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4-8-2015

### Statewide Partnerships through Community Mediation Center Grant Program

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#### Recommended Citation

Palihapitiya, Madhawa and Cresswell, Rosalind, "Statewide Partnerships through Community Mediation Center Grant Program" (2015). *Office of Community Partnerships Posters*. 237.  
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# Massachusetts Community Mediation Center Grant Program

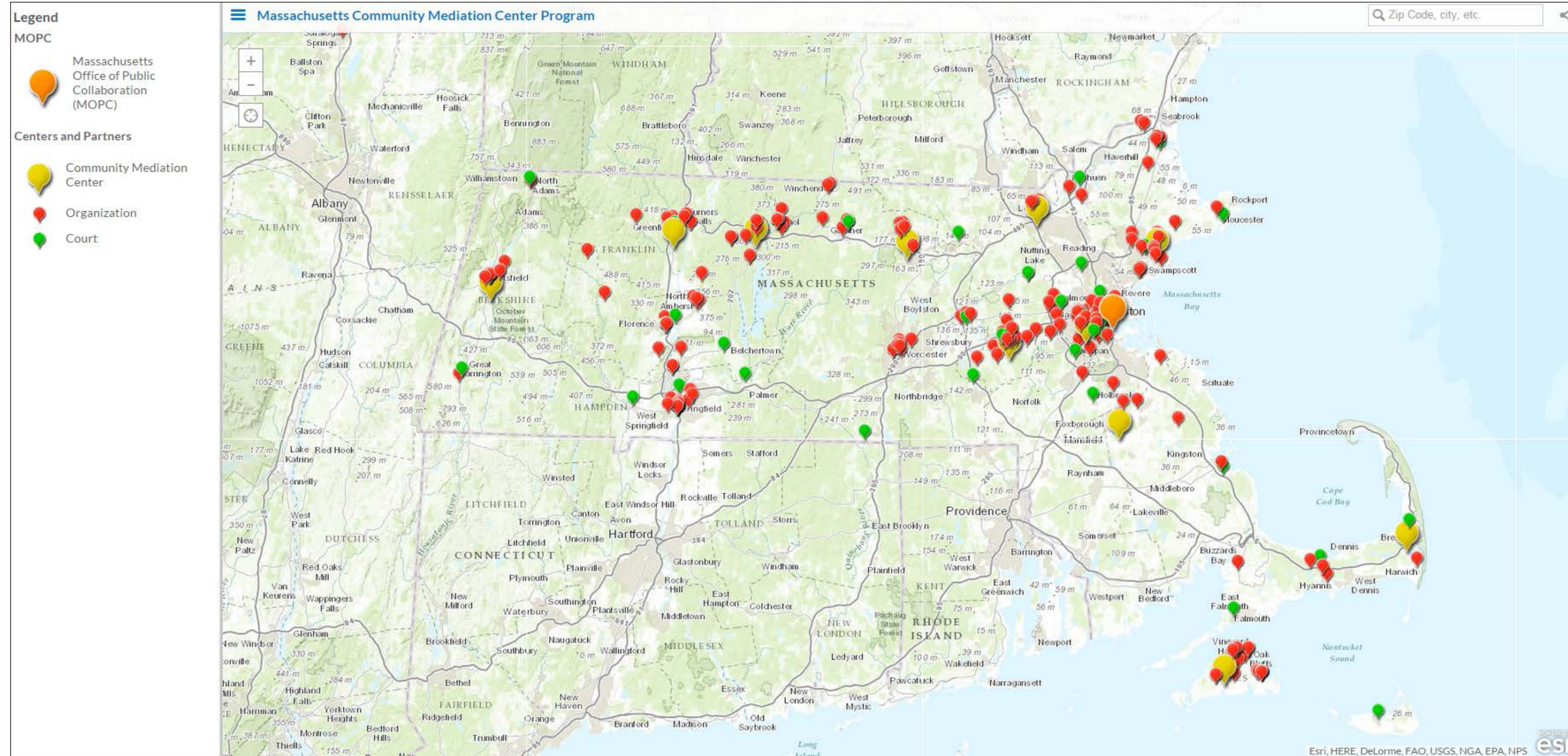
## Summary

The Community Mediation Center Grant Program is administered by the Massachusetts Office of Public Collaboration to advance the public mission of community mediation in the Commonwealth.

