

University of Massachusetts Boston

## ScholarWorks at UMass Boston

---

Office of Community Partnerships Posters

Office of Community Partnerships

---

4-2-2014

### Massachusetts Community Mediation Center Grant Program

Massachusetts Office of Public Collaboration, University of Massachusetts Boston

Follow this and additional works at: [https://scholarworks.umb.edu/ocp\\_posters](https://scholarworks.umb.edu/ocp_posters)



Part of the [Civic and Community Engagement Commons](#), and the [Dispute Resolution and Arbitration Commons](#)

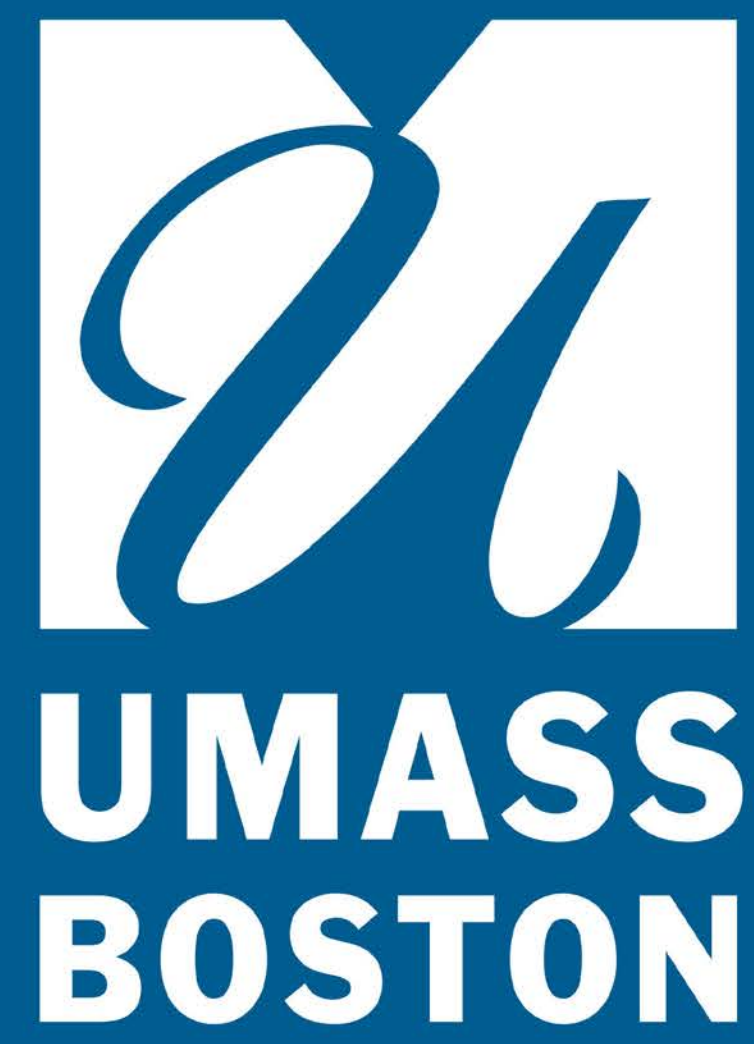
---

#### Recommended Citation

Massachusetts Office of Public Collaboration, University of Massachusetts Boston, "Massachusetts Community Mediation Center Grant Program" (2014). *Office of Community Partnerships Posters*. 197. [https://scholarworks.umb.edu/ocp\\_posters/197](https://scholarworks.umb.edu/ocp_posters/197)

This Presentation is brought to you for free and open access by the Office of Community Partnerships at ScholarWorks at UMass Boston. It has been accepted for inclusion in Office of Community Partnerships Posters by an authorized administrator of ScholarWorks at UMass Boston. For more information, please contact [scholarworks@umb.edu](mailto:scholarworks@umb.edu), [christine.moynihan@umb.edu](mailto:christine.moynihan@umb.edu), [Lydia.BurrageGoodwin@umb.edu](mailto:Lydia.BurrageGoodwin@umb.edu).



