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DISPUTE  
RESOLUTION  
PYP SOURCE  
DIRECTORY

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## ABOUT THE INSTITUTE

NIDR is a private, non-profit charitable organization based in Washington, D.C. The Institute opened its permanent offices in January, 1983. NIDR seeks to answer a number of basic questions about dispute resolution and help put into general practice new and more satisfactory methods for resolving disputes without resorting to litigation. The Institute implements its program through a combination of requests for proposals, direct assistance to special projects and staff initiated activities.

The National Institute for Dispute Resolution is supported by:

The Ford Foundation  
The William A. and Flora Hewlett Foundation  
The John D. and Catherine T. MacArthur Foundation  
The American Telephone and Telegraph Company  
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National Institute for Dispute Resolution  
1901 Street, NW, Suite 600  
Washington, DC 20036

## PREFACE

This is the first edition of the Dispute Resolution Directory. As a reference document, it profiles in a single volume 100 organizations which have expertise in various aspects of dispute resolution and the capability to share such information.

This publication is part of the Institute's ongoing efforts to ensure that new and existing resource information on dispute resolution is made widely available to professionals and others working or interested in the field. We hope that this directory will serve as a reference tool you will turn to often in your work. Further, we hope its use will promote greater collaboration and exchange of information among those interested, working or practicing in the field of dispute resolution.

The premise underlying the development of this directory is the belief that there are needs and problems common throughout the field, and that an increased exchange of information is important to the development and practice of dispute resolution. The number of resource organizations included in this directory highlights the rapid emergence and vitality of this field.

Much has been learned during the past decade in this field. However, new efforts to encourage further experiments and innovations are needed to assess the effectiveness of new approaches, to transfer successful techniques from one context to the other, to educate the public and to increase the number and stability of effective dispute resolution programs. Contraction of public and nonprofit sector support underscores the need for more effective collaboration and exchanges, if only to avoid unnecessary and costly duplication of efforts.

The task of compiling this directory was made infinitely easier by those who, despite busy schedules, took the time and trouble to complete the directory questionnaire. We hope this directory will serve to identify the common threads running through all dispute resolution work and stimulate productive dialogue among all working in this field.

Madeleine Crohn  
President  
National Institute for Dispute Resolution

## INTRODUCTION

This first edition of the Dispute Resolution Resource Directory contains the profiles of 100 organizations actively engaged in a variety of dispute resolution activities. This Directory has been prepared in response to the large volume of requests the Institute has received for resource information on dispute resolution services.

There currently exists no single publication offering sources of information about the wide range of dispute resolution work that is taking place. The criteria for inclusion in the Directory was selective but flexible. The primary consideration was that the organization be engaged in dispute resolution work of national scale or significance and be willing and able to share information relating to that work; or be so unique and successful that their work might be of interest to other programs facing similar problems elsewhere in the country. More specifically, as can be seen from the format used, the Directory includes organizations which provide a variety of specialized services such as publications and information resources, dispute resolution courses and degree programs, technical assistance to those engaged in the provision of services, and research and evaluation of dispute resolution efforts. Individuals are not included in this Directory; the list of those who have made significant contributions to the field is long and would require a different sort of publication than this Directory represents.

Every attempt was made to contact the known information sources in this field. However, as this is a first attempt, it should not be viewed as an exhaustive compilation of such organizations. We plan to update this work periodically. Therefore we need and welcome your comments and critiques concerning any aspect of the Directory. If your organization does not appear in this first edition, we ask that you review the criteria and format, and if appropriate complete and mail the form found at the back of the Directory.

In using the Directory you should keep in mind that we have relied on each organization profiled to provide us with correct and current data on their work and services. Further, much of the information collected herein was gathered in October and November, 1983, and may be subject to change during 1984.

It is our hope that this Directory will be a useful reference source in your work, and serve to promote better communications and increased cooperation with those interested in the field of dispute resolution.

Robert Jones  
Staff Associate

Brooks Johnson  
Consultant

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NCJRS

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ACQUISITIONS

**Organization** ABA SPECIAL COMMITTEE ON DISPUTE RESOLUTION  
**Founded** 1978 (The Committee)

**Address** 1800 M Street, NW  
 Washington, DC 20036

**Phone** 202/331-2258

**Annual Budget and Funding Sources** \$160,000  
 Funds have come primarily from the American Bar Association and American Bar Foundation. Additional support has been granted by TRW and 3M Company Foundations, and the National Institute for Dispute Resolution.

**Director/Head** Ronald L. Olson (Chair)

**Person to Contact** Larry Ray (Staff Director)

**Staff** 2

**Membership** N/A

**Objectives**

- (1) Encourage dispute resolution techniques as complement to the legal/court system;
- (2) Promote improvements in the justice system;
- (3) Assist in providing professional and public information through clearinghouse/technical assistance functions;
- (4) Encourage state and local bar association involvement;
- (5) Conduct research and evaluation programs;
- (6) Development of law school curricula.

The ABA Board of Governors and Special Committee have committed to the conception and implementation of the Multi-Door Dispute Resolution Center pilots in Tulsa, Oklahoma, Houston, Texas, and Washington, DC. Conference co-sponsorship is another aspect of action programs of the Committee. The Committee also has an active student intern program.

**Information Resources** Committee files are available and open to researchers, students, and practitioners. The Committee's "MAP Package" is a single source on 200 ADR programs, including a guide on how to set up programs, particularly aimed at state and local bar association leaders. (\$30 from Division of Bar Services, 33 W. Monroe, Chicago, IL 60603)

**Publications** A publications list is available on request, including:

- o Alternative Methods of Dispute Settlement (Bibliography), 1982.
- o Consumer Dispute Resolution: Exploring the Alternatives, 1983.
- o State Legislation on Dispute Resolution, 1983.

**Organization** ACADEMY OF FAMILY MEDIATORS  
**Founded** 1981

**Address** P.O. Box 246  
 Claremont, CA 91711

**Phone** 714/621-1234

**Annual Budget and Funding Sources** \$70,000  
 Entirely from membership dues

**Director/Head** C. Ray Fowler, Ph.D., Executive Director  
 John M. Haynes (President)

**Person to Contact** C. Ray Fowler

**Staff** One

**Membership** Approximately 1000 in United States and Canada  
 Eligibility criteria available on request.

**Objectives** To establish and maintain standards of practice, education, and training for professionals serving the field of family mediation.

The Academy was founded by a group of family mediators for the purpose of developing standards and a support network for professionals in the field of family mediation, through the vehicle of a professional association offering the services and benefits typical of traditional organizations for the professions of law, behavioral sciences, and related disciplines.

**Information Resources** National Referral Directory of professional mediation services provided by Academy members is being compiled; publication target date is January 1984.

**Publications**

- o Mediation Quarterly (Scholarly/professional journal)
- o Academy Newsletter (published 4-6 times a year)



**Organization** ACCORD ASSOCIATES  
**Founded** 1968  
  
**Address** 5500 Central Avenue, Suite A  
 Boulder, CO 80301  
  
**Phone** 303/444-5080  
  
**Annual Budget and Funding Sources** Annual budget not provided.  
 Sources are individual foundations and corporations.

**Director/Head** W. John D. Kennedy (Executive Director)  
  
**Person to Contact** Above or Susan L. Carpenter  
  
**Staff** 12  
  
**Membership** N/A

**Objectives** AA, formerly known as ROMCOE (Rocky Mountain Center on Environment), uses professional conflict management skills to resolve environmental disputes. They help people and organizations resolve legitimate disputes as efficiently and effectively as possible.

"We analyze the dispute, identify the issues and parties that are involved, and select conflict-management procedures that suit the problems." AA works with parties to develop options and select those that best meet their needs.

**Information Resources** AA's Services include mediation; training programs for corporations, government agencies, communities, professional associations, and citizen-advocacy groups; workshops to help small communities prepare for change; and consultation to organizations that want to deal effectively with conflict.

**Publications**

- o The Rapid Growth Communities Project produced more than 1,800 pages of publications that present the results of nearly three years of work with people in four rapid growth communities. 18 volumes. Final Report on RGCP is \$5.00. A list of publications is available from ACCORD Associates.

**Organization** ADMINISTRATION ON AGING (U.S. HEALTH & HUMAN SERVICES DEPT.)  
**Founded** 1978 (Enabling legislation for Long-Term Care Ombudsman Program)  
**Address** 330 Independence Avenue, SW  
 Washington, DC 20201  
**Phone** 202/245-1826

**Annual Budget and Funding Sources** Budget not provided.  
 Sources of funding for Statewide Ombudsman Programs are Title III of the Older Americans Act (over 60%); State revenues; Title IV of the Older Americans Act; and small amounts of private and local government funding.

