and continued coaching

4. Scope of Work

A. Mediation Skills Training (Up to 40 Hours)

- Deliver 30-40 hours of training to approximately 30–40 Mobile Crisis Responders in Fall 2026
- Given the number of participants, proposals should incorporate cohorts, breakout groups, or other strategies to maximize skill practice and feedback.
- Utilize a hybrid, or ideally, in-person format, focusing primarily on synchronous work
- Emphasize practical mediation techniques and field application

B. Training Approach Requirements

- Interactive, scenario-based learning
- Role plays and feedback based on real-world situations (30% or more of the training)
- Trauma-informed, culturally responsive, and de-escalation-oriented training practices

C. Train-the-Trainer Component

Build capacity within CommUnity to sustain mediation-informed practices internally through training materials, coaching guidance, and support for designated internal trainers.

D. Coaching Support (Light)

Provide light post-training coaching, such as case consultation or group sessions, virtually or in-person.

5. Desired Outcomes

- Increased responder confidence in managing interpersonal conflict
- Improved ability to apply mediation techniques during crisis calls
- Enhanced conflict coaching skills and ability to display neutrality
- Practical integration of mediation into mobile crisis work

6. Preferred Qualifications

- Community mediation centers with applied, real-world mediation practice
- Trainers with formal mediation training/certification and demonstrated experience practicing transformative or facilitative mediation approaches
- Community mediation centers with training experience
- Ability to travel to CommUnity's office in Iowa City

7. Deliverables

- Training curriculum and materials
- Delivery of training
- Train-the-trainer materials
- Coaching sessions
- CommUnity shall retain ongoing internal use rights to all training materials developed or provided through this engagement.

8. Budget

Not to exceed \$40,000.

9. Timeline

- June: Contract Signed and Partnership Launch
- July – August: Training Preparation
- September: Mediation Training

10. Proposal Requirements

1. Contact Information: Please identify a point of contact and provide contact information.
2. Organizational Background: Please describe your organization's mission and services.
3. Relevant Experience: Introduce the trainers and describe their demonstrated experience and qualifications to lead this training. Additionally, describe your organization's past experiences offering training. How many 30-40 hour mediation trainings have your organization (or its team members) led as trainers in the past 3 years?
4. Collaboration: What experience do you have collaborating with public safety and government agencies?
5. Training Approach: Share your training techniques, strategy, content, and a sample agenda of the training. Describe the mediation process as you teach it, and the main skills to be taught and practiced. Additionally, describe how you will use and staff breakouts into small groups to give participants more reps of role play experience and feedback.
6. Train-the-Trainer Plan: Share your strategy for building capacity within CommUnity to continue mediation trainings and coaching.
7. Coaching Plan: Describe your proposed plan for coaching sessions.
8. Collaboration: Describe your strategy to include and engage Dignity Best Practices in curriculum design and consider feedback from local stakeholders.
9. Conflicts of Interest: Please name and describe any potential conflicts of interest or pre-existing relationships involving CommUnity Mobile Crisis Services, the City of Iowa City, and Johnson County.

Appendix:

10. Project Timeline: Share a proposed timeline for the design and implementation of the curriculum, as well as continued coaching sessions.
11. Budget: Please share a training budget, including hourly rate for work, materials, and any travel expenses, if required.
12. References: Please provide up to three references, including name, organization, phone, email, and a brief description of your relationship.
13. Resources (optional)

11. Evaluation Criteria

CommUnity Crisis Services values transparency and fairness in the proposal review process. Proposals will be reviewed and scored by a selection committee based on organizational experience, training approach, train-the-trainer capacity, coaching methodology, and overall cost/value alignment.

Evaluation criteria will include consideration of:

- mediation and training experience,
- crisis and behavioral health expertise,

- collaboration with government and law enforcement partners,
- curriculum quality and field relevance,
- sustainability of training approaches,
- internal capacity-building strategies,
- coaching and implementation support,
- and overall value and cost clarity.

The complete scoring rubric and detailed evaluation criteria are included within the Appendices section of this RFP.

12. Submission Instructions

Please limit proposals to 10 pages, excluding appendices. Proposals should be submitted electronically in PDF format to Adrienne Korbakes at adrienne.korbakes@builtbycommunity.org

Following submission, proposals will be reviewed by a committee.

You may be selected for an interview. When submitting your proposal, please include the name(s) of individuals from your organization who would participate in the interview.