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### Massachusetts Community Mediation Center Grant Program

Massachusetts Office of Public Collaboration, University of Massachusetts Boston

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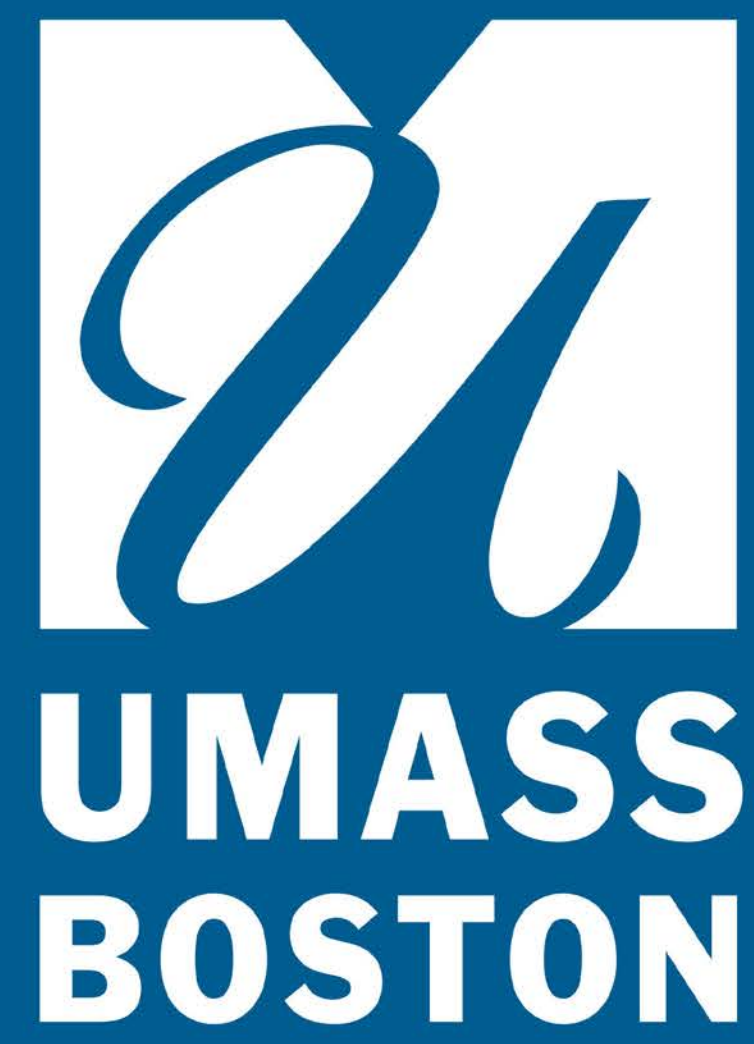
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# Massachusetts Community Mediation Center Grant Program

Massachusetts Office of Public Collaboration (MOPC), UMASS Boston

## Summary/Abstract

The CMC Grant Program was established in FY 2013 to provide state operational funding to community mediation centers that provide services through trained volunteers to primarily low-income citizens for a wide-range of family, neighborhood and community conflicts.

### 15 Qualified Community Mediation Centers Awarded FY 2013 State Grants by MOPC

- Berkshire County Regional Housing Authority, Pittsfield
- Cape Mediation, Orleans
- Community Dispute Settlement Center, Inc., Cambridge
- Dispute Resolution Services, Inc., Springfield
- Greater Brockton Center for Dispute Resolution, Brockton
- Law Center of Middlesex Community College, Lowell
- Martha's Vineyard Mediation Program, Inc., Vineyard Haven
- Mediation Program of Family Services of Central Massachusetts, Worcester
- Mediation Services of North Central MA, Inc., Fitchburg
- Metropolitan Mediation Services, Brookline Community Mental Health Center, Brookline
- Metro West Mediation Services, Inc, Framingham
- North Essex Mediators of Community Action, Inc., Haverhill
- North Shore Community Mediation, Inc., Beverly
- Quabbin Mediation, Inc., Orange
- The Mediation & Training Collaborative, Community Action, Inc., Greenfield

## Goals and Objectives

### Goal:

To broaden access to dispute resolution for all Massachusetts residents by promoting community mediation as a cost-effective public service.