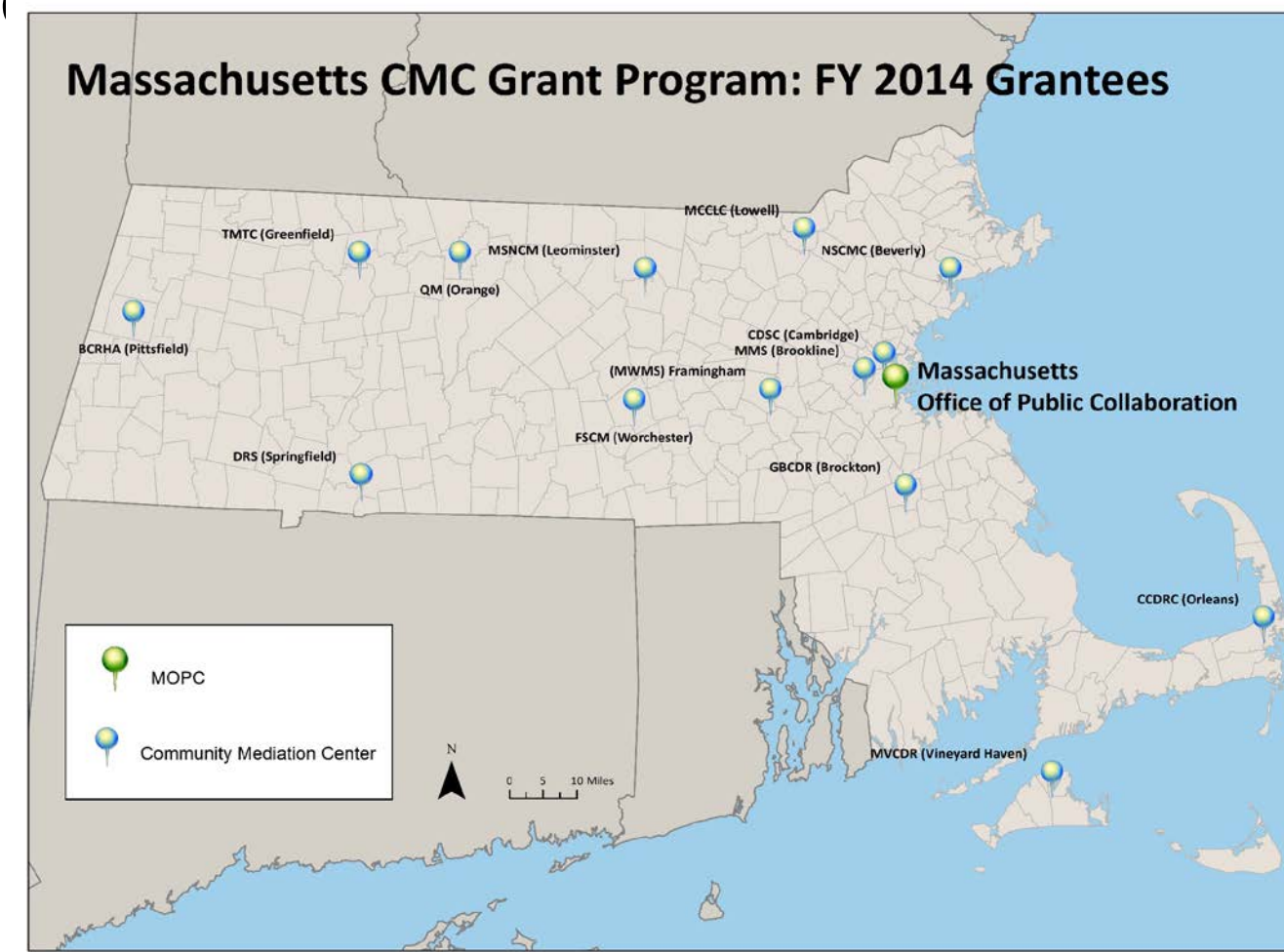


# Massachusetts Community Mediation Center Grant