The aims of the program are to:

- Increase access to justice and conflict resolution statewide as a cost effective public service
- Provide a consistent stable funding source with performance based accountability to avoid uncertainty and instability of Center operations
- Promote diversified funding sources for long terms sustainability of the Centers

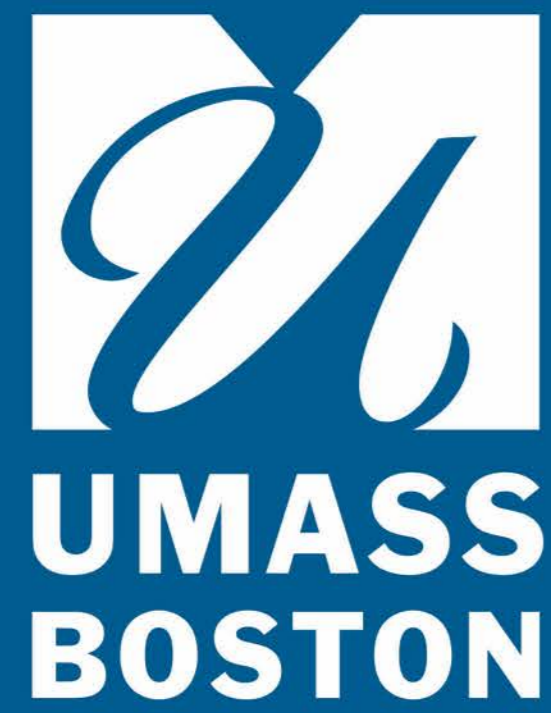
The state funding is distributed among 13 Community Mediation centers (CMCs) through performance based grants



The Numbers

Approaches and Methods

Connected Programs



# Community Mediation Center Grant Program

## The Numbers

**1**

Massachusetts  
Office of  
Public  
Collaboration

**13**

community  
mediation  
centers

**\$2M**

invested in  
MOPC and  
centers

**\$24M**

ROI  
to  
Massachusetts

**1,743**

trained in  
conflict  
resolution

**8,193**

mediations  
conducted

**78**

Massachusetts  
court divisions  
served

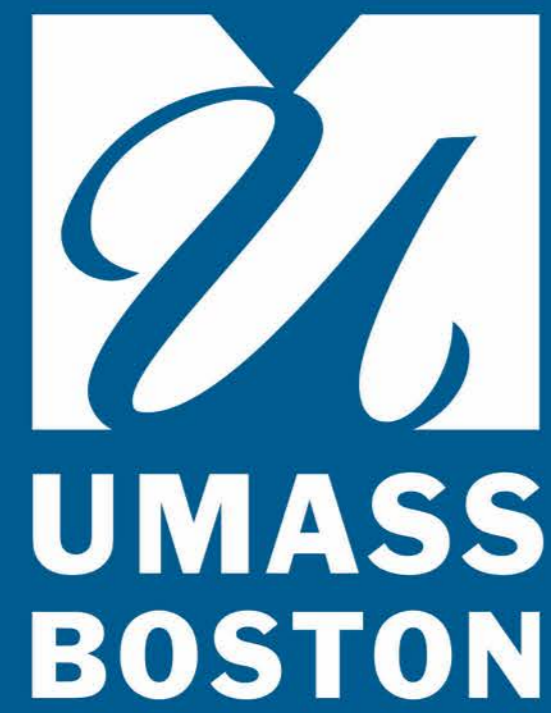
**15,578**

mediation  
participants

**430**

school  
conflicts  
resolved

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# Massachusetts Community Mediation Center Grant Program

