

# 2018 Year-End Review



The Mediation Center

Administered by

**BERKSHIRE COUNTY**  
REGIONAL HOUSING AUTHORITY

# Key Happenings in 2018

April 2018

June 2018

August 2018

November 2018

## Third Annual Basic Mediation Training

## Restorative Practices Training

## Expansion of the Family/School Mediation Program

## Court Expansion

The Mediation Center successfully completed its third annual Basic Mediation Training with a total of seven participants. Four participants committed to volunteering with the Center after the training, bringing the total number of active volunteers to 12.

The Center Coordinator participated in a five-day Restorative Practices training facilitated by the Center for Restorative Justice (CRJ), and subsequently created an internal training for staff and volunteers.

The Center decided to expand services to Conte Elementary School in the fall of 2018 and Herberg Middle School in 2019.

The Center began working to incorporate Restorative Justice - Harm Reduction Circles into the existing school based mediation program.

The Center applied to provide mediation services for the Housing Court as well as recertification for the District, Superior, and Juvenile Courts.

# 2018 Totals



The infographic consists of four columns, each representing a different category. Each column has a colored circle at the top containing the category name, a vertical line connecting the circle to a horizontal line, and a large number below the horizontal line. The categories and their values are: Mediations (445), Referrals (2,101), Clients (794), and Outreach (78). The Referrals and Outreach categories have additional descriptive text below their respective numbers.