Program

## Massachusetts Office of Public Collaboration (MOPC), UMass Boston

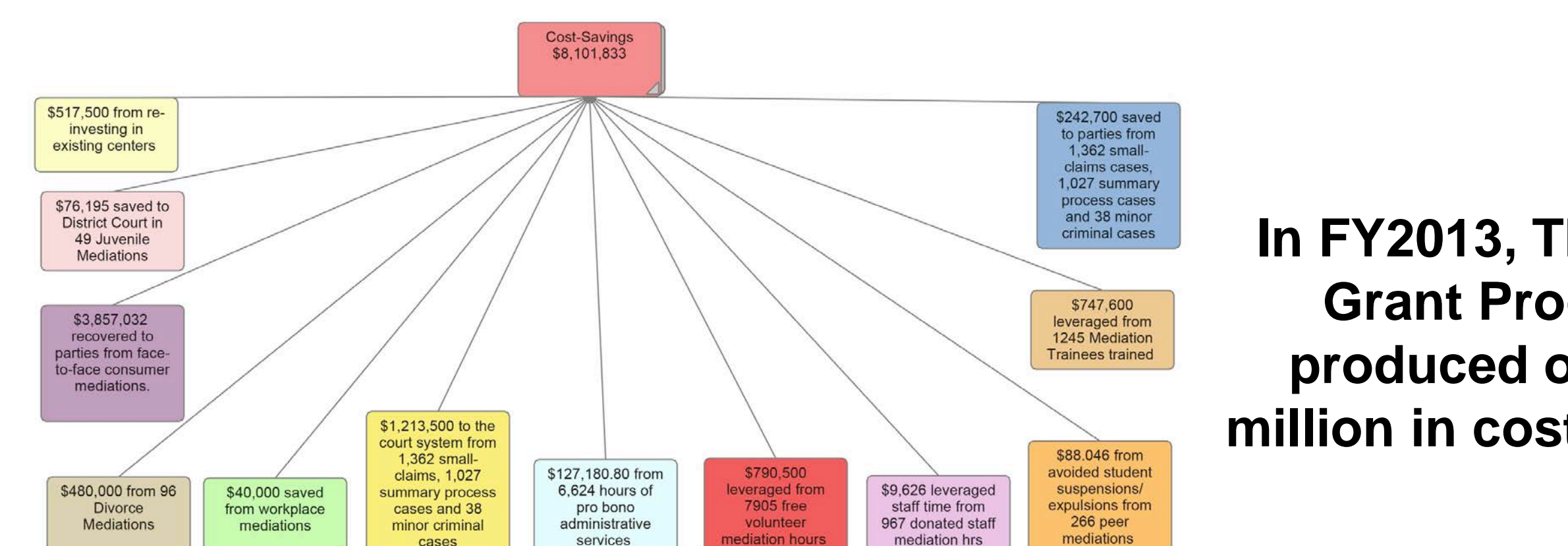
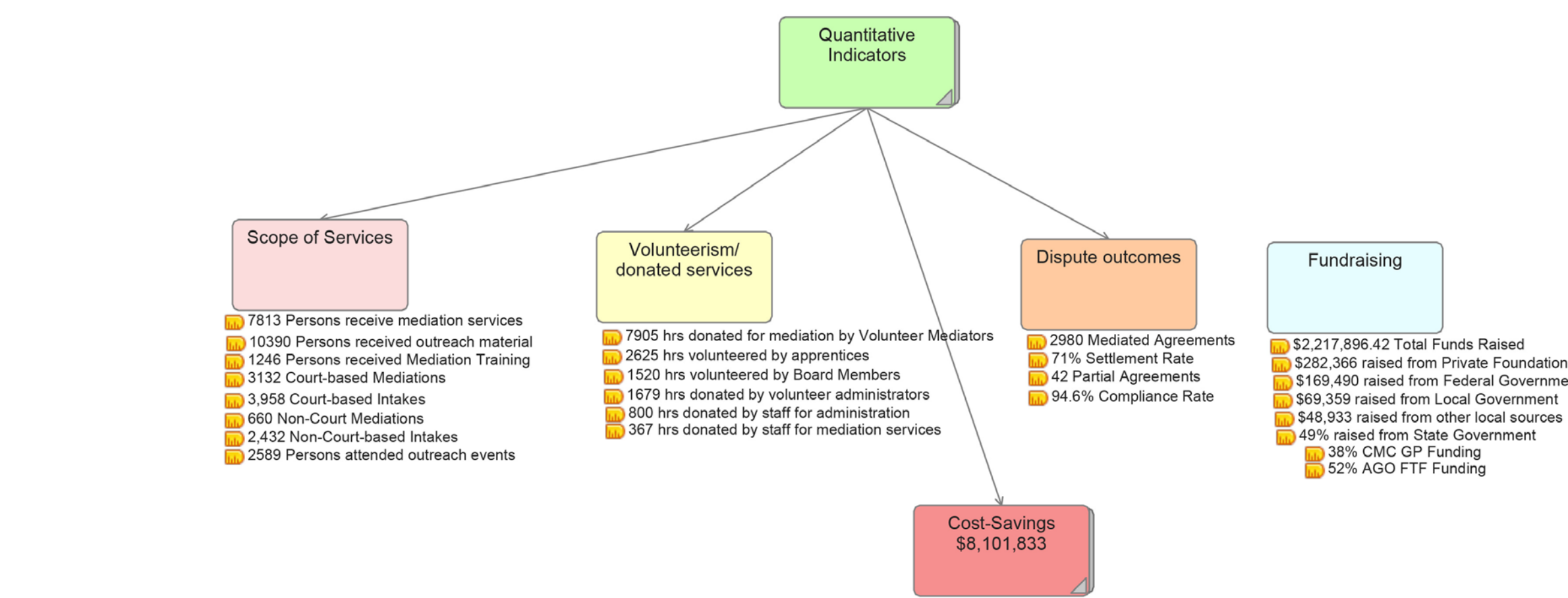
### Summary/Abstract