**Director/Head** Commissioner on Aging at Federal level/Ombudsmen at local.

**Person to Contact** Sue Wheaton (Aging Services Program Officer, Admin. on Aging)

**Staff** 4000 nationwide, including volunteers. Staffing varies considerably from state-to-state.

**Membership** N/A

**Objectives** The Long-Term Ombudsman Program, administered by the Administration on Aging, U.S. Department of Health and Human Services, is part of the aging services provided under Title III of the Older Americans Act. All States and over 500 communities have ombudsman programs. The purpose of the Program is to investigate and work to resolve complaints made by or on behalf of residents of nursing homes and board and care homes, and to advocate for changes which will benefit large numbers of such residents. Ombudsman Programs also provide information to the public about the long-term care system in the State. To locate the Ombudsman program in a state, contact the state agency on aging.

**Information Resources** Services vary from state to state, but all state and local ombudsman programs investigate complaints and provide information and assistance to the public about the long-term care system in the State.

There is no charge for ombudsman services.

**Publications**

- o National Summary of State Ombudsman Reports for FY 1981 (comprehensive 98 page report on the national program, available from the above address).
- o State Ombudsman Programs have a variety of information for consumers, such as guides to nursing homes, pamphlets on residents' rights, newsletters, etc.

**Organization** ADMINISTRATIVE CONFERENCE OF THE UNITED STATES  
**Founded** 1964 (P.L. 88-499)

**Address** 2120 L Street, NW, Suite 500  
 Washington, DC 20037

**Phone** 202/254-7020

**Annual Budget and Funding Sources** \$1.1 million (From Congressional appropriations)  
 Additional funds from agreements to undertake projects in cooperation with other federal agencies and nongovernment organizations.

**Director/Head** Loren A. Smith (Chairman)

**Person to Contact** Charles Pou (Staff Attorney, Office of the Chairman)

**Staff** Professional (10); Support (8)

**Membership** Total of 91 includes the Chairman and a Council appointed by the President, plus 44 federal government officials designated by 37 departments and agencies and 36 public members, appointed by the Chairman.

**Objectives** The conference works to improve the procedures by which federal agencies administer regulatory, benefit and other government programs. Conference members are provided with a forum in which they can work with experts to conduct continuing studies of selected programs of administrative procedure and recommend improvements to agencies or Congress. The Conference's professional staff also gives technical support and advice to implement new programs or procedures. Recent Conference projects have examined such topics as agency use of regulatory negotiation as an alternative to traditional notice-and-comment rulemaking; use of mediation, arbitration, mini-trials and other processes to avoid or simplify adversarial adjudications within federal agencies; resolving disputes under federal grant programs; reducing delay in administrative proceedings; and judicial review of agency decisions. Agencies experimenting with regulatory negotiations include EPA, OSHA, and Federal Aviation Authority.

**Information Resources** Data bases available for staff research: LEXIS, NEXIS, DIALOG. Selective federal depository library specializing in federal agency programs and administrative law. Open to public. Interlibrary loan permitted.

**Publications**

- o Annual Report (Describes significant ACUS activities)
- o Manual for Administrative Law Judges, Ruhlen, 1982. (GPO \$5)
- o Recommendations and Reports of the Conference (These annual volumes contain the recommendations and underlying reports designed to improve the fairness and effectiveness of procedures by which government programs are administered.)

**Organization Founded** ALTERNATIVES TO LITIGATION, UNIVERSITY OF SAN DIEGO SCHOOL OF LAW  
1983

**Address** 401 West A Street, 14th Floor  
San Diego, CA 92101

**Phone** 619/236-1848

**Annual Budget and Funding Sources** Annual budget not given.  
Funding sources: Weingart Foundation; Torrey Enterprises, Inc.

**Director/Head** Honorable Louis M. Welsh

**Person to Contact** Director or Eileen R. Samuels (Executive Assistant)

**Staff** One

**Membership** N/A

**Objectives** (1) To provide cost-effective methods for resolving commercial and other civil disputes;  
(2) To serve as a laboratory for research;  
(3) To provide clinical and other educational experiences for students at USD School of Law.

**Information Resources** None to date besides the availability of an array of dispute resolution techniques.

**Publications** None to date, but the organization does plan to serve as a research and evaluation entity with publications issued.

**Organization** AMERICAN ARBITRATION ASSOCIATION  
**Founded** 1926

**Address** 140 West 51st Street  
 New York, NY 10020

**Phone** 212/484-4000

**Annual Budget and Funding Sources** Budget not provided.  
 Sources include foundations, corporations, government grants, fees from services and publications and membership.

**Director/Head** Robert Coulson

**Person to Contact** Constance O'Sullivan (Director of Development and Planning)

**Staff** 1000 employees in regional offices and headquarters in New York.

**Membership** Membership is open, and includes companies, unions, trade and educational associations, law firms, arbitrators, and interested individuals.

**Objectives** AAA is a public service, nonprofit organization offering dispute settlement services. These services include the administration of conflict resolution methods such as arbitration, mediation, democratic elections, and other voluntary settlement procedures. Their services are available through the national office in New York City and through twenty-four regional offices across the United States. The types of disputes administered by the AAA include commercial and business, construction, international trade, textile and apparel, automobile accident claims, labor-management relations, and interpersonal relations. In addition, the AAA serves as a national center for education, training, and research in all forms of out-of-court dispute settlement.

**Information Resources** Workshops, seminars, conferences, and skill-building sessions are conducted throughout the country. The AAA has an Office of National Affairs in Washington and a Research Institute. The Eastman Arbitration Library has a wide range of resource information on all types of dispute settlement procedures. Loans to members.

**Publications**

- o AAA publishes The Arbitration Journal
- o The Lawyer's Arbitration Letter
- o Digest of Court Decisions

 A complete list of publications is available on request. Also published are monthly reports and newsletters on specialized topics such as no-fault automobile arbitration.

**Organization Founded** AMERICAN ASSOCIATION FOR MEDIATED DIVORCE  
 1980  
  
**Address** 5435 Balboa Blvd., Suite 208  
 Encino, CA 91316  
  
**Phone** 213/986-9790  
  
**Annual Budget and Funding Sources** Annual budget not provided.  
 Sources: private fees.

**Director/Head** Marilyn Ruman, Ph.D.  
  
**Person to Contact** Marcia G. Lamm, M.A. (Mediator)  
  
**Staff** 10  
  
**Membership** N/A

**Objectives** AAMD provides a variety of services to assist the family in carrying out and adjusting to a divorce. AAMD uses a team mediation approach utilizing the services of a mental health professional and an attorney, who meet with the couple for an average of 6 to 10 sessions to systematically, and peaceably resolve all the issues relating to division of property, support, custody, and any other areas of conflict impeding a peaceful divorce process. Their activity is divided into two main areas:  
 (1) Mediation Services: All issues in and around divorce are mediated: division of assets and liabilities; spousal and child support; custody and visitation; all other areas unique to the individual couple.  
 (2) Mediation Training: Of mental health professionals and attorneys in mediation skills, current legal and professional considerations, and in related matters.

**Information Resources** (1) Divorce mediation services; cost is based on number of sessions (2) Mediation training; seminars are scheduled every other month at \$125. An internship program is also planned. (3) Mediation consultants; all aspects of structuring and implementing a practice. (4) Counseling families/individuals for issues regarding divorce.

**Publications**

- o "Divorce Mediation: A Team Approach to Marital Dissolution" in Trial, March 1983, by Marilyn Ruman & Marcia Lamm.
- o "Divorce Mediation and Children" Ibid., in Child Psychology and the Law, Volume 2 (in press).
- o AAMD Newsletter, Feb. 1981-March 1983. Out of print.

**Organization** AMERICAN JUDICATURE SOCIETY  
**Founded** 1913

**Address** 200 West Monroe, Suite 1606  
 Chicago, IL 60606

**Phone** 312/558-6900

**Annual Budget and** \$2 million

**Funding Sources** Sources: Membership and contributions (68%); various dividends, interest, subscriptions, publications (17%); educational programs and research grants (15%).

**Director/Head** George H. Williams, Executive Vice-President

**Person to Contact** Marla N. Greenstein (Staff Attorney, Education & Research)

**Staff** 40

**Membership** 28,000 (open membership)

**Objectives** The goal of AJS is to promote the effective administration of justice. AJS has been concerned with improving and expanding citizen involvement in evaluating and assisting betterment of the court system. In addition, the Society has as its goal improving the effective administration of justice. It is with both of these in mind that AJS has recently begun collecting information in the area of alternative dispute resolution.

AJS has four divisions:

- (1) Education and research
- (2) Center for judicial conduct organizations
- (3) Publications
- (4) Information services

**Information Resources** AJS has a library with 1200 titles available for interlibrary loan; information requests are accepted with charges for photocopying costs.

**Publications**

- o Judicature, a journal published 10 times a year; a "forum for fact and opinion relating to all aspects of the administration of justice and its improvement."
- o Court Improvement Bulletin, twice yearly; a source for information regarding ongoing projects.