**Mediations**

**445**

**Referrals**

**2,101**

Single & Group Referrals

**Clients**

**794**

**Outreach**

**78**

With **2,687**  
participants

# 2018 Court-Connected Mediations

Showcause, 10

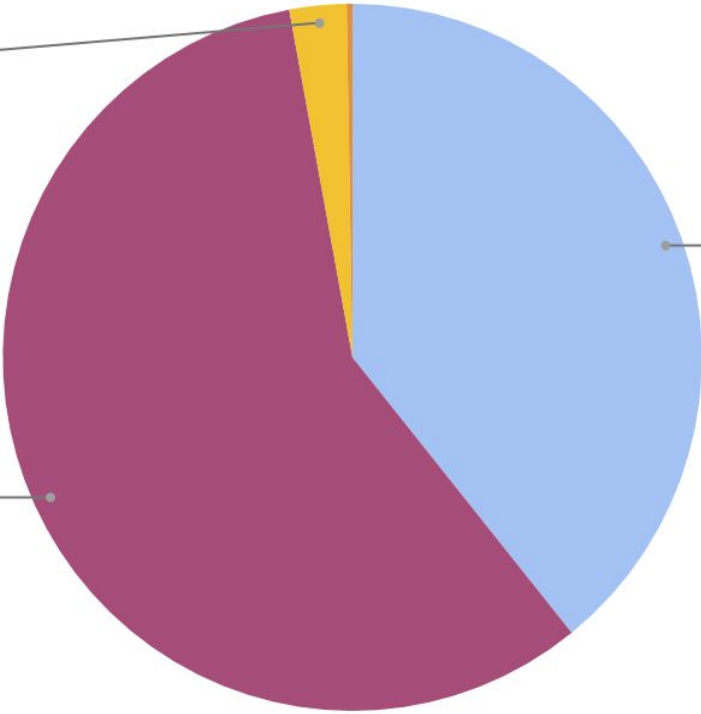
2.6%

Summary Process Evictions, 220

57.9%

Small Claims, 149

39.2%



# 2018 Community Mediations

Other, 3

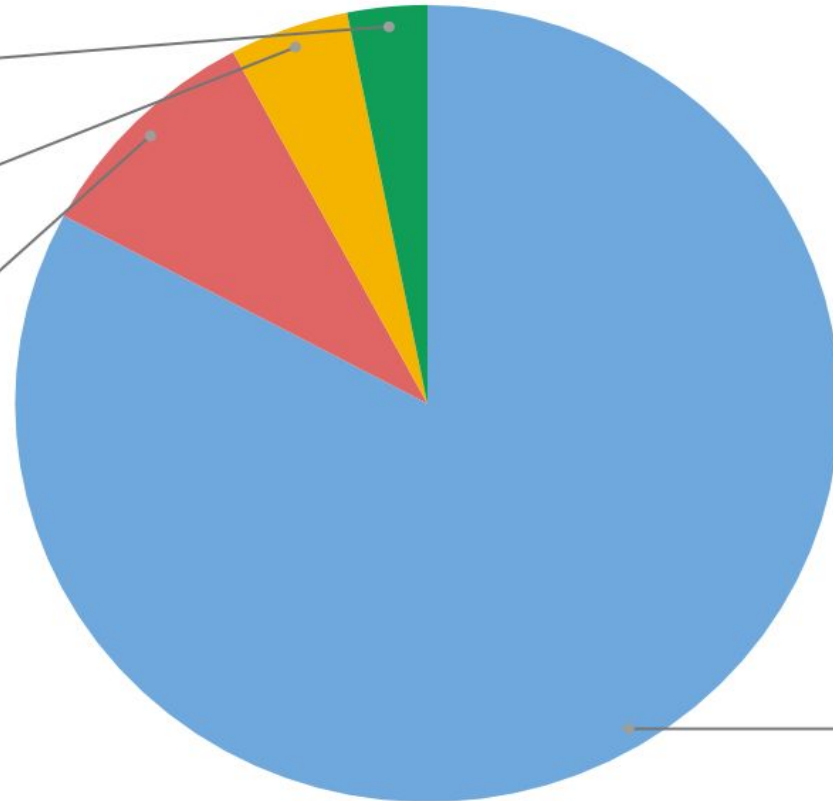
3.1%

Real Estate, 3

4.7%

Landlord/Tenant, 6

9.4%



School, 53

82.8%

# 2018 Accomplishments

88%

Agreement/Settlement Rate\*

\*This includes both court-connected and community based mediations.

64%

Tenancy Preservation Rate

Out of the 212 Summary Process Mediated Agreements, 141 resulted in the preservation of the tenants' tenancy or out of all Summary Process cases mediated, 64% resulted in a tenancy being preserved.

86%

Soft Landing Rate (as of 7/1/18)

- Since tracking began in July, 31 of the 36 Summary Process vacates have been reported as **soft landings** which means that individuals are given more time to locate new housing than a Judge would typically order.
- This data shows that even if tenancies are not being preserved through mediation, the process is providing a time frame that is realistic and beneficial for all parties.

# 2018 Trainings



## Basic Mediation Training

- 35-Hour Course
- Met the training requirement outlined in the Massachusetts Confidentiality Statute (MGL c. 233, s.23C) and Rule 8 of the MA Supreme Judicial Court's Uniform Rules on Dispute Resolution



