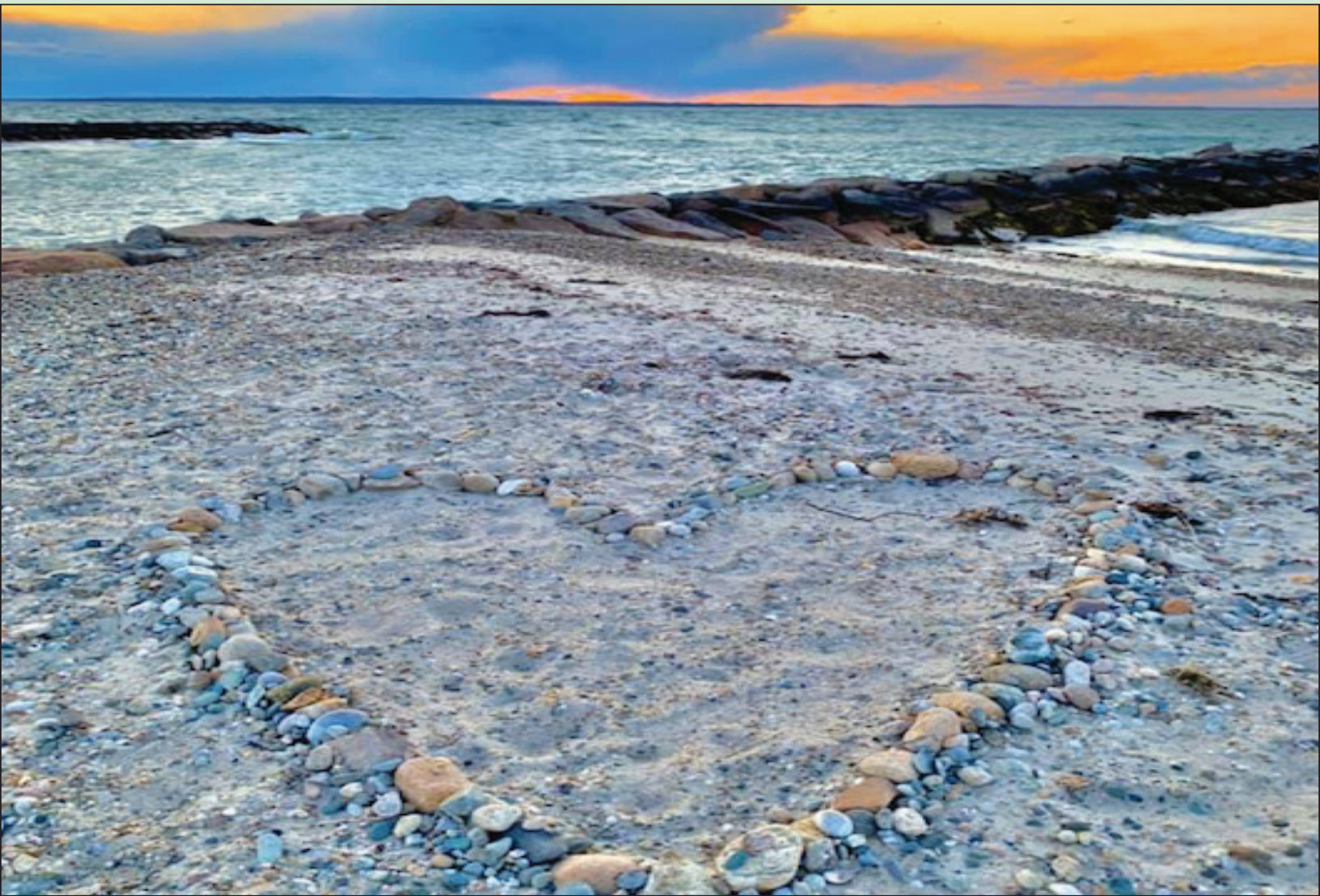


Martha's Vineyard Mediation Program

JUNE 2020

ANNUAL REPORT



MV MEDIATION
PROGRAM

WE WERE THERE

Since 1984 Martha's Vineyard Mediation Program has provided conflict resolution services and thousands of community members have benefitted. These services help to create a more peaceful Island. Our goal is to make our motto a reality: **We can work it out!**

Rebuilding over the last decade since the previous financial downturn, our program has made significant differences in the lives of many Island residents. In 2019 and 2020 we supported hundreds directly - and many more who are linked with these families, workplaces, neighbors, non-profits, businesses, and consumers. We are committed to serving our entire community. We turn no one away for financial reasons.