**Organization Founded** ASSOCIATION OF AMERICAN LAW SCHOOLS  
 1900

**Address** One Dupont Circle, NW, Suite 370  
 Washington, DC 20036

**Phone** 202/296-8851

**Annual Budget and Funding Sources** \$780,000  
 Dues paid by member schools; payments for publications and services

**Director/Head** Millard H. Ruud, Executive Director  
 David H. Vernon (President; one-year term)

**Person to Contact** Millard H. Ruud

**Staff** Professional (3); Support (6)

**Membership** Law Schools: 146  
 Standards detailed in handbook, "Association Information"

**Objectives** The AALS is an association of law schools whose objectives are the improvement of the legal profession through legal education.

Through their professional development programs, law teachers and member schools are given assistance in developing and presenting educational programs. The Association recently established a section on Alternative Dispute Resolution. The 1984 Annual Meeting will feature two dispute resolution panels, organized by the section on Civil Procedure and the section on Alternative Dispute Resolution.

**Information Resources** All related to above

**Publications**

- o Journal of Legal Education (March, 1984 issue on dispute resolution in legal education.)
- o AALS Newsletter (published five times a year)
- o Proceedings (contains reports of committees and sections)
- o Directory of Law Teachers
- o Publications list available on request



**Organization** ASSOCIATION OF FAMILY AND CONCILIATION COURTS  
**Founded** 1963

**Address** c/o National Center for State Courts  
 300 Newport Ave.  
 Williamsburg, VA 23085

**Phone** 804/253-2000

**Annual Budget and** Annual budget not provided.  
**Funding Sources** Sources are membership dues; publications; conference receipts; grant administration fees.

**Director/Head** Stanley N. Cohen, Ph.D., Executive Director

**Person to Contact** Bea Monahan

**Staff** 3

**Membership** 1983 membership is 750; three types of membership: Individual, Institutional, and Student. Membership is open to those subscribing to Association's goals.

**Objectives** AFCC is an interdisciplinary organization of judges, counselors, attorneys, mediators, and others concerned about, and interested in minimizing family conflict. It is international in scope, with most members living in the U.S. and Canada. AFCC regional chapters exist in California and Arizona. New chapters are being considered in the Northwest and Mid-Atlantic area.

Family and Court Research, Inc. (See separate directory entry) is the research unit of AFCC. A separate list of their publications is available.

**Information Resources** AFCC holds two conferences annually, and has convened a Symposium on Divorce Mediators Standards and Ethics. It sponsors research and provides technical assistance and training upon request. A membership mailing list may be purchased for \$50.00. Several videotape titles are available, including "Custody Resolution Counseling" (\$150 or \$40/5 days rental).

**Publications**

- o AFCC publishes the Conciliation Court Review twice yearly; a newsletter is sent to the membership three times yearly.
- o Divorce Mediation - Theory and Practice (\$12)
- o "Joint Custody: A New Way of Being Related" (pamphlet)

**Organization Founded** BAY AREA LAWYERS FOR THE ARTS (BALA)  
1980

**Address** Fort Mason Center, Bldg. B, San Francisco, CA 94123

**Phone** 415/775-7715

**Annual Budget and Funding Sources** For BALA's ARTS ARBITRATION AND MEDIATION SERVICES:  
Current Sources: James Irvine Foundation  
California Arts Council  
Previously: National Endowment for the Arts  
The Ford Foundation

**Director/Head** Alma Robinson, Esq.

**Person to Contact** Laura Sawchuk, Case Coordinator

**Staff** 2

**Membership** There are currently 40 members of a panel who conduct mediation and arbitration hearings. They are screened by the staff and board, and invited to join the panel after training and orientation.

**Objectives** Special focus of BALA's AAMS is dispute resolution for the arts community. Goals: to train members for the arbitration and mediation panel; expanding outreach to local and national arts and arts law organizations; to increase BALA earned income from administrative fees.

Arts Arbitration and Mediation Services was founded as a national model program by Bay Area Lawyers for the Arts to resolve disputes in the arts community. The panel, trained to assist parties at hearings, includes artists and arts administrators as well as attorneys experienced in arts law. While many disputes handled involve the working relationship of individual artists, writers and performers, other conflicts have involved private organizations and public agencies.

**Information Resources** Services provided include conciliation by letter and/or telephone, mediation, negotiations and arbitration. Speakers are available. A mini-training package, including information on how to set up dispute resolution services for the arts, has been designed for national presentation to other arts and/or legal organizations.

**Publications** BALA publishes newsletter BALAGram (See: "From the Mediator's Corner," Vol.1 No. 4: July-August, 1983). They plan to include a section on dispute resolution in the forthcoming revision of BALA's Contracts for the Visual Artist (revised edition available early 1984).

**Organization** BOSTON UNIVERSITY SCHOOL OF LAW  
**Founded** 1981 (Courses established in dispute resolution)

**Address** 765 Commonwealth Avenue  
Boston, MA 02215

**Phone** 617/353-2807

**Annual Budget and Funding Sources** Budget is not separate from law school.  
Funding is from parent university.

**Director/Head** Professor Eric D. Green

**Person to Contact** Above

**Staff** N/A

**Membership** Students at B.U. Law School

**Objectives** Course established in 1981 in varieties of dispute resolution. "The goal of this seminar is to provide students with an understanding of the full range of dispute resolution processes--adjudication, arbitration, mediation, conciliation, negotiation, fact-finding, prevention, and hybrid combinations of these." The course includes simulated practice exercises.

**Information Resources** None. The University sponsors a clinical program that exposes students to alternative dispute resolution, and includes some University assistance to community-based projects in the form of faculty supervision.

**Publications** o Collection of unpublished seminar papers.  
o Professor Green is involved in research on alternative dispute resolution.

**Organization** BROOKLYN LAW SCHOOL DISPUTE RESOLUTION CLINIC  
**Founded** 1982

**Address** 250 Joralemon Street  
 Brooklyn, NY 11201

**Phone** 212/625-2200

**Annual Budget and** Budget not provided.  
**Funding Sources** Law school

**Director/Head** David Trager (Dean)

**Person to Contact** Professor Gary Schultze or Professor Barry Zaretsky

**Staff** Above and student interns

**Membership** N/A

**Objectives** To provide a clinic and training seminar involved with mediation and dispute resolution. In addition to participation in the Dispute Resolution Clinic, the law school also offers a course in negotiation, and has a number of students who volunteer to work as mediators with the Victim Services Agency of New York (See separate directory entry)

**Information Resources** In conjunction with Brooklyn College, Brooklyn Law School places students at the College's Dispute Resolution Center. Thus clients referred by the courts and other sources are provided, free of charge, with mediators who assist the clients in mediating problems.

**Publications** o Professors Zaretsky and Schultze have authored articles about dispute resolution.

**Organization Founded** CALL FOR ACTION, INC.  
1963

**Address** 575 Lexington Avenue  
New York, NY 10022

**Phone** 212/355-5965

**Annual Budget and Funding Sources** \$140,000  
Sources: Broadcasters, foundations, and corporations.

**Director/Head** Joan E. Ohlson, Executive Director

**Person to Contact** Above

**Staff** 5

**Membership** CFA has a unique partnership of professionally trained volunteers and broadcast radio or TV stations. They will provide upon request a list of member stations.

**Objectives** To provide full and accurate information and make appropriate referrals to callers with problems or questions about public and private human services, government services, and business practices. Call for Action member stations provide effective ombudsman services to callers who are unable to resolve their problems by themselves. They also provide on-the-air consumer education.

Their 1982 annual report notes that CFA stations alerted 40 million people to the availability of the service, assisted 125,000 with specific problems; over 80% of the people served reported satisfactory results. A breakdown of statistics indicate that the largest volume of complaints were in these categories: Consumer (29.5%); Legal (18%); Government (10.5%); Housing (19%).

**Information Resources** Services are free and confidential. Mail Order problems are handled by the Intercity Network, a national action line which has the capacity to handle problems arising in one city and requiring resolution in another. Some special programs are held with professionals who answer the phones to respond to questions and make referrals.

**Publications**

- o Annual Report
- o Quarterly newsletter
- o Brochures on the agency and on mail order shopping
- o A Marketing Kit for Broadcasters Manual to explain the purposes and structure of CFA is in preparation for 1983.

**Organization Founded** CENTER FOR COMMUNITY JUSTICE  
1971

**Address** 918 16th Street, NW, Suite 503  
Washington, DC 20006

**Phone** 202/296-2565

**Annual Budget and Funding Sources** \$400,000  
Sources include District of Columbia government, San Francisco Foundation, and National Institute for Dispute Resolution. Support in prior years has included the Ford Foundation, government agencies and private groups.

**Director/Head** Linda R. Singer, Executive Director

**Person to Contact** Above

**Staff** 9 full-time and part-time staff; consultants hired as needed.

**Membership** N/A

**Objectives** CCJ is a non-profit organization, which designs and administers alternative dispute resolution in institutional settings, such as courts, schools, and prisons. It also trains mediators and negotiators for government agencies and private organizations. The Center manages the D.C. Mediation Service at the Superior Court and runs the Family Mediation Service, a private divorce mediation service.