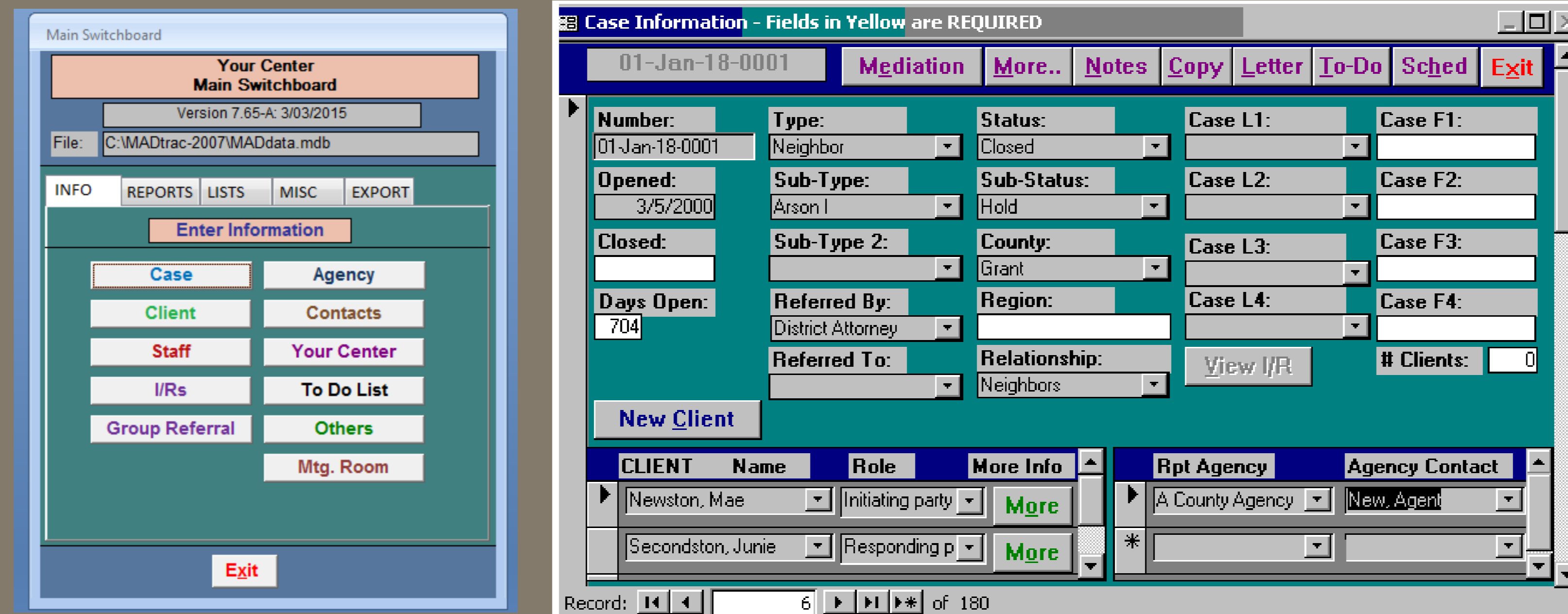
## Approach and Methods

MOPC prioritizes evidenced based work to develop a sustainable funding model for community mediation.

Following a research based legislative study completed in 2011 “A Framework to Strengthen Massachusetts Community Mediation as a Cost Effective Public Service” MOPC established a 12 point model around evidence based best practices to define and qualify Community Mediation Centers which reflect the following values:

- Serving the community
- Providing accessible services
- Providing quality services
- Reflecting diversity

Using a utilization focused evaluation system, MOPC has produced three evaluation reports that included an economic assessment and an indicator-based assessment of impact.



To facilitate program evaluation, reporting and research, a specially customized case management database has been implemented at the 13 Centers.

