



The Mediator

February/March 2005

HELP, WE NEED SOMEBODY(S)

Everyone involved in CMS seems to agree that we need to get out the word and become more recognized in our community. There are lots of good ideas on how to accomplish this and we have organized several projects that are designed to kick-start our outreach.

We need folks to help out on the following projects. Each project has been organized and is ready to go—we just need a few hours from a few volunteers. So if you've got a little time, it would be great to have your help either at our office or from your home.

Brochure Distribution

We have started compiling a list of agencies, etc. and want to end up with good geographic coverage that includes diverse populations in Lane County. Getting our brochures out is one of the more effective ways of getting new cases. Tasks include research for additional sites, telephone contact with potential sites, compiling a comprehensive Excel list of sites, and mailing and/or delivering brochures to sites. CMS staff will follow-up to ensure sites are re-stocked as needed.

Speakers Bureau

Several of our volunteers have expressed willingness to speak about CMS at various community groups. Now we need people to do the initial legwork to inform groups about CMS and request the opportunity to speak. We have started the first step of research and list compilation on groups such as Rotary, landlord groups, neighborhood associations, neighborhood watch, etc. We also need people to make introductory calls to contact people in these groups and request the opportunity for CMS to speak at a group meeting. Also do a follow-up with mailing a package that includes CMS brochures, short articles for group newsletters, etc. CMS staff will schedule and coordinate the speaking engagements resulting from these efforts.

More sites for mediation

CMS is interested in having more sites to hold mediations, preferably located throughout Lane County and available for no charge. Tasks include making phone calls to possible sites, following up with a site visit and placement of signage and brochures at each site. We also need to compile an Excel list of sites, availability and contact info.

Church Outreach

At a recent seminar, we learned that church leaders can be an excellent source of referrals to mediation. We have a huge list of churches we would like to contact and make aware of our services. A follow-up package of brochures and information will also be sent to interested churches.

Continue reading inside for more information about these ideas and other new ways you can be involved with CMS. If you are interested in helping out with these projects or have some ideas of your own, give us a call at 344-5366.

UPCOMING EVENTS

RJP Training

The annual, 16-hour Restorative Justice and Victim/Offender Mediation Training, led by Ted Lewis will be held on **April 23 - 24** (Sat. and Sun.) To register, call Ted at 344-5366. (See announcement on p.3.)

New Volunteer Orientation

("policy & procedure update" for the more experienced)

We're giving an introduction to CMS volunteers on Monday, **March 28 from 4-5:30 pm** in the CMS office. All volunteers are invited. Please call if you plan to attend. (For more info see page 3.)

In-Service on Parent-Teen Mediation

A precursor to an as-yet-unplanned P-T Mediation Training here at CMS, this in-service is scheduled for **May 2, 6-7:30 pm.** (see p. 4)

Work Party in the Conference Room

We're going to revitalize the meeting room on **Sat., April 2, 9-noon.** (turn to p. 5 for more info)

AFTER-PRISON RJ RESOURCES SUBGROUP

by Melissa Crabbe

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UO Student Mediator
Supervisor*

RJ Office Help

Since last September, the Restorative Justice program has benefited from the volunteer work of two UO psychology students, Jessie and Chere'. Thanks to both of you! We have also had formal internships in the past where students commit to certain hours to assist with the office-side of RJ work and get school credit. This win-win arrangement allows students to gain knowledge and experience in a new area.

For the past eight months, I have been meeting regularly with a group of several other CMS volunteers – primarily Jada Prane, Frank Wiley, and Marilyn Olson – to discuss RJ opportunities for adults who have offended, including after-prison RJ programming.

(This is a subgroup of CMS' Programs and Standards Committee, which is looking at ways of strengthening existing programs, as well as ideas for new programs and approaches. A lot of ideas are on the table, and additional volunteers are welcome.)

While our direction is not yet clear, we are all very committed, and some exciting possibilities are emerging. One is a potential partnership with Sponsors, a local non-profit providing housing and other resources for men and women returning from prison. In addition, we have recently learned that the state of Oregon has a new initiative called "Home for Good: A Community, Faith and State Re-entry Partnership to Increase Restorative Justice", which may have opportunities for partnership. We are continuing to pursue different leads and are in the process of connecting with programs in other parts of the US and Canada. We also want to include in our development process those who bring the perspective of having been victimized or having offended.

