The **10 Point Community Mediation 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.

92% Of participants agreed they would recommend mediation to others in conflict.

2,296 Cases mediated with 3,168 Sessions

6,772 Referrals Received

101 Newly Trained Mediators

309 Sites around the state were used for mediation

CMM Responds to the Covid-19 Crisis

- **CMM supports statewide communication**
  - CMM established weekly meetings with community mediation centers and mediation leaders across the state. The meetings provided the opportunity to make plans and move quickly during this unprecedented crisis.

- **CMM values in-person mediation.**
  - Online mediation is considered a “third” best practice. Without compromising our values, CMM moved at lightening speed to develop procedures and train every mediation center on mediating via multiple online platforms. Community mediation volunteers, staff & AmeriCorps members stepped up and became heroes in this challenging time.

- **CMM ensures mediation is available to all.**
  - Conflict doesn’t recognize a pandemic. With the courts closed, CMM partnered with the courts to develop a plan for taking self-help center calls and worked with mediation centers to refer cases for mediation across the state.

- **CMM commits to quality through training & mentorship.**
  - While in-person training had to be canceled, CMM trainers filled their calendar with skill-building in-services and workshops. These sessions were open to mediators and community members alike. In addition, CMM provided conflict management training, in a 3-part series, for activists in Minneapolis in response to the death of George Floyd.

- **CMM’s AmeriCorps members rise to the challenge.**
  - With the shut down of schools and prisons, many AmeriCorps members were no longer able to serve in the same capacity. The pandemic was no match for our committed members. In partnership with the GOSV and other organizations, members shifted their service to meet the current needs. Services ranged from working with the Department of Aging to make wellness calls to distributing food to those in need. We are so proud and thankful for our AmeriCorps Members.
Disrupting Mass Incarceration

Mass incarceration is a complex tangle of interlocking components including institutional racism, punishment over rehabilitation, overly harsh sentences and implicit bias compounded by the catastrophic effect of the War on Drugs.

Community Mediation Maryland’s range of programs work to disrupt this cycle of mass incarceration.

Drug Court Conflict Management Training
Conflict management and communication skills training is provided to individuals involved in Drug Court Programs. The training responds to the need to address communication, conflict, and relationships as part of a comprehensive addition recovery program. Drug Court diversion participants who also had conflict management training had a 14% lower probability of being re-incarcerated, and 29% lower probability of being re-arrested as compared to participants that did not have training.

Prisoner Re-entry Mediation
Re-entry mediation responds to the well established need for individuals returning from incarceration to have a positive relationship with family and friends in the community. Just one 2-hour re-entry mediation session decreased the predicted probability of reincarceration by 10%, with each additional session decreasing it by another 7%.

Police Complaint Mediation
Police complaint mediation brings residents and police officers together in a face to face dialogue about difficult interactions. Mediation gives both the residents and the officer a voice in direct communication where both can explain their experience. This allows community members and officers to build bridges between law enforcement and the community.

Criminal Misdemeanor Diversion Program
The State’s Attorney’s Office can refer cases to mediation prior to the court date. Generally, if both participants agree that the situation is resolved the SOA will close the case. This prevents individuals from receiving criminal convictions. Mediated cases were almost 5 times less likely to return to criminal court in the subsequent 12 months than cases that were not mediated.

911 Alternative
Community mediation provides an alternative to calling 911. The community mediation movement is rooted in principles of community justice, where conflict belongs to the people and communities involved. As community members seek alternatives to calling the police, mediation can be used:
- Resolve disputes with neighbors and family without involving the police or courts.
- Prevent violence by addressing underlying conflicts before escalation.
- Support difficult conversations that harness conflict energy among community organizers to help movements for community safety sustain and grow.

Police Referrals
Training and providing law enforcement with referral information can allow community members to resolve the conflict and decrease calls to the police reducing the likelihood of arrest. Research shows a decrease of 3.33 calls to the Baltimore Police Department in the six months after mediation for each case that was mediated compared to cases that were not mediated.
Legislative Education Day

Legislative Education Day 2020 was a noteworthy success. Community mediation centers joined CMM in Annapolis adorned in purple for an annual purple wave.

We opened the day with training and demo led by Caroline Harmon-Darrow. Over 150 legislators, or their aides, were visited in their offices where center staff, volunteers and AmeriCorps members gave a brief overview of the mediation programs.

Centers visited legislators in their local counties and were able to discuss programs specific to their communities. It was a great opportunity to build relationships with new legislators and strengthen old ones. Each legislator’s office was left with brochures and a sweet gift to remember us by. We were also recognized on the floor of the gallery.

Following all the meetings, we met at a local restaurant on the water and shared our most memorable moments of the day over a delicious meal. As one of the last times we could meet as a group this year, it was a remarkable day.

The Prince George’s Community Collaborative Resolution Center

As of June 30, 2020 the Key Bridge Foundation made the difficult decision to simplify its operation, due to the financial strain caused by the pandemic and close the community mediation center.

Community Mediation Maryland continued the program in Prince George’s County to ensure all residents have access to free mediation services. Effective July 1, 2020, the mediation center, Prince George’s Community Collaborative Resolution Center, began providing mediation services. The center is a division of Community Mediation Maryland, and Fasia Hardy is leading the new organization.

A Heartfelt Thank you!

$1,000 +
- Ausherman Family Foundation
- Caroline Cragin Fife Family Foundation
- Grossberg Company, LLC
- Phillip Perkins Robert Scholz Family Foundation
- Laurie & Paul Wilner

Up to $199
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- Julianna Fensol
- Jill Feasly

$500 - $999
- Caroline Hadley
- Cawanna King
- Rotary Club of Hagerstown
- Kevin Walton
- Mediation First Facebook Fundraiser

$200 - $499
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- Fred Grozinger
- Dianne Gilbert
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- David Zoll

“I have found that among its other benefits, giving liberates the soul of the giver.”
~ Maya Angelou
Thank you for your support!

$339,639  Maryland Judiciary’s Mediation and Conflict Resolution Office (MACRO)
$233,822  Corporation for National Service / Maryland Governor’s Office of Service & Volunteerism (GOSV)
$121,385  Department of Public Safety and Correctional Services (DPSCS)
$128,009  Maryland Judiciary Department of Family Administration (DJFS)
$30,022   Governors Office of Crime Control & Prevention: Byrne Memorial Justice Assistance Grant
$25,000   T. Rowe Price Foundation
$25,000   Bob Barker Foundation
$24,764   Maryland State Department of Education (MSDE)
$9,520    American Arbitration Association, International Centre for Dispute Resolution Foundation

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Community Mediation Maryland
310 Tulip Ave., Takoma Park, MD 20912
301.270.9700
www.MDmediation.org
EIN: 52-2226553