Your conflict, Community Mediation Maryland

Your solutions

Annual Report 2016

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

Our mission is to advance collaborative conflict resolution in Maryland through educating the public, providing training and quality assurance, conducting research, and creatively applying mediation to social challenges.
The Ten 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.
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.
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.
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.
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.

Training Spotlight: Drug Court and Addiction Recovery

The Program: Conflict Management Training consists of two 3-hour training sessions within a week of each other. These interactive sessions allow participants to explore their experiences and choices in conflict and build new skills for collaborative conflict resolution. One month later, participants attend a 2-hour follow up training to review the skills and refine their use.

Results: Key findings of a study conducted by Choice Research Associates, Baltimore City Health Department, and Baltimore City District Court Drug Treatment Court indicate that participating in conflict resolution training reduced the likelihood of arrest, conviction, and incarceration after admittance to a Drug Treatment Court. Specifically,

- The probability that participants will be arrested is reduced by 29%.
- The probability of conviction is reduced by 16%.
- The probability of incarceration is reduced by 14%.
- Participants last longer without an arrest.

According to Conflict Management Training participants in FY16:

93% agree the skills I learned today will help me be more effective in dealing with conflicts with my family.
92% agree the skills I learned today will help me be more effective in dealing with conflicts with my friends.
92% agree the skills I learned helped me be better able to effectively speak for my own needs during conflict.

Community Mediation Maryland provided 1,300 hours of training in FY16.
75% of Basic Mediation Training participants report that our training radically changed their understanding of conflict.
98% of Basic Mediation Training participants report that they are more comfortable with conflict as a result of our training.

Thank you to Staff, Partners, and Volunteers for making it all happen. Volunteers of the Year photographed above at the 2016 Annual Gala.
In 2016, AmeriCorps members served...

1,040 Students
112 Veterans and military families
311 Incarcerated people preparing for release

Jason Daniel Fair
Senior Major Gifts Officer
The Trevor Project
Term of service 2008-2009 and 2009-2010

“Americorps gave me an opportunity to tackle huge social problems early in my career—and CMM taught me creative skills to get the job done. Who would have thought I could help incarcerated adults solve longstanding conflicts? My AmeriCorps service showed me that change happens one person at a time, and one person can make an impact. Today, that spirit gives me strength to keep fighting for a more equal nation.”

Liza Krohn
Outpatient Mental Health Center Clinician
The Children’s Guild, Sussex Elementary
Term of service 2010-2011 and 2011-2012

“The impact my two years with community mediation had on me really mirrored the process of mediation itself. It allowed me to clarify what was important to me, learn how to communicate effectively with truth based in understanding, and build relationships within the community of my fellow AmeriCorps members and mediators. During this time I realized how important it is to meet people where they are, and how essential the work of supporting relationships is. This powerful experience led me to, and prepared me in vital ways for, my current work as a school-based social worker.”

Demetic “Meach” Gillespie, Sr.
Mediation Coordinator
Harford County Community Mediation Center

“After serving two years as a Re-entry AmeriCorps member for Community Mediation in Baltimore I was hired to run the Mediation Department for Harford County Community Mediation Program. Recently the Upper Shore Mediation Center asked me to consult on the beginning of their Re-entry program. Also, I am starting a basketball program that teaches conflict management and dispute resolution through physical education. Thanks so much for the experience I have gained through this opportunity.”

Tracee Ford
Director of Quality Development Community Mediation Maryland
Term of service 2011-2012 and 2012-2013

“I blush with pride every time I announce myself as an AmeriCorps alum. I came to AmeriCorps as a certified mediator, trainer and fully invested in community mediation. AmeriCorps gave me the time to find what I now believe is my true calling in the field that I love. As an AmeriCorps member, I began the on-going and fulfilling work of honing my skills as a mediator mentor. Since my first AmeriCorps year in 2011, I’ve mentored dozens of mediators. My time in AmeriCorps made me a better mediator, trainer and mentor.”

Tyler Keyworth
Restorative Justice Coordinator
Office of Student Conduct and Conflict Resolution
University of Colorado Boulder
Term of service 2008-2009

“My AmeriCorps service had a incredible impact on the path I am on today. When I started AmeriCorps I had a desire to serve others, but no idea how to make a tangible impact on my community. Since my service year, I have worked in different conflict resolution capacities that help make the communities they serve stronger and more resilient. I have my AmeriCorps experience to thank for helping spur me towards becoming a better person.”

