Community Mediation Maryland’s vision is for every Maryland resident to have awareness of and access to affordable, high-quality community mediation services.
AmeriCorps Members join the Community Mediation Movement...

“I served as an Education AmeriCorps in 2016–2017 and was hired by the Conflict Resolution Center of Montgomery County as a program manager at the end of my AmeriCorps service. During my AmeriCorps year I was able to mediate everyday with students, school staff and families. I was eager to stay at my center and increase the impact our conflict resolution services had on the youth and the greater community. It’s been a wonderful journey since my AmeriCorps year and I am thrilled to work with new AmeriCorps that are interested in serving the young people in our community.”

Molly Wilson, Program Manager, Conflict Resolution Center of Montgomery Co.

“AmeriCorps gave me the opportunity to change my career path and it also ended up changing my life. I wanted a job that allowed me to be my best self and serve residents in a more impactful way. Instead of a job, I found a career, a community, and a family.”

Natasha Jackson, Manager of Human Relations and Mediation, Hartford County Community Mediation Program

The AmeriCorps members served in 8 community mediation centers across the state, providing mediation in schools and correctional facilities with outstanding results:

- Mediated 355 re-entry sessions for 188 incarcerated individuals.
- Co-facilitated Youth Police Dialogue Circles with 178 youth and 138 police officers.
- Mediated student conflicts that resulted in a decrease of discipline referrals for 520 youth.

“I served for AmeriCorps for two years at my service site and have now been working as a staff member for three. During my time as an AmeriCorps member, I quickly learned how passionate, dedicated, and inspirational the people involved in Community Mediation Maryland truly are. Every day, I continue to be amazed and humbled by the people we serve — they remain my constant motivator. I chose to transition from an AmeriCorps member to a staff member because this movement, and my site, became my home.”

Leah Berry, Prisoner Re-Entry Program Manager, Anne Arundel Conflict Resolution Center

“Ever since moving to AmeriCorps, my life has been reconstructed and my purpose has been fulfilled. I feel like I made a difference in the community and the lives of others. I am grateful to have been a part of this movement.”

Simon Ballard, Veterans Resource/Re-Entry Coordinator, Harford County Community Mediation Program

Community Mediation
10 Point Model

1. Train community members who reflect the community’s diversity with regard to age, race, gender, ethnicity, income and education to serve as volunteer mediators.

2. Provide mediation services at no cost or on a sliding scale.

3. Hold mediations in neighborhoods where disputes occur.

CMM trained
116
Community Mediators

4. Schedule mediations at a time and place convenient to the participants.

5. Encourage early use of mediation to prevent violence or to reduce the need for court intervention, as well as provide mediation at any stage in a dispute.

3,654
Mediation Session

6. Mediate community-based disputes that come from referral sources including self-referrals, police, courts, community organizations, civic groups, religious institutions, government agencies and others.

94% of participants agreed they would recommend mediation to others in conflict

7. Educate community members about conflict resolution and mediation.

8. Maintain high-quality mediators by providing intensive, skills-based training, apprenticeships, continuing education and ongoing evaluation of volunteer mediators.

8. Newly Certified Mediators

9. Work with the community in governing community mediation programs in a manner that is based on collaborative problem solving among staff, volunteers and community members.

10. Provide mediation, education, and potentially other conflict resolution processes to community members who reflect the community’s diversity with regard to age, race, gender, ethnicity, income, education, and geographic location.

2,536
Mediation Cases
There is growing evidence that zero tolerance, school discipline policies, and a heavy reliance on exclusionary discipline leads children to be less likely to graduate and more likely to end up in the criminal justice system. This connection is sometimes referred to as the School to Prison Pipeline.

CMM works to dismantle this pipeline at multiple opportunities.

**Conflict Management Training**
- Features an interactive learning environment for students, encouraging participants to reflect on how they feel about conflict, how they behave in conflict, and how they could address conflict differently. Participants learn listening skills, skills to speak about their own needs, and collaborative problem solving strategies to develop methods so everyone can get their needs met.

**Attendance Mediation**
- Responds to the challenges of school attendance by bringing together parents and teachers to identify issues and develop a collaborative plan to address these issues. Research confirms that good attendance is critical to academic success. Students who are not in school are more likely to drop out and become involved with the juvenile justice system.

**IEP Facilitation**
- The goal of the facilitated IEP meeting is to help IEP team members communicate effectively and develop an educational program to meet the child’s needs. An independent IEP facilitator uses communication skills to help IEP team members work together and make decisions about the IEP student’s program.

**Dialogue Circles**
- Fosters community building, problem-solving, and authentic dialogue. The Circles provide a safe and secure space where participants such as students, teachers, parent volunteers, and aides feel heard and understood. Participants gather in a circle facing each other to discover solutions through collaboration and understanding, removing barriers such as set assumptions and groupthink. Circles give a sense of empowerment and creativity while promoting habits of respect, responsibility, and accountability.

**Student-to-Student Mediation**
- Provides a safe space for students to mediate. Mediation services are available either in school or in the community to resolve a range of conflicts, including many disciplinary issues. Through mediation, everyone has a chance to speak for themselves, feel heard, understand each other, and engage in collaborative problem solving to meet the needs of everyone involved.

**Youth/Police Dialogue Circles**
- Supports relationship building between police and youth in the community. Everyone has a chance to speak about their experiences, hear different perspectives on divisive issues, and build a new understanding. Dialogue circles allow those involved to address the broader sense of mistrust between residents and officers in a safe and confidential space.

**Parenting Plan Mediation**
- Allows parents who are in conflict to work collaboratively to develop plans for how they will co-parent their children. Issues of custody, visitation, access, and child rearing are some of the most adversarial disputes society faces. They also produce emotional trauma for the children involved as they either get caught up in their parents’ conflict, or are not able to see one parent. Mediation allows parents to work collaboratively to develop plans for how they will co-parent their children, providing a more stable and healthier adjustment.
Performance Based Evaluation (PBE)

What it is and how it works...

The performance-based evaluation (PBE) process developed in 2010 by Community Mediation Maryland is nationally recognized as the gold standard in mediator skill level assessment. The process was the brainchild of a group of mediators/trainers that included Erricka Bridgeford, Lorig Charkoudian, Michele Ennis, Tracee Ford, Caroline Harmon-Darrow and Patricia Ryan. They collaborated with community mediation staff and volunteers across the state to develop a comprehensive evaluation process to ensure a quality experience for participants.

The evaluation process is open to anyone that has completed the 50-hour basic mediation training. Mediators interested in going through the evaluation process can request mentoring from CMM’s Director of Quality Assurance, Tracee Ford. Candidates are required to participate in coaching day one month before the evaluation.

$1,000 +
Mary & Tilden Edwards
Fife Family Foundation
Grossberg Company, LLC
Harford County Mediation Program
Mid Shore Community Mediation
Robert Scholz Family Fund

$500 - $999
Community Mediation
Upper Shore
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Sid & Susan Moser
Katie Nash
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$200 - $499
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Deron Charkoudian
Leona Elliott
Emma Evans
Jason Daniel Fair
Bill Feasley
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Blair Hayes
Cawanna King
Stephanie Lazarus
Alicia Pfland
Jonathon Rosenthal
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Up to $199
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Nurit Bachrach
Anne Belota
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Carroll County Community Meditation Center
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Congratulations to the 2019 Volunteer of the Year Award recipients.

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