My commitment to this issue stems from my own family's experience of victimization, as well as from my involvement, prior to moving to Eugene, in the Pennsylvania Prison Society's prison-based Restorative Justice Program. That program supports and provides resources to groups of incarcerated men and women seeking information and opportunities related to RJ, with a focus on education. Participants frequently expressed appreciation for the program, but wanted to know, in the most heartfelt way, if there were any RJ resources available post-release. It didn't feel good saying "no" to people who were really struggling with how to approach their re-entry into the community in a restorative way.

I am also involved in two state-level projects that have the potential to enrich what we do locally. They include:

- Facilitating a two-hour RJ workshop, every other month, for men who are preparing for release from Oregon State Penitentiary (OSP). The workshop is part of an ongoing month-long program created by incarcerated men who are part of the Seventh Step service organization within the prison.
- Co-facilitating, with OSP Chaplain Karuna Thompson and Washington state RJ practitioner David Benedictus, an RJ reading group of community members and incarcerated men. We are providing feedback to Howard Zehr and Barb Toews, my former co-worker from Pennsylvania, on a draft manuscript for their forthcoming book, "The Little Book of Restorative Justice for Prisoners." Group members hope that this project will jump start future RJ efforts at OSP.

All of these efforts – the subgroup, the Programs and Standards Committee, the RJ workshop, and the reading group, could benefit from additional community and volunteer involvement, now or in the future, so if you are interested, please contact Betsy or me. My e-mail address is melissacrabbe@msn.com.

RJ Deepening Retreat

The 3rd Annual RJ retreat went well this past January. I was glad for the turnout and for the good time had by all. Thanks again to Oregon Electric Station for donating a soup lunch, Sweet Life for the carrot cake, Great Harvest for the bread, and Theo's for coffee.

Among other things, there was a time for two breakout groups which covered 1) how to deal with the challenges of case development, and 2) how volunteers can promote RJ awareness in the local community. Those of you who did not attend, but would like to add some volunteer time to RJ outreach, let me know.

Also, if you did not make it to the retreat, please check in with me sometime about several new forms and some new modifications in the RJ process. You could do this prior to an intake if I'm in the office. I also need to explain the new volunteer hour logging system.

CMS and Americorps

CMS was invited by Jenny Carmichael of the Oregon Office of Community Dispute Resolution to participate in an Americorps project in the city of Creswell, Oregon. The city was awarded two teams of 12 Americorp volunteers to work four months (March through July) on various city projects. Since the developmental stages, Miriam Edell has been a member of the steering committee. Miriam will be training the Americorps teams in an abbreviated Basic Mediation training and facilitating on-going, weekly debriefing sessions.

Our hope is to enhance the Americorps experience by paving the way for clear communication among community members and participants, modeling communication styles and skills, and establishing a format for weekly sessions. At debriefings we will discuss any difficult situations that may come up and appropriate communication ideas that may benefit the program and the individuals. The development of the abbreviated Basic Mediation Training may be used in the future at CMS as an informational tool to interested volunteers not yet ready to commit to a full basic training.

Educating the Eugene Police about CMS

Miriam Edell and Ted Lewis recently spent time with the Eugene Police, speaking to more than 240 police officers and staff members. The purpose of these talks was to inform the police officers and communication specialists of the current relationship between CMS and EPD and how we proceed with a police referred case. For the past several years, EPD officers have referred appropriate cases to our agency. Clients referred can open a case at CMS for no charge. EPD in turn gives a twice-yearly donation to CMS. "Working In Partnership with the Police" allows officers an opportunity to save time in cases where mediation may result in conflict resolution and a "win-win" outcome for the parties. Each of the training participants received blue packets of referral slips to hand out when appropriate situations come up on their beat.

Annual RJP Training

On Sat., April 23 and Sun. April 24, there will be the annual, 16-hour Restorative Justice and Victim/Offender Mediation Training, led by Ted Lewis. While this training is geared for those who will volunteer in RJP, it is also open to anyone who wants to learn more about this emerging field of work. Please let others know of this opportunity. The fee is only \$50. To register, call Ted at 344-5366. Thanks to Willamette Valley Cancer Center for use of your conference room!