MVMP is a small organization making a big difference. You see the results all around you, yet you may not recognize that our hands were there. Our direct services are completely confidential. Families who sort things out, homeowners and contractors who settle disagreements, vital organizations that work more collaboratively. Quietly and professionally facilitating difficult conversations, lifting up agreements, sending people off with new conflict resolution tools. Be assured. We were there.



OUR MISSION
To serve our community by providing education, outreach, mediation, conflict coaching, facilitation and related services to help prevent and resolve conflicts.

OUR VISION
To create an island of competent, capable and effective conflict resolvers.

WE HELP

MEDIATION SERVICES

- Court Mediation
- Family & Divorce Mediation
- Consumer Mediation
- Neighborhood Mediation
- Estate Mediation
- Workplace Mediation
- Elder & Sibling Mediation



Over the last four years our mediation cases have increased almost 700%.



More than 75% of our mediations end with a mutual agreement.



80% of our clients state they heard about us through 'word of mouth.'

CONFLICT COACHING SERVICES

Since our implementation of Conflict Coaching in 2019 we have helped over 50 people and have provided training for 16 coaches, many of whom use the skills in their workplace duties. In conflict coaching, a coach works 1-to-1 with a client to develop new conflict resolution skills. Conflict coaching clients leave with a realistic plan they develop with the help of their coach.