CCJ has a particular interest in disputes between individuals and institutions. It has worked with government agencies to design procedures for resolving such disputes, and currently is working under a NIDR grant on case studies of mediation under the Age Discrimination Act and the Education for All Handicapped Act.

**Information Resources** "Not applicable"

**Publications**

- o "Mediation: A New Remedy for Cases of Domestic Violence," Vermont Law Review, 15 (1982).
- o "The Growth of Non-judicial Dispute Resolution: Speculation on the Effects on Justice for the Poor," Clearinghouse Review, December 1979.

**Organization** CENTER FOR CONFLICT RESOLUTION  
**Founded** 1980

**Address** George Mason University  
 4400 University Drive  
 Fairfax, VA 22030

**Phone** 703/323-2038

**Annual Budget and Funding Sources** \$70,000 to Center from University; \$60,000 in-kind credit teaching budget from Departments; \$25,000 for special projects from Meyer and other foundations.

**Director/Head** Bryant Wedge, M.D.

**Person to Contact** Henry Barringer (Associate Director)

**Staff** 13 other faculty members involved on part-time basis.

**Membership** Center is part of a state university

**Objectives** The Center was designed primarily as an experimental prototype training program for a U.S. Academy of Peace and Conflict Resolution. It has developed a full curriculum leading to M.S. in Conflict Management which is the core of the Center. Simultaneously, divisions for research on conflict and conflict management and for resource development are emerging; the latter being devoted to consultation and outreach activities. The most important resource-research activity is a demonstration project designed to saturate the public and private institutions and the population of Fairfax County (625,000) with awareness of non-adversarial conflict management mechanisms through extensive workshop and public education activities. The first group of students to be trained will receive an M.S. in Conflict Management in May, 1984. The focus of the program is toward the development of professional conflict managers, both rigorously exposed to theories of conflict and experienced in third-party intervention skills.

**Information Resources** University library and interlibrary loan system available to faculty and students. Center maintains networked contacts with relevant offices and agencies.

**Publications** Publications of Center scholars appear in various journals. Occasional papers will be published. A TV taped series of 7 lectures and demonstrations of mediations will be available by January, 1984.

<b>Organization Founded</b>	CENTER FOR DEVELOPMENT OF MEDIATION IN LAW 1980
<b>Address</b>	34 Forrest Street Mill Valley, CA 94941
<b>Phone</b>	415/383-1300
<b>Annual Budget and Funding Sources</b>	Annual budget not listed. Funding sources are training and consulting fees.
<b>Director/Head</b>	Gary J. Friedman
<b>Person to Contact</b>	Above
<b>Staff</b>	2
<b>Membership</b>	None
<b>Objectives</b>	Research, education, and training of lawyers in mediation. CDML is a non-profit, educational organization composed of lawyers, law professors and other professionals working together to study and develop models and principles of the practice of mediation. "We see mediation as reflective of a desire, shared by clients and lawyers, to see law and lawyering in a broader setting of ongoing human relationships and an underlying commitment to resolution of disputes, through mutuality and primary reference to the parties' sense of fairness. Within the Center, we are seeking the development of alternatives to traditional adversary representation as well as exploring the contribution that mediation can make to broader trends."
<b>Information Resources</b>	Towards the above ends, the Center offers ongoing training in mediation for lawyers and others interested in practicing mediation and is available to consult with individuals and groups. o A videotape, <u>Scenes from a Mediation</u> , offers a 49 minute overview of the mediation process
<b>Publications</b>	None to date, though the Director is author of several articles on mediation, including, "Mediation: Reducing Dependence on Lawyers and Courts to Achieve Justice" (1980).



**Organization** THE CENTER FOR DISPUTE SETTLEMENT, INC.  
**Founded** 1972

**Address** 67 Chestnut Street  
 Rochester, NY 14604  
 (Locations also in Lyons, Geneseo, and Canandaigua)  
**Phone** 212/546-5110

**Annual Budget and** \$275,000  
**Funding Sources** Sources: County of Monroe; NYS Division for Youth; State Office of Court Administration; Private Foundation Grants

**Director/Head** Andrew Thomas

**Person to Contact** Lori Michlin (Director of Training and Program Development)

**Staff** 12 Staff; 120 Mediators; 3 part-time Consultants

**Membership** N/A

**Objectives** To provide the community with a dispute resolution mechanism through the mediation/arbitration process, and to promote conflict resolution techniques through training and technical assistance. Specific programs include adult, juvenile, and divorce mediation, as well as general neighborhood mediation.

**Information Resources** Mediation/Arbitration Services provided to individuals are at no cost. Fee for Family Divorce Mediation is \$35 for each two-hour session. Facilitation/Technical assistance is provided on a contractual basis. Contracted training provided upon request to organizations and special interest groups. Speakers Bureau available, as is a mailing list of over 200 organizations, and a library.

**Publications**

- o Quarterly Newsletter
- o Slide show on juvenile mediation program
- o Film on Mediation/Arbitration process

**Organization** CENTER FOR LAW AND HUMAN VALUES  
**Founded** 1981  
  
**Address** 2901 Broadway  
 New York, NY 10025  
  
**Phone** 212/316-1267  
  
**Annual Budget and Funding Sources** \$40,000  
 U.S. Department of Education Fund for the Improvement of Post-secondary Educations; Burns Foundation; National Institute for Dispute Resolution.  
  
**Director/Head** Jack Himmelstein  
  
**Person to Contact** Jack Himmelstein or Matt Wilkes  
  
**Staff** Administrative (1); Professional (5); Support (1)  
  
**Membership** N/A

**Objectives** The CLHV is a national nonprofit education institute dedicated to enhancing the human and moral dimensions of the study and practice of law. Founded by a group of legal educators, it seeks to respond to the far-reaching human and social problems engendered by excessively adversarial aspects of the lawyer's role. The Center's work builds on five years of pilot work conducted under the auspices of the Columbia University School of Law and a national network of law teachers. Its goal is to develop and disseminate new approaches to teaching and practice that embody a deeper sense of values and social responsibility for the legal profession. The Center has also developed training models and participated in the training of lawyers in the perspectives and skills of a value-based approach to mediation (in cooperation with the Center for Development of Mediation in Law).

**Information Resources** Consulting available on curriculum and course development; creation, and facilitation of work with, training models. Speakers are available to the legal profession, as is a mailing list of interested law teachers nationwide. A program for law teachers offered in January, 1984, was entitled "Beyond the Adversary Model: Teaching Mediation in American Law Schools."

**Publications**

- o Becoming a Lawyer: A Humanistic Perspective on Legal Education and Professionalism (West Publishing) 1980.
- o A monograph series on Humanistic Education in Law.
- o "Scenes from a Marriage", videotape on divorce mediation.

**Organization** CENTER FOR MEDIATION IN HIGHER EDUCATION  
**Founded** 1978

**Address** 140 West 51st Street, 10th Floor  
 New York, NY 10003

**Phone** 212/484-4105

**Annual Budget and Funding Sources** Center was established with funding from Ford Foundation. Since then, support has come from the American Arbitration Association and various corporate foundations: Aetna; Exxon; Grace; American Can; U.S. Steel; General Electric; Gulf & Western; and Schering-Plough.

**Director/Head** Jane E. McCarthy

**Person to Contact** Above

**Staff** Use of consultants on special projects as needed.

**Membership** N/A

**Objectives** (1) Promote alternatives to litigation in higher education;  
 (2) Assist in the design of grievance and appeals processes;  
 (3) Encourage academic institutions to respond constructively when disputes arise and to view conflict as an opportunity for institutional improvement.

The Center is prepared to assist institutions to develop a mediation capability around a particular set of issues or create a campus center for handling a broad range of problems. The Center suggests names of mediators and recommends approaches for tapping local talent and expertise. The Center's distinguished Advisory Board, which includes representatives from many of the national education associations, provides an important source of information on key issues in higher education and a valuable network for disseminating the Center's work.

**Information Resources** The Center's affiliation with the American Arbitration Association provides a well-recognized neutral base as well as access to extensive resource material on conflict resolution and contact with leading experts in the field. Consultation is offered on design of grievance procedures without charge by telephone or letter.

**Publications** o Resolving Faculty Disputes, 1981, by McCarthy & Latimer.  
 o Managing Faculty Disputes, 1984, by McCarthy, Latimer, and Sirefman.  
 o "Resolving Conflict in Higher Education," New Directions for Higher Education, 1980, ed. Jane E. McCarthy.

**Organization** CENTER FOR NEGOTIATION AND PUBLIC POLICY, INC.  
**Founded** 1974

**Address** 520 Statler Office Building  
Boston, MA 02116

**Phone** 617/482-8860

**Annual Budget and** \$320,000  
**Funding Sources** Sources: Foundations, government, industry

**Director/Head** Thomas J. Scott (President)

**Person to Contact** Above or Senior Associates (H. Thomas, N. Alexander, L. Hirsh)

**Staff** Professional (5)

**Membership** None

**Objectives** The Center's mission is to help people, organizations, and communities manage conflict and change in an informed manner. Their work over the past 10 years has focused on energy and environmental issues. Principal project areas include resource management, facility siting and policy negotiation. Examples of issues include Acid Rain, Marine Resources, and Low-Level Radioactive waste.