Volunteer Orientation

(Policy and procedure update for old and new volunteers)

On Monday, March 28 from 4-5:30 pm (at the CMS office) we're giving an introduction to CMS volunteers. It's geared toward new volunteers, but will also be helpful to anyone who would like a review of CMS procedures, policies, etc. We'll cover meeting and office procedures, how we assign cases, and responsibilities of mediators. We'll also give a brief overview of what's cooking at CMS and other opportunities for volunteering.

Please call if you plan to attend.

“How in the world are we going work together?”

by Doug Hennessy

It was the only response I could think of when Miriam asked if I'd be willing to co-mediate with a twelve-year-old. The idea, since we were mediating a father and daughter who weren't getting along, was to bring in a young lady who'd been trained in peer mediation at her junior high school and could maybe connect better to the thirteen-year-old daughter.

Shelby and I started with a pre-session briefing in the front waiting room (too cold in the back) that lasted forty-five minutes. We had a short discussion on the issues between the father and daughter, and then went on to talk about mediation in general, her peer training at school, and just how she felt about what we were doing. And I did the same. This was a new thing for both of us, and looking back, I see this pre-session briefing as key to our later success.

Afterwards, in debriefing, we discussed our differing styles. Shelby's peer mediation experience is about direct advice and telling peers what to do. It's what works for them and I related how CMS worked in a different style. But maybe the peer style worked for the daughter? Maybe the daughter resented being “mediated to” by one her own age and would respond more to an adult? How about the father? What'd he think of this?

In the follow-up session several weeks later, I was totally comfortable with Shelby. The mediation took off from where the last session had ended, and it was easy to tell the mediating parties were confident in both of us. They reached an agreement and actually decided to come back if there are any future problems.

Later, in a short debriefing, Shelby and I agreed this teen-adult co-mediation process has real potential and could be added to the peer training in schools, and to mediation training for adults. We think it works and can be used more frequently.

Volunteers – Share your stories

If you have a mediation-related story you would like to share via our newsletter, give us a call. Or just send it to us for inclusion in an upcoming issue. Of course, we'll honor the issues of confidentiality about all we print.

Parent-Teen Mediation In-Service Monday, May 2nd, 6:00-7:30 pm

Carolyn Goss and Doug Hennessy, both CMS volunteer mediators, will be speaking about recent experiences with parent-teen mediation. Carolyn recently attended a two-day Parent-Teen Mediation training in Clackamas County; Doug recently participated in a Parent-Teen mediation at CMS with a 12-year-old co-mediator from Shasta Middle School. (*see his article below*) Both will be on hand to share their experiences and answer questions. This in-service is a precursor to a P-T Mediation training here at CMS. If you have any interest in attending a training and/or moving into this exciting aspect of mediation, please attend. Snacks provided! Please call us at 344-5366, and let us know if you are planning to come.

Office Reminders

(to all volunteers)

Keeping Track of Time

Please remember to write down all your time on the clipboard outside of Ted's office. Include travel to and from mediations, calls made to set-up and confirm meetings, potlucks and outreach activities. Total volunteer hours are tracked by the folks who fund us—the more volunteer hours we post, the more they view our program as successful!

Confirming Appointments

For every mediation, CMS staff sets up the appointment and sends confirmation letters to both parties. Recently we have requested that the mediators make a phone call to the parties the night before to confirm that they are planning to be there. This seems to be successful in getting parties to attend the appointment and avoids the “no-show” scenario. We have found it more effective if you speak directly to both parties, if possible, rather than leaving a voice message.

(continued on page 6)

Who Do You Know?

If you have tips regarding good targets for our outreach efforts, please let us know. If you are aware of a group (anything goes from civic club to church to bowling league) and have specific contact information or are willing to make a contact for CMS, it would be very helpful to our efforts. We are looking for:

- **Speaking opportunities**—we want to tell people about mediation and how to access our services.
- **Mediation sites**—we need good spaces to hold mediations throughout the county.
- **Brochure sites**—we want to get the word out by having our brochures everywhere.