DIRECT

SERVICES TO

INDIVIDUALS

DIRECT

SERVICES

TO BUSINESSES

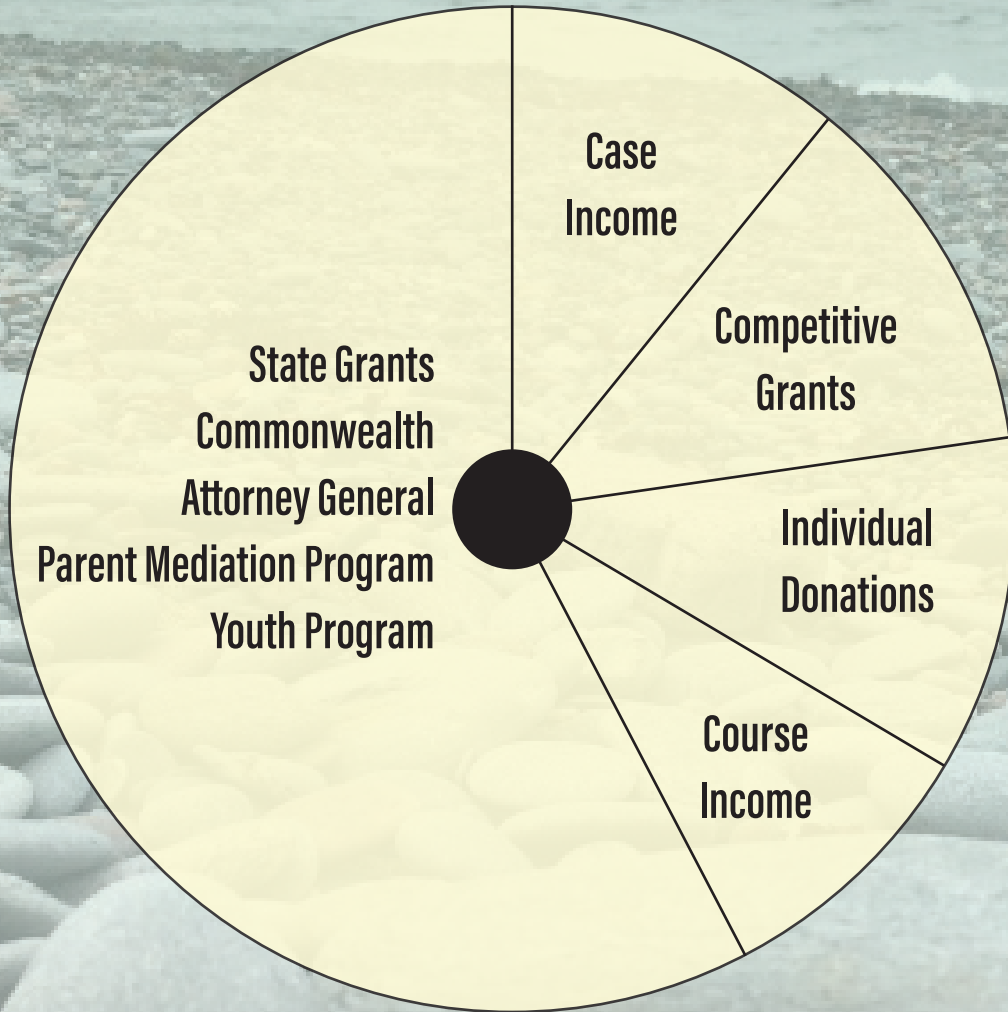
AND

ORGANIZATIONS

NEUTRAL FACILITATION

When an organization needs to conduct a difficult conversation, our neutral facilitation can help to cut through the hardened attitudes and emotions. Businesses, extended families, organizations and municipalities have made use of our facilitation services. Ongoing contracts include team projects and topics that benefit from our neutrality and pragmatic down to earth methods. We work collaboratively, responding to each unique opportunity for us to help with communication and team building. As an additional service we have two qualified Restorative Justice facilitators available.

WE ACCOMPLISH MORE WITH LESS



FISCAL YEAR 2020 BUDGET \$114,000

In FY 2020 we provided services in over 130 cases involving close to 300 individuals and families. From high value cases derived from Superior Court to individual consultations, our program is able to do more with less.

We offered six courses totaling 120 hours of class time in mediation, conflict coaching, youth mediation, workplace conflict and public service conflict resolution. We provided workshops for the public. Dozens of people have acquired skills to help resolve conflicts in their lives, workplaces and families.

We completed a number of organizational facilitation projects, helping family farms, non-profits, public service offices and businesses to develop conflict management plans.

WE WORK TOGETHER

Our Organizational Partners & Funders

Academy of Professional Family Mediators
Aquinnab Cultural Center
Cape Cod Five
Commonwealth of Massachusetts
Cronig's Markets
Edgartown Court
Edgartown Public Library
Farm Neck Foundation
Newman's Own
Oak Bluffs Library
Martha's Vineyard Bank
MA Council on Family Mediation
MA Cultural Council
MA Office of Attorney General
MA Office Public Collaboration
MV Center for Living
MV Community Services
MV Regional High School
MWT
National Association for Community Mediation
Neighborhood Convention MV
Non Profit Collaborative MV
Non-Profit Quarterly
Rockland Trust Foundation
MV Rotary Club
West Tisbury Library
YMCA MV

With only two part time paid positions, our strength comes from our volunteer partners who believe in the MVMP mission and vision. MVMP volunteers make use of their personal gifts to advance conflict resolution and alternative dispute resolution services, and to make Martha's Vineyard a peaceful island.

During the present national health crisis, we adapted to provide our services through teleconferencing. We created the Working from Home online newsletter, sent out daily during the shutdown. Our Youth Mediators took their qualifying exams from home on video. As a small organization, our flexibility is one of our strongest assets.

Our Volunteers, Board Members, Staff & Partners

<i>Jennison Adamson</i>	<i>Mary Anny Oggiani-Defreitas</i>
<i>Fernando Almeida</i>	<i>Louis Pashman</i>
<i>Kenneth Andrichik</i>	<i>Susan Pratt</i>
<i>Sara Barnes</i>	<i>Linda Prestley</i>
<i>Courtney Brady</i>	<i>Sarah Safford</i>
<i>Rachel Ben David</i>	<i>Alex Sargent</i>
<i>Hallie D'Angelo</i>	<i>Christina Simmons</i>
<i>Erica Ford</i>	<i>Gayle Stiller</i>
<i>Louise Gilpin</i>	<i>Teresa Temple</i>
<i>Nancy Grundman</i>	<i>Martina Thornton</i>
<i>Melissa Kanel</i>	<i>Cindy Trish</i>
<i>William Jacob</i>	<i>Eric Turner</i>
<i>Jane Katch</i>	<i>Carole Vandal</i>
<i>Jed Katch</i>	<i>Berta Welch</i>
<i>Toni Kauffman</i>	<i>Kristina Hook</i>
<i>Elaine Miller</i>	<i>Jeanette Vanderhoop</i>
<i>Roland Miller</i>	