#### Information Resources

**Publications** Publications list including conference papers available on request.

**Organization** THE CENTER FOR NORTHERN STUDIES  
**Founded** 1971

**Address** Town Hill  
Wolcott, Vermont 05680

**Phone** 802/888-4331

**Annual Budget and Funding Sources** \$120,000 (Budget for certain areas, such as research, varies)  
Sources of funding include tuitions, contract and grant work for private foundations and government agencies, and income from annual giving.

**Director/Head** Dr. Oran R. Young

**Person to Contact** Gail Osherenko (Director of Development)

**Staff** Professional/Faculty (8); Administrative/Support (5)

**Membership** Any person interested in the general aims, concerns and programs of the Center for Northern Studies, Inc. is eligible for membership.

**Objectives** The CNS is a non-profit educational and research institution specializing in the study of the area encompassing the arctic and subarctic regions of the northern hemisphere. The Center offers a comprehensive undergraduate program in Northern Studies, the goal of which is to prepare students for responsible roles as northern policymakers, administrators and scientists. Research and education in conflict and conflict resolution have become an important part of the Center's programs. Several Center faculty members are engaged in research on dispute resolution for conflicts over natural resources, land use, aboriginal claims of indigenous peoples, and environmental quality.

**Information Resources** CNS has a specialized Northern Studies Library of over 1100 books, newsletters, and periodicals. Speakers are available to lecture on conflict resolution. The Center offers a nine-month course culminating in a certificate, and summer and field courses including "Northern Resource Conflicts" which features various methods of conflict resolution.

**Publications**

- o The Northern Raven (quarterly newsletter)
- o A complete list of reports and publications by the Center, including Catalogue and Information Bulletin describing current educational programs available on request.

<b>Organization Founded</b>	CENTER FOR POLICY RESEARCH 1981
<b>Address</b>	1720 Emerson Street Denver, CO 80218
<b>Phone</b>	303/837-1555
<b>Annual Budget and Funding Sources</b>	Budget not provided. Varies from year to year. Sources are foundation grants, state contracts, federal research grants, publications sales.
<b>Director/Head</b>	Dr. Jessica Pearson
<b>Person to Contact</b>	Above
<b>Staff</b>	2 Ph.D. level sociologists, 1 B.A. level research assistant
<b>Membership</b>	N/A
<b>Objectives</b>	<p>CPR is a 501(C)3 non-profit corporation which organizes and conducts demonstration projects and evaluation research dealing with social and legal issues. Major pilot projects and evaluations currently deal with divorce mediation, the implementation of mediation services in courts and settlement conferences in civil disputes. A project is underway to study methods of making mediation available to litigants in Colorado courts. The Center is also developing projects dealing with environmental dispute resolution, housing disputes, and other family problems.</p> <p>Dr. Pearson is also the Director of Family and Court Research, Inc., the research unit of the Association of Family and Conciliation Courts. (See AFCC entry.)</p>
<b>Information Resources</b>	Resources include "public and professional information"; lectures and presentations about mediation and alternatives to litigation; computerized data bases dealing with divorcing individuals who litigate and mediate; audiotapes of divorce mediations.
<b>Publications</b>	<p>Publications include:</p> <ul style="list-style-type: none"> <li>o "Mediating and Litigating Custody Disputes: A Longitudinal Evaluation" by Jessica Pearson and Nancy Thoennes (\$7.50)</li> <li>o "The Decision to Mediate: Profiles of Individuals Who Accept and Reject the Opportunity to Mediate Contested Child Custody and Visitation Issues", <u>Journal of Divorce</u> 1982 (\$3)</li> </ul> <p>A complete list of publications is available.</p>

**Organization** CENTER FOR PUBLIC RESOURCES  
**Founded** 1977

**Address** 680 Fifth Avenue  
 New York, NY 10019

**Phone** 212/541-9830

**Annual Budget and** Budget not provided.  
**Funding Sources** Sources are corporations, law firms and private foundations.

**Director/Head** James F. Henry (President)

**Person to Contact** Above

**Staff** Professional (8); Support (4)

**Membership** A list of CPR Legal Program Sustaining Members is available.

**Objectives** The CPR Legal Program was organized to develop alternatives to the high costs of litigation. The Program is a coalition of 100 major corporations, 50 leading law firms and outstanding law professors. Program members are actively involved in academic and corporate research; in the creation of new dispute resolution resources and services; and in the work of several task forces. Through these activities, CPR identifies and communicates the best available knowledge on workable methods of better disputes prevention, resolution and management. To assist the large constituency in need of new tools to resolve and manage disputes, CPR provides assistance in helping companies and public institutions find and use private alternatives through the Judicial Panel. Panel members are prominent lawyers and former judges. They assist disputing parties by serving as dispute resolution counselors and by helping parties to design and agree to use private dispute resolution procedures.

**Information Resources** An computer-based clearinghouse, available in the first quarter of 1984, will provide information on the range of ADR techniques, procedures, resources and writings.

Dispute Management Education Program: Rates based on size and number of faculty used.

**Publications**

- o Alternatives to the High Cost of Litigation, monthly newsletter (free to members; \$165/year to non-members)
- o Corporate Dispute Management Manual, (\$65 to non-members)
- o Meetings Proceedings, Research reports, survey results, and other materials published and available to members.

**Organization** CENTER FOR THE FAMILY IN TRANSITION  
**Founded** 1980

**Address** 5725 Paradise Drive (Building A, Suite 100)  
 Corte Madera, CA 94925

**Phone** 415/924-5750

**Annual Budget and Funding Sources** \$500,000  
 Sources include the San Francisco Foundation; Zellerbach Family Fund; James Irvine Foundation.

**Director/Head** Judith Wallerstein, Ph.D., Executive Director

**Person to Contact** Dorothy S. Huntington, Ph.D. (Director of Research/Evaluation)  
**Staff** Administrative (1); Professional (9); Support (2)

**Membership** N/A

**Objectives** General goals: working with families going through divorce and/or remarriage. Services are provided oriented to preventing psychological and family problems. Within this general framework, the Center provides two types of mediation services for parents who are disputing custody or visitation; (1) private model mediation, and (2) back-up services to the Courts when families have failed to reach agreement in the public (court) system.

**Information Resources** Mediation services are on a sliding scale, dependent on family income. Fees range from 0 to \$75 per session. A brochure describes in detail the variety of counseling.

**Publications** The Center does not yet have available publications specifically referring to their mediation services.



**Organization Founded** CENTER FOR THE STUDY OF DISPUTE RESOLUTION (U. OF MISSOURI)  
1983

**Address** School of Law/University of Missouri-Columbia  
Columbia, MO 65210

**Phone** 314/882-3246

**Annual Budget and** \$100,000

**Funding Sources** Funding is provided by parent university

Search now in progress

**Director/Head** Dale A. Witman (Dean)

**Person to Contact** None to date

**Staff** N/A

**Membership**

**Objectives** Objectives are research, publication of findings, the education of the bar and law teachers, and the production of teaching materials. The Center expects to do research in all areas of dispute resolution, and involving all processes.

**Information Resources** N/A at present

**Publications** o Journal of Dispute Resolution Law (First edition to appear June 1984)

**Organization** CENTER FOR THE STUDY OF LAW AND SOCIETY (UC BERKELEY)  
**Founded** 1961

**Address** 2240 Piedmont Avenue  
Berkeley, CA 94720

**Phone** 415/642-4038

**Annual Budget and** Annual budget not listed.  
**Funding Sources** Sources include State General Funds; National Science Foundation; Russell Sage Foundation; National Institute of Justice; National Institute of Mental Health

**Director/Head** Professor Jerome H. Skolnick

**Person to Contact** Rod Watanabe (Administrative Assistant)

**Staff** Administrative (1); Professional (5); Support (4)

**Membership** Various faculty members from the School of Law and social science departments at UC Berkeley; currently 20 participating faculty.

**Objectives** The major purpose of the Center has been and remains to create a setting where social analysis of legal institutions and legal change is encouraged; where faculty from Berkeley and elsewhere might engage in discussion of common interests among themselves, with other scholars, and, especially, with students; where individual and collaborative research cutting across conventional boundaries might be pursued; where long-term commitments to the understanding of legal processes and institutions might develop.

