

ELDERCARE MEDIATOR QUESTIONNAIRE

A. BASIC INFORMATION:

LOCATION(S):

**"I WILL MEDIATE IN THE FOLLOWING LOCATION(S)":
LIST AT LEAST ONE STATE, AND UP TO 2 ADDITIONAL STATES OR
METROPOLITAN AREAS OUTSIDE OF THE FIRST STATE LISTED.**

NM

YOUR NAME: Marsha Lichtenstein
BUSINESS NAME: Higher Ground Mediation and Conflict
Management

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Albuquerque , NM 87106

PHONES: 505 264-2314

CELL:

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WEBSITE: www.highergroundmediation.net

LANGUAGES SPOKEN FLUENTLY:

English

FEES PER HOUR & OTHER FEES (EG. TRAVEL):

\$150

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? Yes

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

I am a mediator and a trainer. I have a PhD in Sociology and have conducted research and taught in the field of family studies. Prior to opening a full time mediation practice, I worked as a researcher and program evaluator in education and social services.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

My areas are family mediation and workplace mediation. I was a program manager at a mediation center and supervised and trained the volunteer mediators.

NUMBER OF MEDIATED DISPUTES (ANY KIND--MINIMUM 5 TO BE LISTED):

100+

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

100+

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

Less than 5

NUMBER OF YEARS YOU HAVE MEDIATED: 15 yrs

GERIATRIC EXPERIENCE (MAX 30 WORDS):

Currently I serve as an Ombudsman for the NM Aging and Long Term Services department. I work with nursing home residents to resolve their problems with staff, agencies, and peers.

**OTHER
(EG. PERSONAL EXPERIENCE WITH FAMILY DECISIONMAKING REGARDING PARENTS, ETC. MAX 30 WORDS):**

I have mediated and trained other mediators in the fields of parent/teen mediation, juvenile restorative justice mediation, school-based mediation, and large group facilitation.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

EDUCATIONAL DEGREE(S), MAJOR(S), & INSTITUTION(S):

Graduate Certificate in Dispute Resolution, University of Massachusetts, Boston.
PHD in Sociology, Rutgers University, New Brunswick, NJ

**PROFESSIONAL ASSOCIATIONS: MEDIATION
(IF ASSOCIATION FOR CONFLICT RESOLUTION (ACR), INCLUDE WHETHER PRACTITIONER MEMBER), GERIATRIC, THERAPIST, LEGAL, ETC. (MAX 30 WORDS):**

Association for Conflict Resolution
New Mexico Mediation Association

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES
(NOTE IF YOU RECEIVED ANY DISCIPLINARY ACTIONS) (MAX 30 WORDS)**

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**D.
TYPES OF ELDERCARE MEDIATION DISPUTES THAT YOU WILL MEDIATE:**

CHECK ALL THAT APPLY & CHECK TYPES OF EM DISPUTES THAT YOU HAVE ALREADY MEDIATED:	
WILL	HAVE
Quality of Life	
Housing	
Car Keys, Driving & Transportation (limitations on driving, testing, transportation to medical appointments, friends, social events & church)	
Caregiving (division of duties, relief for caregivers, level of care needed, planning vacations for parents & caregivers)	Caregiving (division of duties, relief for caregivers, level of care needed, planning vacations for parents & caregivers)
Financial Decisions	Financial Decisions
Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)	Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)
Wills, Trusts, Estates	
Powers of Attorney, Avoiding Guardianship	
Health Care Decisions	
Emergency Decisions	Emergency Decisions
Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation preference, appointment of health care representatives)	Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation

Other (List):	

E. MEDIATION TRAINING:

**TRAINING IN BASIC MEDIATION
(MINIMUM 40 HOURS OF GENERAL MEDIATION TRAINING):
NOTE TYPE (FAMILY, CIVIL, COMMUNITY MEDIATION OR OTHER,
TITLE(S), TOTAL NUMBER OF HOURS, TRAINERS)
(MAX 30 WORDS):**

Basic Mediation training from University of Massachusetts, Boston: 15 credit hours plus 50 hours of supervised mediation in small claims court.

**TRAINING RECEIVED IN ELDERCARE MEDIATION:
NOTE TITLES, TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):**

Elder Mediation, 1.5 hours, Ruth Pregonzer and Margot Keener, attorneys at the 32nd NM Conference on Aging, August, 2010.

Elder Mediation: Reconsidering Principles and Practice to Accommodate Family Conflict Around Aging Issues, ACR teleseminar, Arline Kardasis and Blair Trippe, 1 hour, February, 2009.

TRAINING IN DOMESTIC VIOLENCE: NOTE TITLE(S), TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):

Domestic Violence Training, 7 hours, NM Coalition Against Domestic Violence, July 2007.

Mediation in Child Abuse and Neglect Mediation, 16 hours, NM Children's Court Mediation Program. January, 2003.

Mediating Child Abuse and Neglect Cases: Advanced Training for Mediators, 5 hours, NM Children's Court Mediation Program, May 2010.

**SUMMARY OF OTHER ADVANCED MEDIATION TRAINING:
NOTE TITLE(S), TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):**

Considering the place of anger in family mediation, 1 hour, J. Scott Brown.
Facilitating quality decision making, 1 hour, Merri Hanson.

What is peace in the family? 1 hour, Douglas E. Noll.
Advanced training for children's court mediators, 8 hours, NM Children's Court Mediation

Program.

**WERE YOU A TRAINER FOR ANY NOTED ABOVE?
IF SO, LIST HOURS:**

**F.
MODELS AND PROCEDURES USED AS A MEDIATOR:**

MODEL(S) OF MEDIATION USED PRIMARILY:

FACILITATIVE TRANSFORMATIVE

TYPE(S) OF MEDIATION SESSION USED (NOTE ALL YOU USE, THEN FOR EACH CATEGORY, LIST YOUR LEVEL OF EXPERIENCE: LOW, MEDIUM, HIGH):

EXPERIENCE	
HIGH	IN-PERSON ONLY
HIGH	IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL
MEDIUM	MEDIATION BY CONFERENCE CALL
LOW	ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)