

Tip: Most cases are from the Las Vegas Justice Court. LVJC cases can be found using the URL and login info found on the [Eviction Mediation Program webpage](#). Cases may also be found in [The Renter Connect portal](#) at Home Means Nevada. In that case you will have received login info from HMN. HMN login questions? Email Shannon@homemnv.org

Tip: Need an interpreter? Email or call Home Means Nevada.

Tip: Mediators have special access to rental assistance programs and DETR. Do not reach out unless there is known cause. If the tenant (or landlord) can demonstrate a COVID effect, they may be eligible for rental assistance. Just like mediator payments, no rental assistance is paid without COVID proof. Use the Eviction Mediation Program webpage "guidance outlined" on how to reach out to rental assistance or DETR. Contact information is confidential, but available to mediators through Home Means Nevada. Releases needed to reach out are also on the Eviction Mediation Program webpage.

Tip: The Clerks of Court email list is on the Eviction Mediation Program webpage.

Tip: Be sure to use the [Eviction Mediation Program webpage](#) for detailed steps and all resources needed to successfully fulfill program requirements. See also the "I'm a Mediator" tab at Home Means Nevada [The Renter Connect](#).
Good luck!

Step 1 – Get case assignment.

Step 2 – Get COVID-19 attestation.
Recommended: Use "Sample" for initial mediator outreach email. Feel free to customize. Some sort of COVID-19 documentation is required to get paid. See webpage for options.

Step 3 – Set the mediation.
Ultimately, the method of mediation is up to the mediator. Most are happening via teleconference. Some are happening via videoconference. In person mediations are rare due to COVID-19.

Step 4 – Mediate.
The goal is to mediate every case to arrive at an agreement or determine that no agreement is possible.

Step 4 – Email the "Agreement" Document AND New Disposition Form.
EVERY "agreement" document AND disposition form MUST be emailed to both the court of record AND Home Means Nevada. *This is the mediators' key program responsibility.*

Step 5 – Get paid.
To get paid, mediators need one of the following:
COVID attestation (gold standard)
Court document proof (E.g. tenant filed a COVID-related check box, **or checked a rental assistance box**, or mention it in their filing, or included the CDC Declaration.
Email from the landlord describing in some detail (see affidavit) a COVID effect.
Affidavit from landlord, attorney, or (last resort) mediator if direct knowledge of a COVID effect.
Follow the AOC instructions and use the AOC invoice on the web resource page. Invoices must be accompanied by a COVID document and case assignment.

Tip: Save your HMN case assignment email for your AOC invoice.

Tip: The case documents might indicate a COVID effect. See if the tenant checked a relevant box, added a related comment, or even included the CDC Declaration as part of their answer.

Tip: Two good faith attempts to mediate are required to get paid. After a mediation that was scheduled, if at least one party did not appear. One additional good faith attempt should be made.

Tip: You may find that an agreement has already been reached outside of mediation. Or maybe you were even involved but a mediation did not yet occur. Mediators who did "substantial" work related to achieving an agreement even without a mediation may submit for the \$200 mediation fee. In most cases, if really not much work was done, send the "agreement" document to the court, sharing what you know about the agreement. It's best to attach the actual agreement, if available. Even if no "substantial" work was done you can submit for the \$50 "attempt" fee.

Tip: There are two fee types. Both need proof of COVID.
\$200 fee – this is for a mediation. Or, in limited circumstances, an agreement that was reached with "substantial" effort on the part of a mediator.
\$50 fee – this is for a mediation "attempt". Even if you could not set a mediation, your time is compensated after two good faith attempts to mediate. Keep your outreach short.