WE MEET OUR GOALS

OUR GOALS 2017 – 2019

EXPAND COMMUNITY CASES

From a low of 12 community cases in 2017 to well over 100 today we have expanded our community case services to serve more community members.

PUBLIC PROGRAMS

Our public programs included the topic of landlord/tenants, estate planning, restorative justice, communication education in the local jail. Expanding our reach more widely has moved MVMP beyond the courtroom and the conference room.

INTRODUCTION TO MEDIATION COURSE

We now hold an Introduction to Mediation Course once or twice a year with new mediators participating in an intensive apprenticeship.

PROFESSIONAL DEVELOPMENT

Mediation is a set of complicated skills. MVMP provides ongoing skill building and professional coursework to set a high bar for our work.

OUR GOALS 2019 - 2020

YOUTH MEDIATION

We successfully built the Youth Mediators program, a dedicated group of qualified youth who can mediate conflicts among young people. The youth program has created an oral history video exhibit of elders and youth calling forth the Wampanoag legacy of conflict resolution.

WEBSITE

Our clients want to be able to find us easily. Our new website is a big improvement and we regularly receive messages through the site which is newly designed. www.mvmediation.org.

CONFLICT COACHING

We have created a Conflict Coaching program, with our own model called CLAMSHELL, for clients to work 1-to-1 with a conflict coach in order to improve their approach to handling life conflicts and leave with a plan.

WORKPLACE CONFLICT

We have worked with almost 100 individuals who want to gain skills and tools to successfully manage conflict in the workplace.