## Advanced Trainings

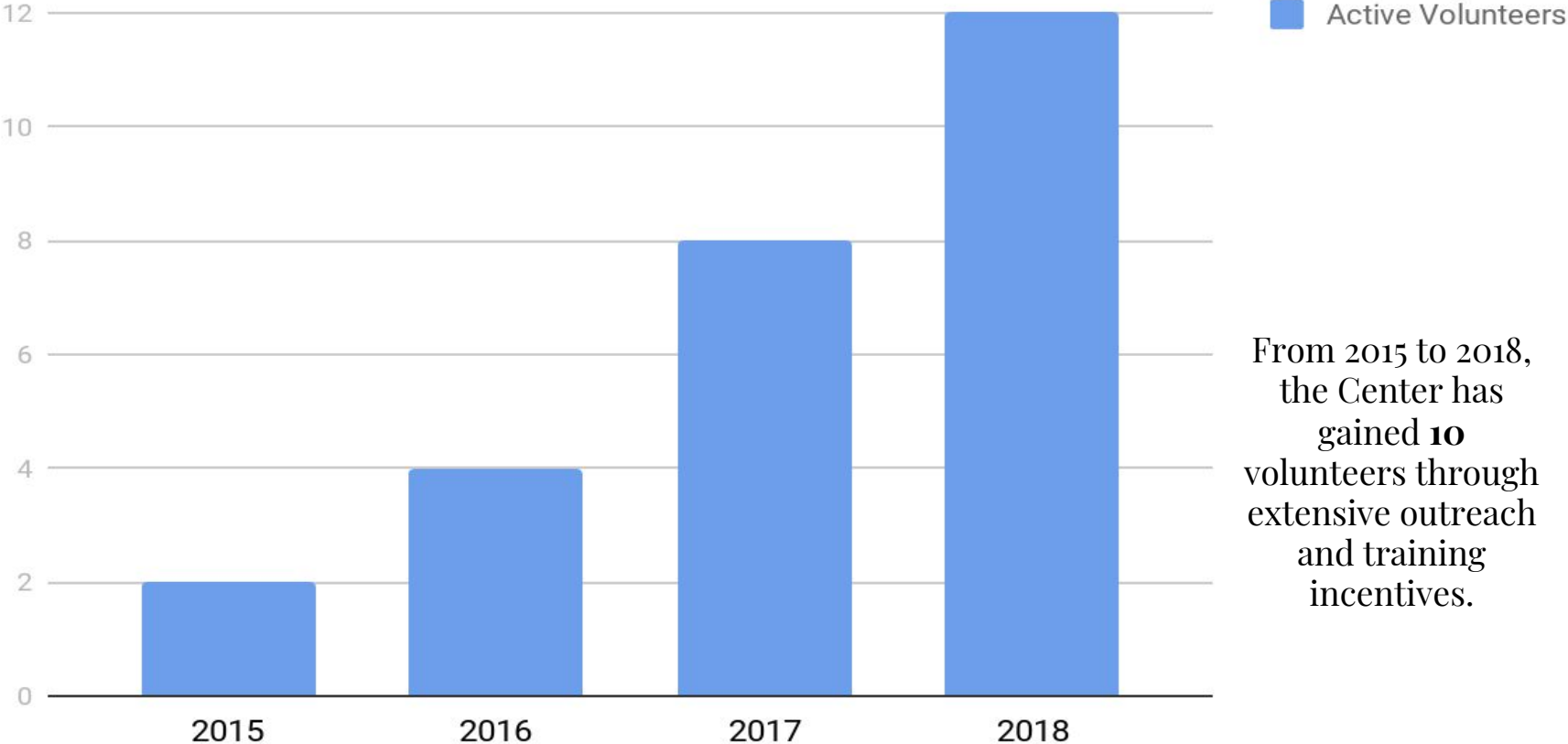
- Restorative Practices
- Auto Law & Informed Consent



## Webinars

- Integrating Positive Psychology Into Your Mediation Practice
- ADR & the Law
- Change Making Through Curiosity

# Volunteer Timeline



From 2015 to 2018, the Center has gained **10** volunteers through extensive outreach and training incentives.



# 2019 Goals

## Family/School Mediation Program

- Expand the Family/School Program to another school in the Pittsfield Public School District.
- Continue to develop Restorative Practices at new and existing school programs.
- Meet with the superintendent to identify the future needs of the school community.

## Trainings

- Facilitate a training for Berkshire Bridges - A Working Cities' Initiative, and plan to recruit a community navigator for the Basic Mediation Training.
  - Community navigators serve as a positive ambassador for the Working Cities' mission and connect residents to public resources in the city.
- Provide the fourth Annual Basic Mediation Training in March along with two advanced trainings this year.

## Volunteer Retention

- Host volunteer appreciation lunches each quarter coupled with a webinar.
- Engage volunteer mediators in providing instructional support for continuing education.