**Information Resources** Small non-circulating library.

**Publications** o Annual report.

**Organization** THE CHILDREN'S AID SOCIETY'S PINS MEDIATION PROJECT  
**Founded** 1980 (First case 1981)

**Address** 105 East 22nd Street, Room 514  
 New York, NY 10010

**Phone** 212/949-4929

**Annual Budget and** \$320,000  
**Funding Sources** Sources include matching grant from NYC City Youth Board (Match provided by Foundation for Child Development, New York Community Trust, Robert Sterling Clark Foundation, and the Children's Aid Society)

**Director/Head** Margaret L. Shaw

**Person to Contact** Above

**Staff** 11 (including one part-time)

**Membership** 45 Volunteer Mediators currently active on Panel

**Objectives** To provide an alternative - specifically mediation - to the Family Court for Status Offenders and their families. Using volunteer community mediators, the project works on a four-session model, providing mediation sessions during the day or evening. The project also includes a social service component, with social workers on staff to provide other needed social services. The project now operates throughout New York City, with referrals numbering about 600 a year.

**Information Resources** Services provided: provision of assessment/mediation or referral for follow-up social services.

Speakers available to talk about parent-child mediation.

**Publications**

- o Process and Procedures Manual
- o Mediation: An Alternative for PINS, 1981. (\$7.50)
- o Mediating Between Parents and Children, 1983. (\$7.50)  
 (Research of cases referred during 1981, updating prior research study and exploring mediation process more closely)

**Organization** CHILDREN'S HEARINGS PROJECT  
**Founded** 1980

**Address** 99 Bishop Allen Drive  
 Cambridge, MA 02139

**Phone** 617/661-4700

**Annual Budget and Funding Sources** \$130,000  
 Sources: Massachusetts Department of Social Services;  
 Florence V. Burden Foundation; Robert Sterling Clark  
 Foundation

**Director/Head** Sandra Wixted

**Person to Contact** Above

**Staff** Administrative (1); Professional (2); 62 others (mediators)

**Membership** N/A

**Objectives**

- (1) To provide mediation to parents and adolescent children whose conflicts are identified by courts, social service agencies, and schools;
- (2) To provide technical assistance and consultation to public and private agencies involved in or planning parent-child mediation services;
- (3) To provide training in parent-child mediation to community volunteers and professionals.

The project is part of the Cambridge Family and Children's Services.

**Information Resources** Videotape on parent-child mediation, 28 min.; \$120 purchase, \$60 rental.

**Publications**

- o 3 manuals on parent-child mediation: trainers; program administrators. Available January 1984 for distribution/purchase.
- o Research report will be completed in Spring 1984.

**Organization Founded** CHRISTIAN CONCILIATION SERVICE (OF CHRISTIAN LEGAL SOCIETY)  
1977

**Address** P.O. Box 2069  
Oak Park, IL 60303

**Phone** 312/848-7735

**Annual Budget and Funding Sources** \$75,000 (plus approximately \$200,000 in local programs);  
Sources are "contributions and foundation grants"

**Director/Head** Laurence Eck (CCS National Coordinator)

**Person to Contact** Ms. Dorcas Stutzman (CCS Administrative Coordinator)

**Staff** Administrative/Professional (4)

**Membership** 27 local affiliated programs. CCS has membership fees of varying rates; a separate gift to CCS brings a newsletter.

**Objectives** CCS encourages Christians to consider mediation and/or arbitration either independently arranged or through the services of CCS as a "biblical means" of seeking a resolution of conflicts in a wide variety of contexts. With the assistance of CCS, many attorneys, pastors, and lay leaders are establishing programs that bring reconciliation and healing to legal conflict within their communities. Currently there are 27 such programs.

**Information Resources** o Audiotape set "Tell It to the Church: Reconciling out of Court" (24 tapes; individuals tapes \$7.50) 1982  
o Audiotape set "The Weightier Matters of the Law" (12 tapes; \$35) CCS National Conference, 1981.  
Resource and educational materials are available from CCS. Mediator training materials are currently being developed.

**Publications** o Reconciler, a periodic newsletter, mailed free to "Partners in Reconciliation." One becomes a Partner with an annual gift of \$15.  
o A list of other literature is available from CCS.

**Organization** COMMUNITY BOARD PROGRAM, INC.  
**Founded** 1976

**Address** 149 Ninth Street  
 San Francisco, CA 94103

**Phone** 415/552-1250

**Annual Budget and Funding Sources** Annual budget not provided.  
 Sources listed are "Foundations".

**Director/Head** Raymond Shonholtz (Executive Director)

**Person to Contact** Above

**Staff** Professional (9 1/2); Administrative (9 1/2); Support (14 1/2)

**Membership** 350 members. Qualifications: Residence in the neighborhood served; at least 13 years of age; completion of a 26-hour training course.

**Objectives** The Community Board Center for Policy and Training is currently working in four major areas: program development; school conflict resolution; evaluation and research; and public policy. Community Boards is a neighborhood based conflict resolution program which trains community members in conciliation, case development, outreach and related skills. With staff support, these trained volunteers offer their neighborhoods a free, informal and easy to use forum for the resolution of a wide variety of disputes and problems. Residents of 19 San Francisco communities now resolve conflicts through voluntary agreements reached at Community Board panel hearings. Problems received by the program include: vandalism, harassment, noise, and money disputes, property damage, landlord-tenant concerns, threats, family disputes, fights and organizational conflicts. "Our conciliation model is adaptable to many sorts of disputes, and community members are readily trained in its theory and application."

**Information Resources** A range of Community Boards materials and manuals are available, including training manuals, annual reports, outreach materials, policy papers and planning documents, and staff personnel policies and procedures. A high school textbook and guide for teaching conflict resolution skills are being developed, as is a "how-to" manual for establishing a conciliation program.

**Publications**

- o Community Boards Newsletter (bimonthly)
- o Videotapes of hearings, trainings, and presentations
- o Prospectus, Center for Policy and Training Newsletter
- o Community Board Center for Policy and Training Order Form

**Organization Founded** COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM/NY UNIFIED COURT 1981

**Address** Agency Building 4, 10th Floor  
Albany, NY 12223

**Phone** 518/473-4160

**Annual Budget and Funding Sources** \$1,342,000  
Source: New York State Legislature in partnership with local funding sources.

**Director/Head** Thomas F. Christian, Ph.D.

**Person to Contact** Above

**Staff** 2

**Membership** 35 dispute resolution centers throughout State of New York.

**Objectives**

- (1) To serve the community as a resource to resolve disputes;
- (2) To prevent the escalation of disputes;
- (3) To relieve the courts of a number of matters that do not need a formal court structure;
- (4) To provide the opportunity to teach individuals how to resolve their problems through mediation.

Chapter 847, Laws of 1981 was the legislation passed establishing the Community Dispute Resolution Centers Program, which is administered by the Unified Court System of the State of New York. New York is the first state to have a network of funded mediation centers available to its citizens.

**Information Resources** Library available to New York programs. Computerized data available to New York programs. Mailing list of interested parties (500) is available.

Films, videotapes, and audiotapes are available to programs contracting with the Unified Court System.

**Publications**

- o "The New York Mediator Newsletter" (published periodically)
- o Bibliography on Dispute Resolution
- o Articles are available to those contracting with UCS.

**Organization Founded** CONFLICT MANAGEMENT RESOURCES, INC.  
1982

**Address** 61 West 62nd Street  
New York, NY 10023

**Phone** 212/246-7447

**Annual Budget and Funding Sources** \$90,000  
Sources are training contracts, contracts for mediation, mastering services, and contracts for consulting in conflict management.

**Director/Head** Joseph B. Stulberg (President)

**Person to Contact** Above or J. Michael Keating (Rhode Island: 401/723-9655)

**Staff** 3

**Membership** N/A

**Objectives**

- (1) To provide beginning and advanced training in a variety of conflict resolution techniques, including negotiation, conciliation, mediation, fact-finding, mastering and arbitration;
- (2) To provide direct third-party intervention services;
- (3) To help design and implement grievance mechanisms in a variety of public and private organizational settings.

"CMR's personnel have assisted in the design and implementation of over 40 Neighborhood Justice/Dispute Resolution Centers in 16 states and communities throughout the United States and trained more than 1200 neutral third-party mediators actively engaged in resolving disputes through court-sanctioned programs. Most recently, CMR has provided advanced training for mediators and conciliators of the Community Relations Service of the U.S. Department of Justice; provided mediation services to the Kettering Foundation..." and conducted other organizational work.

**Information Resources** CMR provides a variety of training courses and seminars in negotiation, conciliation, mediation, fact-finding and arbitration, as well as consulting services.

**Publications** o An Introduction of Mediation: A Manual for Beginning Mediators; and a wide variety of training manuals



**Organization** CONFLICT RESOLUTION CENTER, INC.  
**Founded** 1982

**Address** 7514 Kensington Street  
 Pittsburgh, PA 15221

**Phone** 412/371-3607

**Annual Budget and** \$21,650

**Funding Sources** Sources are individuals; small foundations; in-kind contributions

**Director/Head** Paul Wahrhaftig

**Person to Contact** Above

**Staff** One

**Membership** None

**Objectives** To increase the ability of everyday people to resolve conflicts, especially in their neighborhoods and their communities. The Center focuses particularly on group disputes involving race, religion, ethnicity. Its Priorities are:

(1) First Year: Establish a structure - board, advisory committee, etc.; to build a network of contacts among conflict resolvers in the USA and overseas;

(2) Year Two: Begin to open communications among members of the network, primarily by establishing a readable journal; to survey the world scene for a potential racial, ethnic, or religious conflict upon which CRC might concentrate resources;

(3) Year Three: CRC plans to move into such a dispute, convene the local conflict resolvers, assess from them their needs, and assist them in organizing.