Call Betsy with suggestions. Include group name, contact person, phone number and address if possible.

Release your inner ‘Martha Stewart’

Here’s your chance to help revitalize the meeting room—attend the work party to paint and polish. Wear work clothes and supplies will be provided. We’ll be painting, hanging blinds, and moving (very light) furniture around. If you have any great input or ideas, let us know soon.

Saturday, April 2nd, 9am - noon

To sign up—call Betsy at 344-5366.

Wish List

We would love to have the following items donated to CMS:

- **6-7 foot diameter ROUND table**
(like a banquet table) It needs to have folding legs.
- **Decent computer printer(s)**
We have one printer that works properly and the rest are total dogs. If you have an extra one that works well (preferably laser, but we’re not too picky) it would decrease our frustration level with technology.
- **Software**
We need a somewhat recent copy of Quark or FreeHand so we can produce more graphics in-house. We need PC versions (not Mac).
- **Courtyard enhancement**
Gardeners, we could use a few cool plants for the courtyard. And maybe a birdfeeder, small outdoor table, and outdoor umbrella. We’re envisioning sipping tea to the sound of songbirds this spring and summer.
- **Art**
We are trying to improve the ambiance of the mediation room. A couple of nice prints could do wonders. One caveat: we share the room with NEDCO and so we have to get their approval—and it’s hard to predict their tastes. Of course, all CMS folks have great taste, so if you have some extra art, we’d love to try it out.

GREAT IDEAS ABOUND

There are a few ideas we are tossing around the office... so we’ll run them up a flagpole and see if there is any additional interest in going ahead with these. If you would like to be involved, let us know.

- **Teen mediation training.** For a recent parent-teen mediation, CMS contacted a local junior high, peer mediation group and recruited a 12-year-old to co-mediate with one of our volunteers. (*see related article and announcement on upcoming in-service training on page 4*) Those involved feel we could benefit from developing training for teen mediators, who would then have a foundation for co-mediating at CMS. An extension of this project could involve researching and applying for grant money. Call Miriam if you are interested in helping work on this idea
- **Basic training.** The CMS Board and staff feel that we need to offer a 32-hour basic training at least once a year. We are researching the logistics of hiring a trainer, developing our own in-house training and materials, recruiting participants, and covering expenses (while keeping the training affordable for participants). If you are interested in this project call Betsy. If you have any materials that might help in compiling a training manual or would like to be in the pool of potential coaches let us know.
- **Intro to mediating.** We would also like to offer a 2-4 hour presentation for people interested in becoming mediators but would like more information before deciding if the basic training is for them. If you have ideas, call Betsy.
- **Mentor Program.** River Kennedy and Tim Brewer are working on organizing a mentor program for our mediators. Last spring, Tim participated in a workshop to become a mentor and is willing to train several of our more experienced mediators in mentoring. The program will pair newer volunteers with our mentors to provide a comfortable learning environment and constructive feedback. If you are interested in helping to develop this program, let Donna know.

Please join us in our commitment to create a more peaceful community.

**Yes! I would like to tangibly support conflict resolution in my community,
and enclosed is my gift to Community Mediation Services toward that end.**

\$500 \$250 \$100 \$50 \$20 Other: \$ _____

All donations are tax deductible. Please make checks payable to:
"Community Mediation Services"
and send to: 769 Monroe Eugene, OR 97402

Did you know that you can also contribute to CMS through United Way by designating your contribution?

We're updating our mailing list

Please call 344-5366 or email
mediate@efn.org to let us know ...

- ◆ If you want to be taken off the CMS mailing list or
- ◆ If you have a preference of receiving newsletters via e-mail.

Office Reminders *(cont. from page 4)*

Evaluation Forms

Currently we have a very low rate of return for client evaluation forms. Please encourage your clients to fill out their evaluation and turn it in before leaving. If they choose to return it later, take the time to let clients know that their feedback is very important to us. NOTE: It really **is** very important to us, as we are required by OOC DR to keep track of evaluations, and having a low rate of return is not a good thing. Client feedback is usually constructive and helps to improve our services.

Community Mediation Services

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Check out our new website! www.communitymediationservices.com