The CMC Grant Program was established in FY 2013 to distribute state operational funding to qualified community mediation centers serving primarily low income citizens. Mediation services are provided through trained volunteers for a wide-range of community conflicts referred through courts, public agencies, local businesses, organizations and individuals. Centers deliver training, conduct outreach and education, and actively engage community members on their boards and through local partnerships.



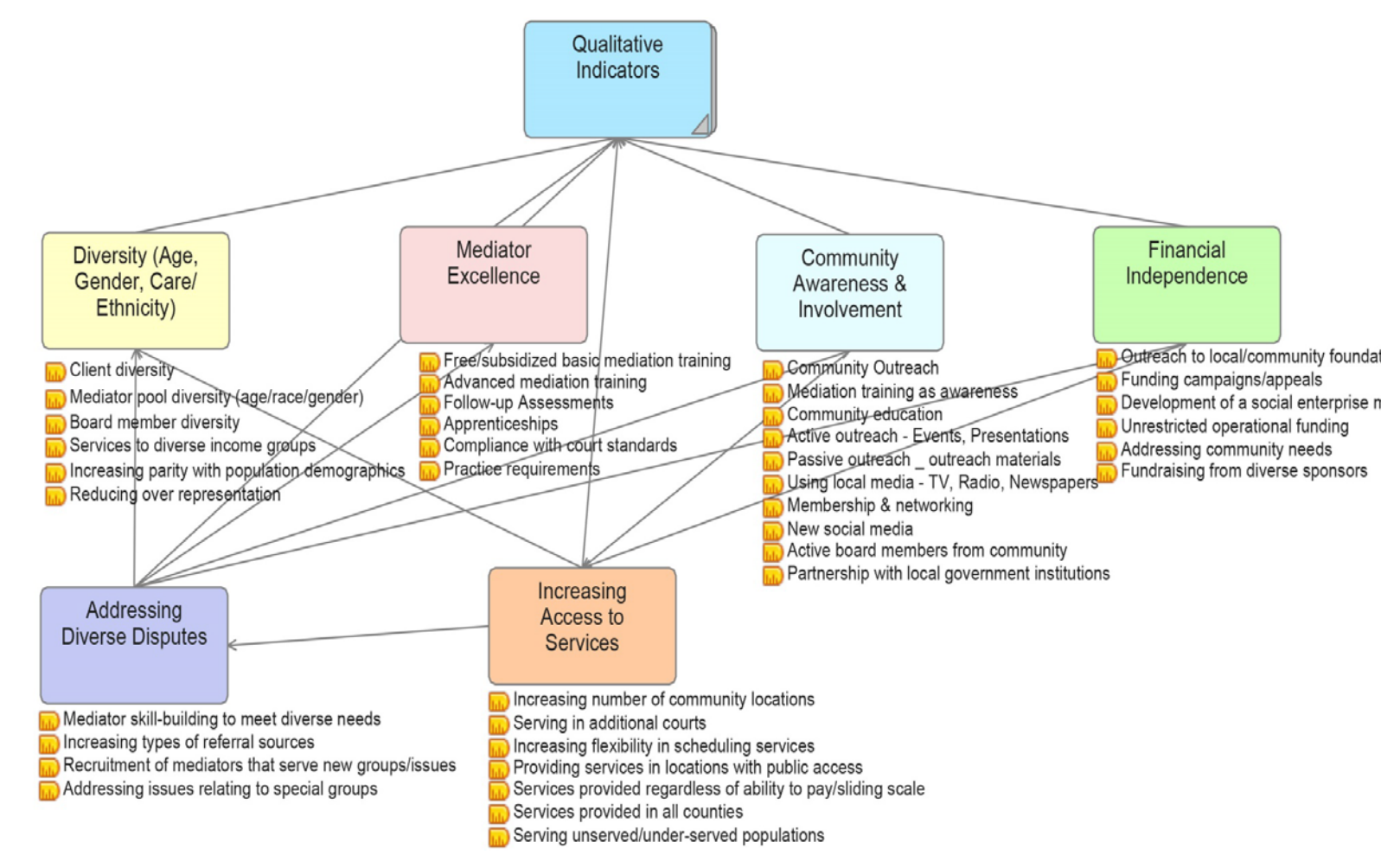
### Results/Impacts

Quantitative indicators of success included the scope of services delivered as well as donated services, dispute outcomes like the settlement rate, fundraising outcomes, as well as cost-savings resulting from mediation services