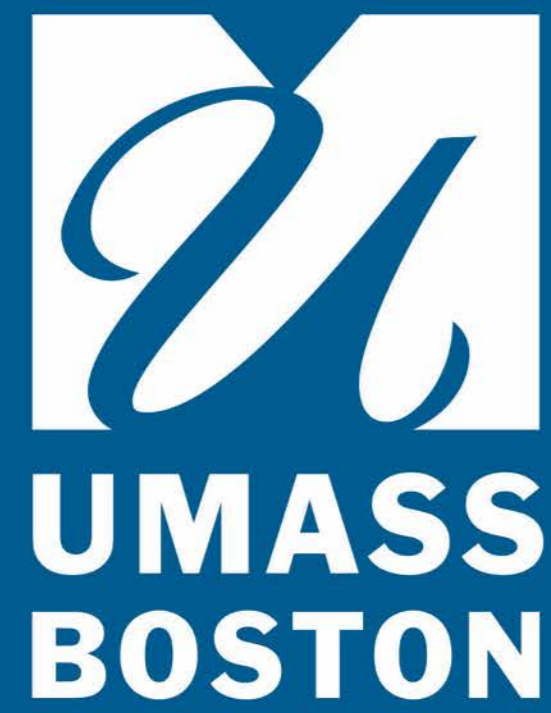
This database known as MADtrac, allows Centers to collect data on cases in one place and to meet their multiple reporting needs to demonstrate the impact of their services by tracking among many things, locations and demographics served, outcomes, resources-needed and leveraged.



## MA Community Mediation Centers

- Cape Mediation, Orleans
- Community Dispute Settlement Center, Inc., Cambridge
- Greater Brockton Center for Dispute Resolution, Brockton
- Housing & Mediation Services, Berkshire County Regional Housing Authority, Pittsfield
- 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, Inc., Brookline
- MetroWest Mediation Services, Inc., Framingham
- North Shore Community Mediation, Inc., Beverly
- Quabbin Mediation, Inc., Orange
- The Mediation & Training Collaborative, Community Action of Franklin, Hampshire, and North Quabbin Regions, Inc., Greenfield

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# Massachusetts Community Mediation Center Grant Program

## Massachusetts Community Mediation Center Grant Program

In addition to general operating grants from the CMC Grant Program, MOPC administers additional grants to centers for work in specific areas which encourage collaboration with local partners based on community need, provides additional data for evidence based statewide programming and leverages support from community partners, sponsors and funders

### Parent Mediation Program

The Parent Mediation Program (PMP) helps to resolve child access, visitation and parenting plan disputes for Massachusetts families.

The goal of the program is to increase parenting time for families where the parents are not together but still want to co-parent, and promote cooperative parenting and increased understanding of children's needs and interests.

Seven Community Mediation Centers funded by the CMC Grant Program also provide services for the Parent Mediation Program:

- Community Dispute Settlement Center
- Family Services of Central MA Mediation
- Martha's Vineyard Mediation Program, Inc.
- MetroWest Mediation Services, Inc.
- The Mediation & Training Collaborative
- North Shore Community Mediation, Inc.
- Quabbin Mediation, Inc.

### Youth Peer-Mediation

As part of the Community Mediation Center Grant Program, the MA Office of Public Collaboration awarded four (4) community project grants on youth violence/conflict prevention. The projects all utilize a Positive Youth Development (PYD) framework, which includes peer mediation and other youth-focused conflict resolution in schools, communities, and/or families.

*Each mediation has not only helped me in conflict-resolution<sup>skills</sup> in my own life, but has allowed me to put my own conflicts into perspective by pushing me to see that there is always a solution if both parties are willing to look for it. In addition, it has helped me to give back to the community.*

*Niall O'Connell*

### Municipal Needs Assessment

This study, commissioned by the Legislature shows examples of Massachusetts municipal officials managing public conflicts using various approaches. In addition, this research documents the impact of those approaches and presents preliminary findings about the impact of public conflict that is not managed well, and that can become "destructive," causing significant harm to government institutions and the social fabric of communities.

This needs assessment will help align MOPC and Centers public mission and expertise to better serve municipalities and public agencies dealing with difficult local and regional issues, and add measurable value to communities and the state in transforming destructive public conflict.