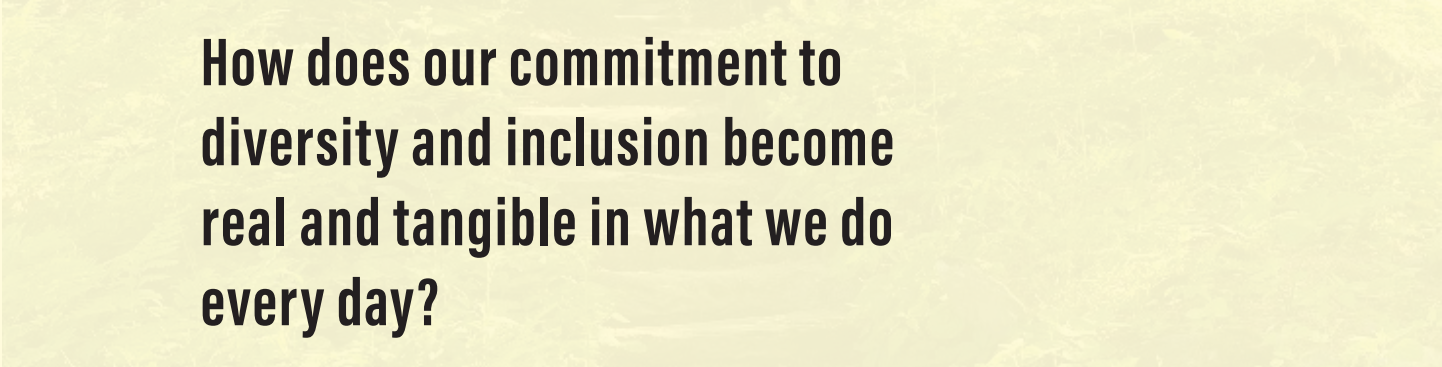
WE SELF REFLECT



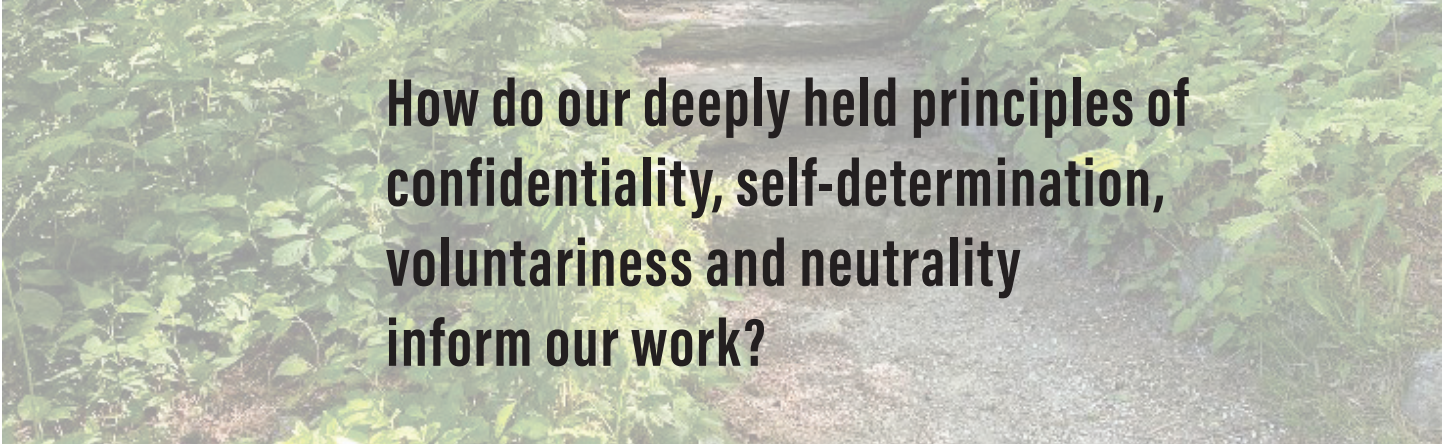
How can we be better at what we do?



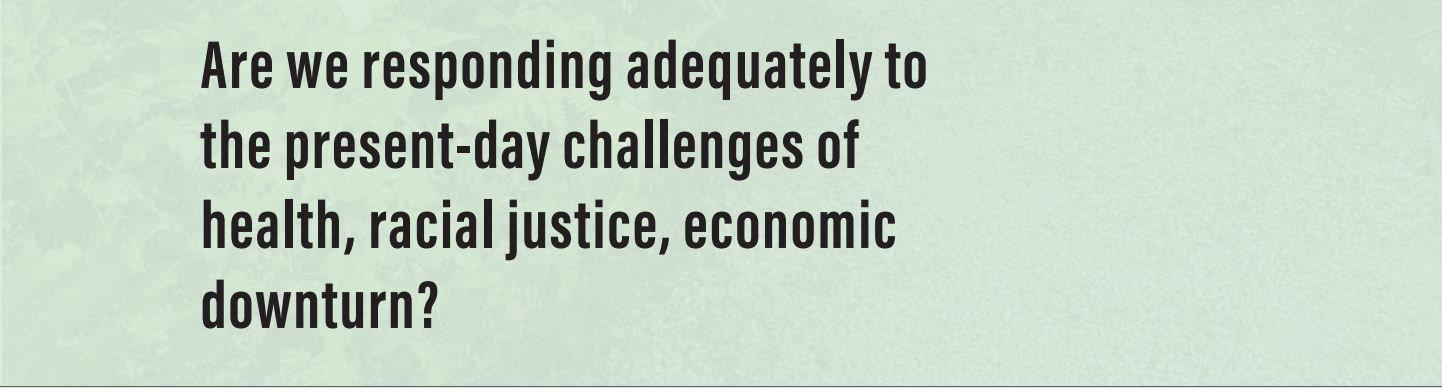
**Are there areas in our community
in need of our services?**



**How does our commitment to
diversity and inclusion become
real and tangible in what we do
every day?**



**How do our deeply held principles of
confidentiality, self-determination,
voluntariness and neutrality
inform our work?**



**Are we responding adequately to
the present-day challenges of
health, racial justice, economic
downturn?**

WE ARE GRATEFUL

Our Donors

*Jennison Adamson
Kenneth Andrichik
Deborah Athearn
James Athearn
Sara Barnes
Rachel Ben David
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