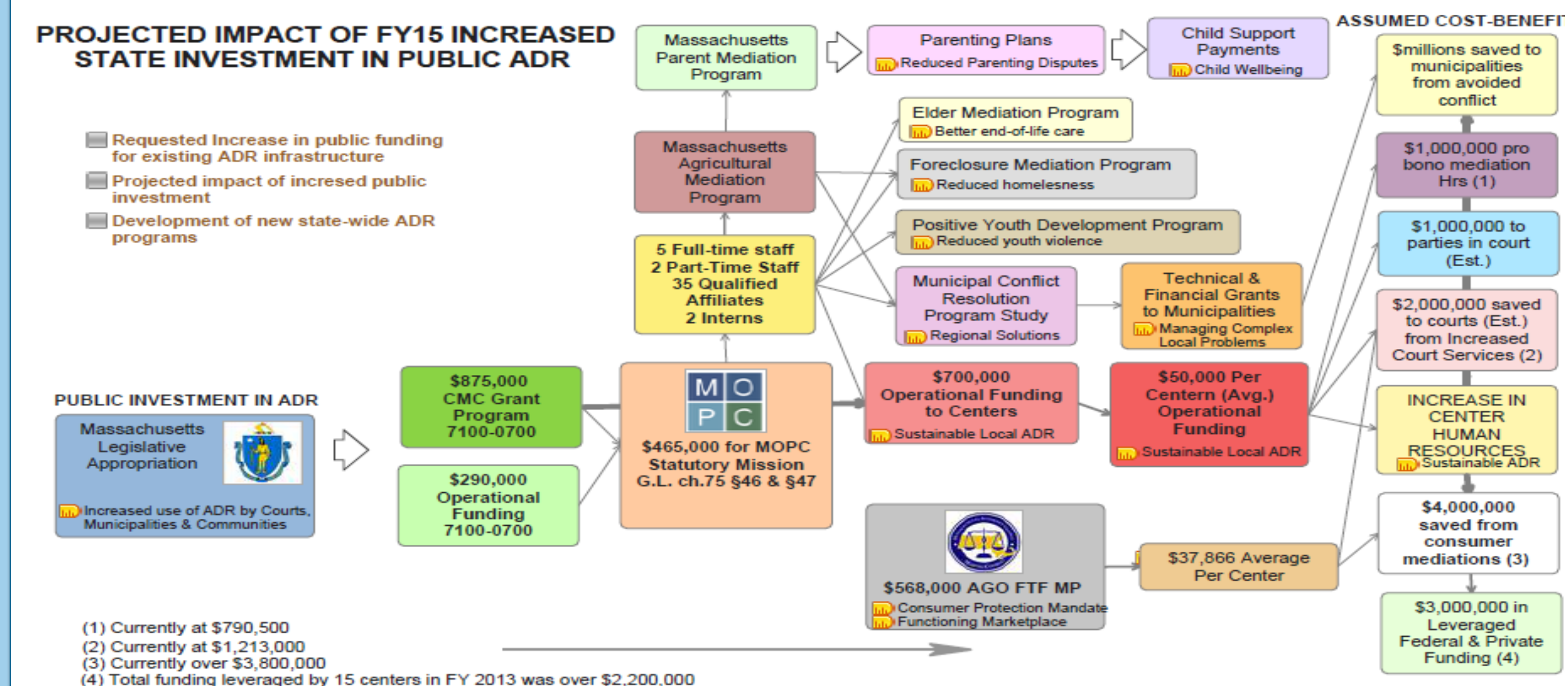


In FY2013, The CMC Grant Program produced over \$8 million in cost savings

Qualitative outcomes like access to justice invaluable to individuals, communities and the state.



### Next Steps



Investment in Massachusetts community mediation will result in more public benefits.

### Goals and Objectives

The Program goal is to broaden access to dispute resolution for all MA residents by promoting community mediation as a cost-effective public service. The objectives are to collaboratively:

- Implement state-wide performance-based grant program for CM sustainability and independence
- Deploy CM infrastructure to address public needs statewide and locally
- Establish systems for evaluation and mediator excellence to ensure quality and accountability
- Promote student service learning and enable CM research

### 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 Year-End Report*, by MOPC, January 2014
- [www.umb.edu/mopc/projects/community\\_mediation\\_center\\_grant\\_program](http://www.umb.edu/mopc/projects/community_mediation_center_grant_program)

### Additional Partnerships and Contacts

#### Grant Program-funded Community Mediation Centers

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

**Legislative Leads:**  
Representative Sarah Peake, Provincetown  
Senator Benjamin Downing, Pittsfield

#### Other Partners/Supporters:

Community Mediation Coalition of MA; MA Trial Court; MA Bar Foundation; Office of the Attorney General; Gardner-Howland Shaw Foundation; UMass Boston Office of Community Partnerships

Contact MOPC Executive Director for more details: [Susan.Jeghelian@umb.edu](mailto:Susan.Jeghelian@umb.edu)

### Approaches and Methods

#### Legislative Study

Evidence-based program design and collaborative implementation with centers, legislators and stakeholders

#### 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 variety of disputes from a range of referral sources and diversity among mediators and board members.

#### Grant Awards

- Base-line grants based on continued compliance with 12-point model for MA community mediation
- Performance grants based on case volume and progress on 12-point model SMART Goals set by centers
- Cash match required from center grantees to ensure sustainability from diversification of funding
- Community project challenge grants based on community needs and alignment with state-level priorities

#### Program Evaluation

- Unified case management database/reporting system across all centers generating data reports to MOPC
- Indicators of success for program implementation and impact with on-going monitoring and reporting
- Economic analysis using cost of intervention, cost effectiveness and cost-benefit analyses