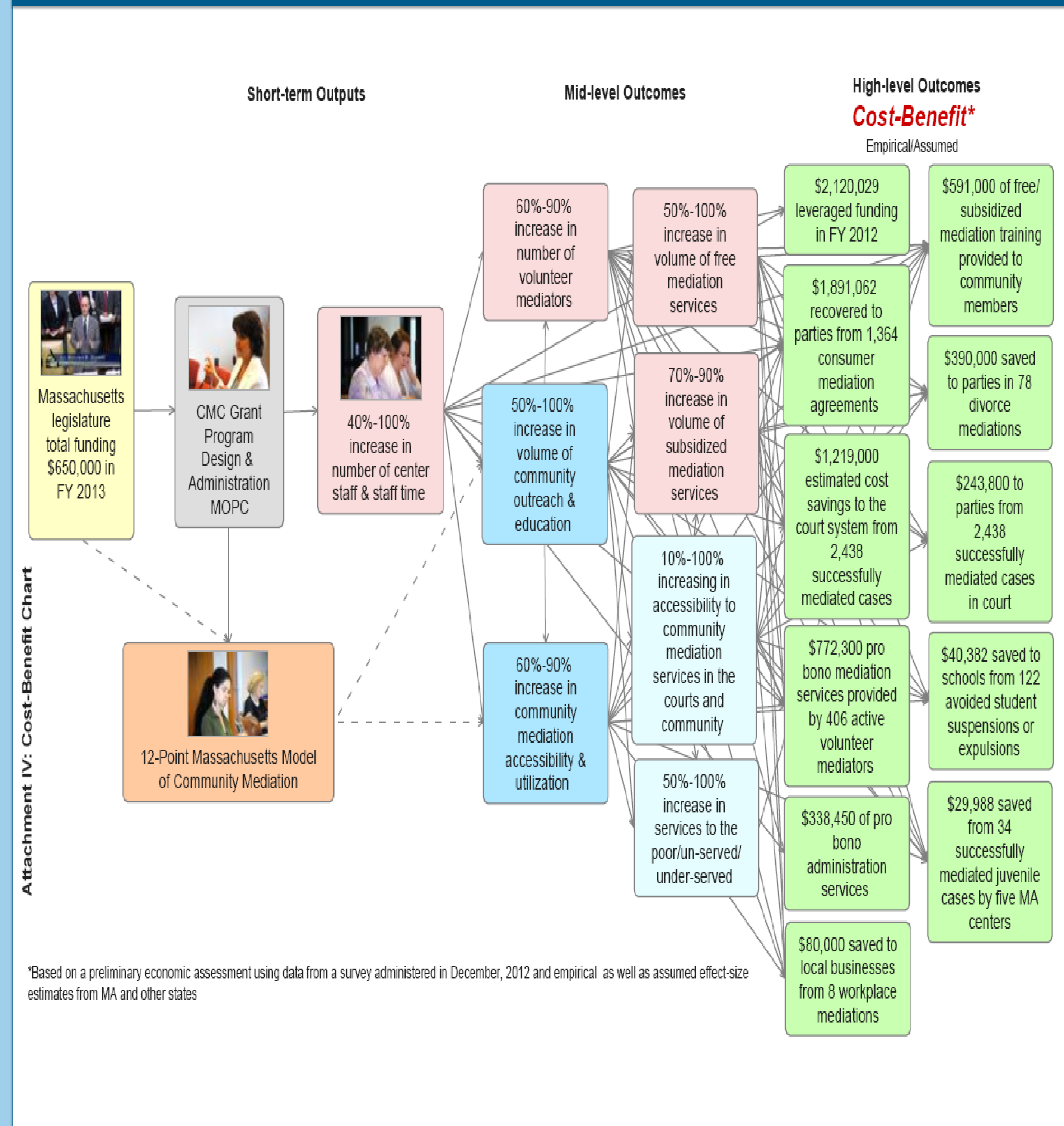
### Objectives:

- Implement a state-wide performance-based grant program for community mediation sustainability and independence;
- Deploy community mediation infrastructure to address public needs;
- Establish systems for program evaluation and mediator excellence to ensure quality and public accountability; and
- Promote student service learning and enable research on community mediation.

### MOPC Program Administration Activities:

- Program Design & Implementation
- Grant-Making & Grant Review Committee
- Program Evaluation & Reporting
- Program Development & Advisory Committee
- Program Outreach & Advocacy
- Mediator Excellence
- Research & Service Learning

## Results/Impacts



## Conclusion/Next Steps

### State funding for Community Mediation Center Operations:

Additional state operational funding is sought in FY 2014 to increase: center human resources; community outreach and awareness; services to un-served/underserved populations; community representation in center governance; develop new mediation programs to meet on the ground needs; promote mediator excellence; diversify funding and attracting investment from all sectors; diversify mediator pools to better reflect populations served; and to promote a culture of mediation and conflict resolution.

### New and Enhanced Programming for State-wide & Local Needs:

MOPC and the centers are exploring opportunities to scale up and develop programs that address pressing public issues such as school bullying, youth violence and the foreclosure crisis.

## References and Resources

- Massachusetts General Laws Chapter 75, Sections 46 and 47
- Legislative Study: A Framework to Strengthen Massachusetts Community Mediation as a Cost-Effective Public Service, by MOPC, November 2011
- CMC Grant Program FY 2013 Mid-Year Report, by MOPC, January 2013
- A Study for the Design and Administration of a Successful Foreclosure Mediation Program in Massachusetts, by MOPC, February 2013
- Grant Program Website: [www.umb.edu/mopc/projects/community\\_mediation\\_center\\_grant\\_program](http://www.umb.edu/mopc/projects/community_mediation_center_grant_program)

## Approaches and Methods

### Qualification of Centers

Based on center conformity with a 12-point model of state-of-the art community mediation that includes delivery of free or affordable mediation services scheduled at times and places convenient to parties for a wide variety of disputes from a range of referral sources and diversity among mediators and board members.

### Grant Awards

- Base-line grant eligibility based on meeting 12-point model
- Additional performance grant eligibility based on case volume
- Match required to ensure sustainability from diversification of funding

### Program Evaluation

- Unified Case Management Database and Reporting System
- Indicators of Success for Grant Program & SMART Goals for Centers

## Contact Information

Contact MOPC Executive Director for more details:

[Susan.Jeghelian@umb.edu](mailto:Susan.Jeghelian@umb.edu)