**Information Resources** Extensive library on neighborhood racial, ethnic, and religious conflicts. CRC will copy to order but charges for the copying. A computerized index will soon be available. CRC also has materials inherited from the now-defunct Grassroots Citizen Dispute Resolution Program of the American Friends Service Committee.

**Publications**

- o Citizen Dispute Resolution Handbook, Revised 1980. (\$6)
- o Conflict Resolution Notes; a quarterly publication covering priority areas of CRC. Annual subscription \$10.
- o The Mooter, Vol. 3, No. 4 (1980). Journal of Clearinghouse; final issue serves as supplement to the Handbook.

**Organization** THE CONSERVATION FOUNDATION (1948)  
**Founded** 1981 (Program on Environmental Dispute Resolution)  
  
**Address** 1717 Massachusetts Avenue, NW  
 Washington, DC 20036  
  
**Phone** 202/797-4300  
  
**Annual Budget and** \$3 million  
**Funding Sources** In 1982, private foundations provided 55% of The Conservation Foundation's revenue. Corporate sponsors contributed 16%, federal agencies provided 5%, and individual donors gave 3%. Publications, films, investment income, etc. made up 21%.  
  
**Director/Head** William K. Reilly (President)  
  
**Person to Contact** Gail Bingham (Senior Associate)  
  
**Staff** 50  
  
**Membership** N/A

**Objectives** The Conservation Foundation is a non-profit research and communications organization dedicated to improving the quality of the environment and to promoting wise use of the earth's resources. Based in Washington, DC, the Foundation conducts interdisciplinary research and communicates its findings to a broad spectrum of leaders in business, government, academia, other conservation groups, and the press. The objectives of the Foundation's Program on Environmental Dispute Resolution are to facilitate dialogue and negotiation among business and environmental leaders on issues of national environmental policy, to conduct research that documents and analyzes environmental dispute resolution processes, and to serve as a center of information about environmental dispute resolution nationally. The PEDR has three parts: the active mediation of policy negotiations; a research component that documents and analyzes the process of policy negotiations; and outreach work.

**Information Resources** Staff of the Foundation conduct seminars and training in environmental dispute resolution, are available as speakers, and provide technical assistance to parties involved in specific disputes. The Foundation and individual staff have private collections of publications available on a limited basis to serious researchers and libraries with previous agreements.

**Publications**

- o Resolve, quarterly newsletter on environmental disputes. Free.
- o Settling Things: Six Case Studies in Environmental Dispute Resolution, Allan R. Talbot, 1983. (\$8.50)
- o Environmental Conflict Resolution: Annotated Bibliography; G. Bingham, B. Vaughn, W. Gleason, 1981. (\$3.50)
- o Etc.

**Organization Founded** CONSORTIUM ON PEACE RESEARCH, EDUCATION, & DEVELOPMENT  
1970

**Address** Center for Peaceful Change, Kent State University  
Kent, OH 44242

**Phone** 216/672-3143

**Annual Budget and Funding Sources** Annual budget not supplied.  
Sources are membership dues and contributions; occasional grants or contracts for specific projects; some literature sales.

**Director/Head** William Keeney, Executive Director

**Person to Contact** Above

**Staff** Some work/study student clerical assistance; program generally carried out by members on volunteer basis.

**Membership** 499 (57 Council members: organizations, institutions, agencies; 423 individual members; 19 exchange members)

**Objectives** To link persons and institutions interested in scientific study, action-oriented research, and education on problems of peace and social justice. The structure of COPRED serves a broad range of public and professional constituencies -- researchers, educators, and advocates. Its membership includes representative individuals and organizations. The membership is organized in Networks with their own projects and lines of communication. A central council and secretariat maintains communication among networks, coordinates activity, seeks funding, relates network concerns to the larger public, and connects the North American community to the Pan-American Council for Peace Research, Unesco, and the International Peace Research Association. COPRED often operates under contract to other organizations in the field of peace research and education. COPRED Networks include Peace Education PEN; University Peace Studies; Research Utilization; Religion and Ethics; Peace Action; Radical Perspectives.

**Information Resources** COPRED and members conduct research and studies which are available to members, and produce material resources for education and research utilization. COPRED organizes special programs and workshops for campuses and public groups, gives an annual conference, and provides access to consultation and support services, material or personnel.

**Publications**

- o "Peace Chronicle" (periodic newsletter)
- o Peace and Change (journal co-sponsored with Conference on Peace Research in History (CPRH))
- o Network/Task Force Communications

**Organization** COUNCIL OF BETTER BUSINESS BUREAUS, INC.  
**Founded** 1971 (Council); 1912 (BBB)

**Address** 1515 Wilson Blvd., Suite 300  
Arlington, VA 22209

**Phone** 703/276-0100

**Annual Budget and Funding Sources** \$4 million  
Funds are derived primarily from membership dues and from administrative underwriting of programs for external organizations.

**Director/Head** William H. Tankersley (President)

**Person to Contact** Dean W. Determan (Vice President, Mediation/Arbitration Division)

**Staff** 5

**Membership** The Council is the national service organization of 158 Bureaus nationwide. The Bureaus' members are local businesses. Number of Bureau members range from a few hundred to several thousand at the largest Bureaus.

**Objectives** The BBB system has two primary purposes: to promote high ethical standards within the business community and to enhance business/consumer relations. To achieve these purposes, the Bureaus have several functions including advertising review, consumer education, trade practice programs, and consumer complaint handling. It is this last function of which mediation and arbitration are possible components. A complaining consumer is encouraged to negotiate directly with the business in question and is provided with helpful information to facilitate the negotiation. Should this prove unsuccessful, a Bureau staff person will attempt to mediate the dispute. Nearly 90% of cases allegedly require no further handling. In those that do, arbitration becomes a possibility, if both the consumer and business agree. Agreement is made more likely because 17,000 businesses are precommitted to arbitration through various local bureaus.

**Information Resources** The Council provides a pamphlet explaining consumer arbitration, and also has a Uniform Code of Arbitration formulated in conjunction with the American Arbitration Association. They have a short film on training arbitrators. Note that local bureaus independently develop materials; one has done a videotape of a mock mediation.

**Publications** No regular external publications.

**Organization** CUNY LAW SCHOOL AT QUEEN'S COLLEGE  
**Founded** 1982

**Address** 200-01 42nd Avenue  
Bayside, NY 11361

**Phone** 212/357-8438

**Annual Budget and  
Funding Sources** Annual budget not provided.

**Director/Head** Charles R. Halpern (Dean)

**Person to Contact** Professor Homer La Rue

**Staff** 25

**Membership** N/A

**Objectives** CUNY Law School is the only publicly supported law school in New York City to develop a new and innovative curriculum focused on public service and public interest law and including the teaching of adjudication and alternatives to adjudication during its first year. The use of mediation as a less adversarial means of resolving disputes will be studied in three of the first year courses, each time in the context of a particular subject. The integrated curriculum will emphasize legal theory, clinical education and professional responsibility.

**Information Resources** Standard resources of a law school.

**Publications** Publications concerning dispute resolution are authored by individual faculty.

<b>Organization Founded</b>	DE PAUL UNIVERSITY COLLEGE OF LAW 1912
<b>Address</b>	25 East Jackson Blvd. Chicago, IL 60604
<b>Phone</b>	312/321-7700
<b>Annual Budget and Funding Sources</b>	Annual budget not broken down by Departments. The College of Law is seeking special funding for alternative dispute resolution research.
<b>Director/Head</b>	Elwin Griffith (Dean)
<b>Person to Contact</b>	Professor Norbert S. Jacker
<b>Staff</b>	18 staff out of total 69 in ADR-related courses
<b>Membership</b>	Over 1,000 students in law school
<b>Objectives</b>	<p>Generally, to prepare law students for the practice of law. The faculty has recognized the importance of and need for alternatives to litigation; thus the College of Law has increased the availability of courses in such subjects as counseling, negotiation, and arbitration; other modes of ADR are considered in other related law courses.</p> <p>De Paul offers courses in arbitration, interviewing, counseling and negotiation. They also have a legal clinic in which students obtain experience in dispute resolution. De Paul University College of Law has sponsored, in conjunction with other organizations seminars, continuing legal education programs, negotiation and related subjects.</p>
<b>Information Resources</b>	Professors Elliot Goldstein, Norbert Jacker, and several other faculty lecture extensively throughout the U.S. and Canada on ADR topics. In addition to the College law library, a series of three videotapes on negotiation, including ethical considerations, is available from the National Institute for Trial Advocacy. (See separate entry)
<b>Publications</b>	<ul style="list-style-type: none"> <li>o <u>Effective Negotiation Techniques for Lawyers</u>, N. Jacker, 1981. Distributed by National Institute for Trial Advocacy.</li> <li>o Article on negotiation by Professor Jacker is in the book <u>Communication Strategies in the Practice of Lawyering</u>, from Speech/Communication Association, Annandale, VA. (\$15)</li> </ul>

**Organization** DISPUTE RESOLUTION RESOURCE CENTER (NIJ/NCJRS)  
**Founded** Dispute Resolution Resource Center, 1983 (NCJRS 1972)

**Address** Box 6000  
Rockville, MD 20850

**Phone** 301/251-5194

**Annual Budget and Funding Sources** Budget varies annually with DOJ funding.  
Funded by the Federal Justice Research Program, U.S. Department of Justice; other NCJRS functions funded by National Institute of Justice and other Department of Justice agencies.

