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### Massachusetts Community Mediation Center Grant Program

Massachusetts Office of Public Collaboration, University of Massachusetts Boston

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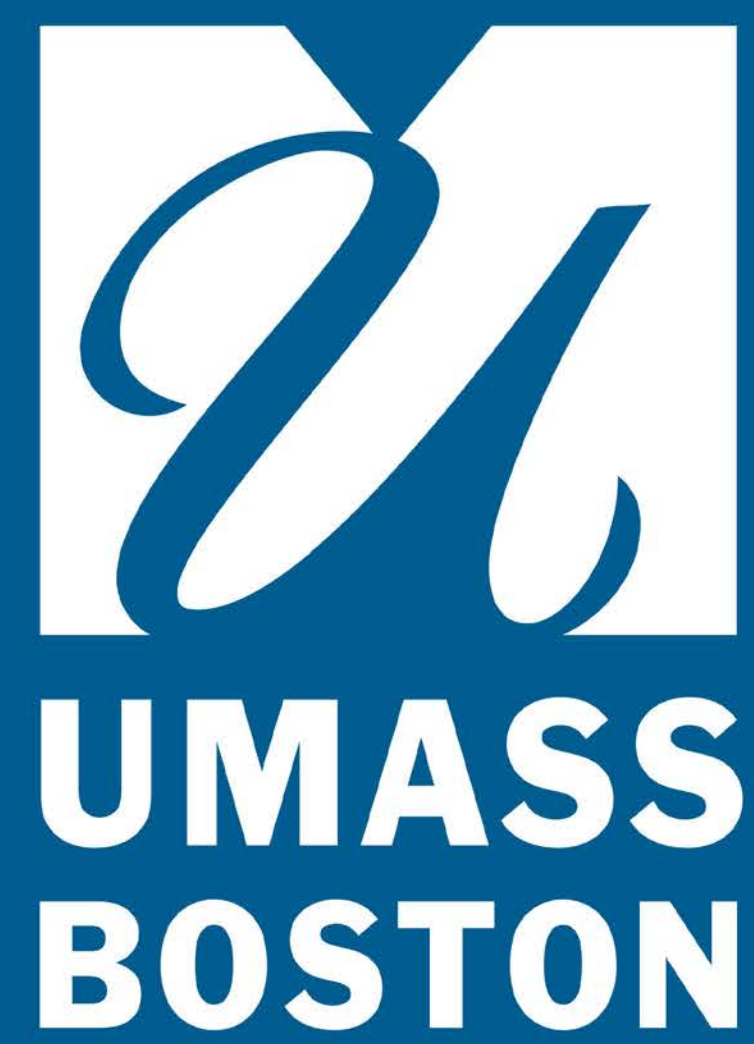
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# Massachusetts Community Mediation Center Grant Program

## 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.

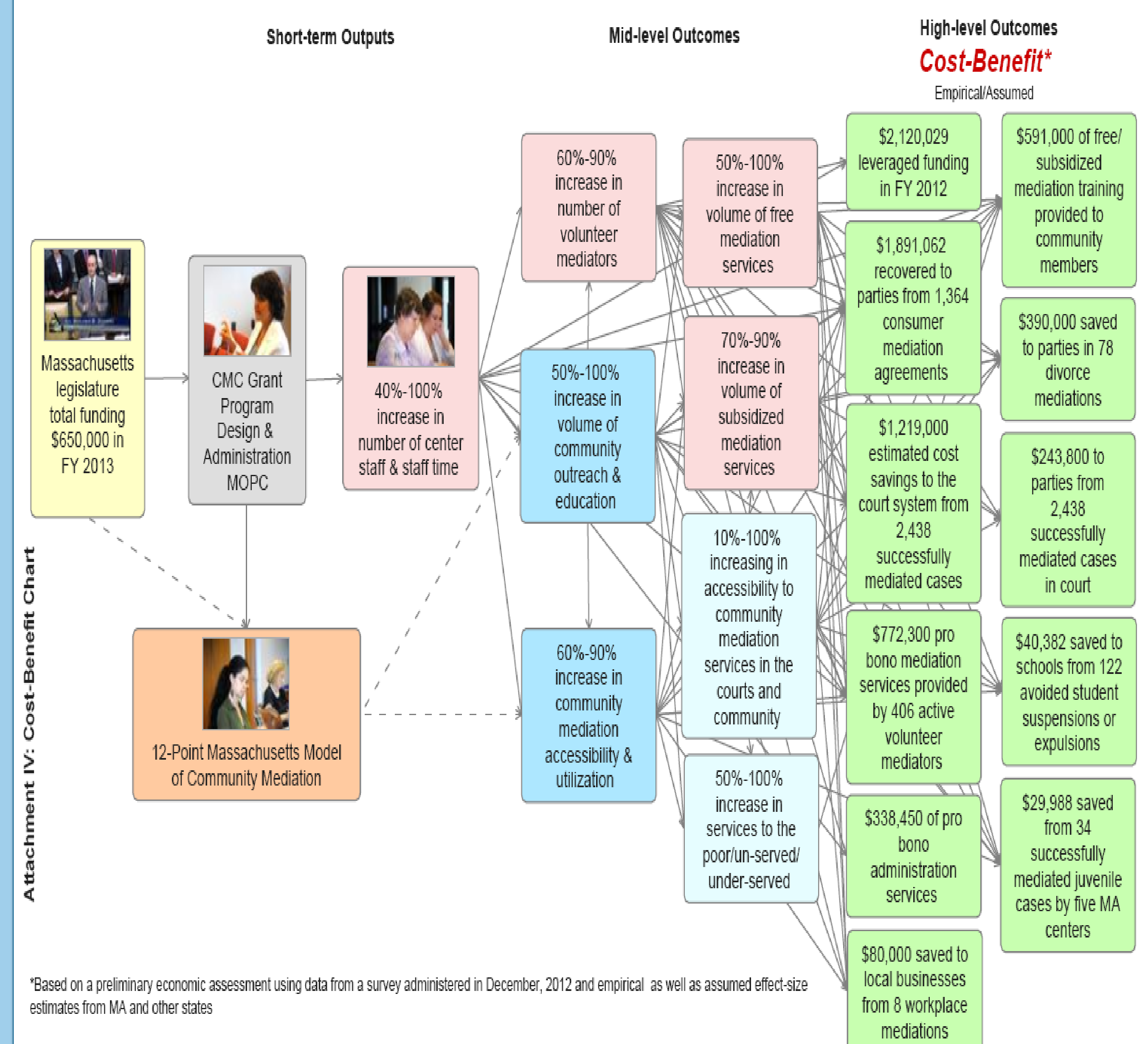
#### Objectives:

- 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

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