Brandon Booth
Executive Director
Anne Arundel Conflict Resolution Center
Term of service 2010-2011 and 2011-2012

“My AmeriCorps service experience has made an integral impact on my life both personally and professionally. My passion for serving others was fulfilled throughout my 2 years as an AmeriCorps member. Modeling the fundamental elements of conflict resolution on a daily basis through mediation, facilitation and outreach helped me see how important effective communication is to restoring and rebuilding relationships. Professionally, without serving through AmeriCorps I wouldn’t have found a vocation that affords me the opportunity to make a living doing what I love to do. The skills and knowledge that I gained helped me progress to become an executive in my field and gives me a unique perspective of how this work can really connect to the pulse of the communities we live in and serve.

Personally, the AmeriCorps program gave me an opportunity to make the most out of my life. As a previously incarcerated individual, I’ve faced many barriers in my search for a meaningful career to help provide for my family. This program really gives everyone an opportunity to show their worth regardless of what happened in their past. The support that I have received has been invaluable and the relationships that I’ve formed have been extremely beneficial. I am thankful to be an AmeriCorps Alum and proud to say that I served through the AmeriCorps program.”

Cawanna King
Community Mediation Program Manager
Key Bridge Center for Conflict Resolution
Term of service 2014-2015

“Americorps has allowed me to learn about the issues which affect my community, and given me an opportunity to be a part of the solutions. While I spent my first two terms advocating for abused and neglected children, I served my last term of AmeriCorps in the Community Mediation Corps. As a trained mediator, I’m part of a movement of people dedicated to helping to strengthen families, improving attendance in schools, reducing recidivism in prisons, teaching youth how to resolve their conflicts peacefully, and so much more. I ended my last year of service with a new career as the Community Mediation Program Manager at the Key Bridge Foundation, lifelong friendships with an awesome community of folks, and the satisfaction of knowing that we as a community are making a difference in the lives of people all over the State of Maryland.”
CMM uses quantitative research to measure the impact of mediation on public resources.

Our ability to demonstrate the impact of mediation on both relationships and cost savings led to the inclusion of mediation in the Justice Re-investment Act of 2016!

"Research shows, mediation works!"

As part of the Statewide Evaluation of ADR commissioned by the Maryland Judiciary's, Dr. Lori Charkoudian of CMM led the first study of its kind comparing mediated and non-mediated criminal misdemeanor cases.

Our research shows that mediated cases are:

- 5x less likely to result in judicial action
- 10x less likely to result in a jury trial prayed
- 10x less likely to result in supervised probation or jail time

Overall, participant reports and case level analysis reinforce each other and indicate that mediation resolves issues with outcomes that work in the long term and keep cases from returning to court with subsequent criminal charges. Mediation results in the use of fewer court and law enforcement resources in the short and long term.

The research methodology included the use of propensity score matching to consider possible selection bias and ensure cases being compared were essentially equivalent according to the variables measured. Additionally, the methodology used logistic regression analysis to isolate the effect of mediation and consider other factors that may influence the outcome. The complete study can be found at http://www.mfmediation.org/resources.

Community Mediation Center Staff and Volunteers from across Maryland at CMM’s Annual Legislative Education Day, February 2016.
Thank you for your support!

$39,200 Maryland State Department of Education (MSDE)
$62,000 Maryland Judiciary Department of Family Administration
$150,000 Department of Public Safety and Correctional Services (DPSCS)
$231,000 Corporation for National Service / Maryland Governor’s Office of Service & Volunteerism
$254,800 Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO)

OUR MEMBER CENTERS
Anne Arundel Conflict Resolution Center
Community Mediation (Baltimore City)
Conflict Resolution Center of Baltimore County
Community Mediation Center - Calvert County
Mid Shore Community Mediation Center
Carroll County Community Mediation
Community Mediation Upper Shore
Charles County Mediation Center at the College of Southern Maryland
Frederick County Mediation
Harford County Community Mediation Program
Mediation & Conflict Resolution Center at Howard Community College
Conflict Resolution Center of Montgomery County
Key Bridge Foundation Center for Conflict Resolution
Rockville Community Mediation Program
Community Mediation Center of St. Mary’s County
Washington County Community Mediation Center
Tri Community Mediation

Staff
Lori Charkoudian, Executive Director
Erricka Bridgeford, Training Director
Hope Braveheart, AmeriCorps Director
Tracee Ford, Director of Quality Development
Leslie Overholser, Development Director
Caroline Cragin, Office Manager
Jerri Thomas, Re-entry Coordinator

A heartfelt thank you to our hardworking Board of Directors who served between 7/1/2015 and 6/30/2016:

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