**Director/Head** Harvey C. Byrd

**Person to Contact** Ellen Mowbray (Dispute Resolution Reference Specialist)

**Staff** 2 (Reference Specialist and Program/Information Specialist)

**Membership** User registration is free to U.S. addresses. Foreign users pay small fee to cover foreign mail expense. Contact above address for registration information.

**Objectives** To provide a national centralized information clearinghouse serving the dispute resolution community through reference assistance, referrals, and a wide array of products and other services.

**Information Resources**

- o Topical Bibliography (mid 1984)
- o Topical Search (mid 1984)
- o Program Director (late 1984)
- o Various special information products

**Publications**

**Organization** DISPUTE SERVICES  
**Founded** 1979

**Address** Oklahoma State University  
 Stillwater, OK 74078

**Phone** 405/624-6025

**Annual Budget and Funding Sources** No separate budget; Dispute Services operates as a project of the Department of Psychology at Oklahoma State University.

**Director/Head** Bob Helm, Ph.D. (Associate Professor of Psychology)

**Person to Contact** Above

**Staff** Support staff (graduate students and secretaries) from OSU.

**Membership** Not a membership organization.

**Objectives** Instruction, research, and services in the field of "dispute-resolution-by-consensus, with an emphasis on mediation." Dispute Services was initiated as a practitioner forum for social psychologists at Oklahoma State University. It has grown to encompass the three activities expected from a university program; teaching, research, and services. DS has aided in the development and conduct of mediation projects, in the training of negotiators and mediators, in project evaluations, and in the preparation and passage of state legislation.

**Information Resources** Full range of typical university resources (i.e., library with standard loan policy)

**Publications** o "Project Early Settlement: Its First Six Months," a report on the mediation project of the Tulsa Municipal Court.



**Organization Founded** DISPUTES PROCESSING RESEARCH PROGRAM (UNIVERSITY OF WISCONSIN)  
1977

**Address** University of Wisconsin-Madison Law School (Room 209)  
Madison, WI 53706

**Phone** 608/263-2545

**Annual Budget and Funding Sources** Budget not provided. Funding in the past has come from the University of Wisconsin Graduate School, the Law School, the Ford Foundation, the National Science Foundation, the National Institute for Justice and the U.S. Department of Justice's Federal Justice Research Program.

**Director/Head** David M. Trubeck (Associate Dean; Professor of Law)

**Person to Contact** Professor Marc Galanter is succeeding Professor Trubeck

**Staff** 3 1/2

**Membership** DPRP is creating a list of "subscribers" who will receive all Working Papers, and a separate list of interested people who will on occasion purchase publications. Costs: minimal postage and reproduction; subscribership open to all.

**Objectives** DPRP was created to "help overcome institutional barriers, diminish conceptual balkanization and reduce informational bias in the study of the processing of civil disputes." The Program is organized at the University level, thus drawing together lawyers and scholars from other disciplines. It has sought to develop conceptual approaches which unify separate disciplinary orientations and are open to revision through input of information from professional experience, empirical data, and statistical sources. The DPRP has developed the capability to conduct empirical inquiry on litigation and other forms of dispute processing and sought to maintain contact with the actors in the system. For these reasons the Program has been able to produce a constant stream of research which has had substantial influence in the academic and professional worlds."

**Information Resources** As one of the few research programs investigating disputes and alternatives in U.S. and elsewhere, staff and associated faculty provide useful support to scholars and practitioners needing empirical data on the way courts and disputes function and are handled. The DPRP Library is small but growing; staff members are eager to assist with information.

**Publications** An annual Working Papers series is produced, and sold at nominal rates. Special volumes are published from time to time; recently completed is the Civil Litigation Research Project Final Report (Parts A and B) available in microfiche or paper-bound copies. (ISBN No. 0-915329-00-X) \$50.

**Organization Founded** DIVORCE MEDIATORS, INC.  
1980

**Address** 12021 Wilshire Blvd., Suite 111  
Los Angeles, CA 90025

**Phone** 213/477-9595

**Annual Budget and Funding Sources** \$2000  
Sources are dues, fees for training seminars, and fund raising events.

**Director/Head** Kay Calvin (President)

**Person to Contact** Above

**Staff** 1

**Membership** 40. Membership is primarily lawyers and mental health professionals.

**Objectives** (1) Provide a professional organization for divorce mediators;  
(2) Offer professional training;  
(3) Provide public education;  
(4) Offer a referral service.

Divorce Mediators, Inc. is an organization of legal and mental health professionals dedicated to the idea of divorce mediation as an alternative to the adversary system for divorcing families.

**Information Resources** A speakers bureau and training materials available.

**Publications** o Bimonthly newsletter available on request.

**Organization Founded** EDUCATIONAL FUND FOR INDIVIDUAL RIGHTS  
1979

**Address** 475 Riverside Drive, Suite 820  
New York, NY 10115

**Phone** 212/666-6090

**Annual Budget and Funding Sources** \$300,000  
Sources include private foundations (Russell Sage, Ford, Rockefeller, Exxon Education Foundation); Corporations (IBM, Hewlett Packard, NCR, Citibank, Xerox, AT & T, Prudential Insurance, etc.) and Government Research grants.

**Director/Head** Dr. Alan F. Westin (President)

**Person to Contact** Luceil D. Sullivan, Executive Director

**Staff** 12 total.

**Membership** N/A.

**Objectives** EFIR is a non-profit, tax-exempt foundation to conduct research, educational and publishing activities in the field of individual rights in the United States and abroad. Its main area of concentration is individual rights at the workplace. The Fund's work centers on emerging issues that concern equitable treatment of employees in the corporate world. These include fair procedure mechanisms for resolving individual disputes; employee privacy on and off the job; rights of employee expression and dissent, including "whistle blowing" issues; employee access to management information; the enhancement of corporate affirmative action programs; and employee relations aspects of new technologies at the workplace. One stated purpose is to study how legal mechanisms installed to protect employee rights are actually working, and examine whether additional legislative, judicial, or administrative remedies may be called for, with special attention to the costs, benefits, and effectiveness of new legal measures.

**Information Resources** The fund conducts seminars and issues a wide variety of reports, and case studies, serving as a national information resource and clearinghouse for company management, the press, unions, public-interest groups, and the academic community on all aspects of employee rights.

**Publications**

- o Individual Rights in the Corporation: A Reader on Employee Rights, 1980. Edited by Alan F. Westin & Stephan Salisbury
- o Whistle-Blowing: Loyalty and Dissent in the Corporation, 1981. A variety of other books, special reports, and newsletters are also available.

**Organization Founded**      **ENDISPUTE, INC.**  
**Address**      1333 H Street, NW, Suite 460  
                     Washington, DC 20005  
**Phone**      202/898-0146  
**Annual Budget and Funding Sources**      Fee generated.  
  
**Director/Head**      Jonathan B. Marks (President)  
**Person to Contact**      Above  
  
**Staff**      5  
  
**Membership**      N/A

**Objectives**      This private organization offers expertise in resolution of corporate, commercial, insurance and public disputes by assisting counsel and managers in evaluating, selecting and implementing dispute resolution mechanisms. These include mini-trials, binding and nonbinding arbitration, mediation, private judges, summary jury trials, neutral experts and fact-finders. EnDispute also designs mechanisms to prevent disputes and conducts training programs and workshops on litigation management and dispute resolution. EnDispute has offices in Los Angeles, Chicago and San Francisco.

#### Information Resources

**Publications**      Various publications by principals (Marks, Eric D. Green, Ed Hamilton, Fran Rabinowitz, Peter Szanton), including the CPR Mini-Trial Handbook by Eric Green.

**Organization Founded** ENVIRONMENTAL CONFLICT PROJECT  
1981

**Address** 2036 Dana Building  
School of Natural Resources, The University of Michigan  
Ann Arbor, MI 48109

**Phone** 313/763-9022

**Annual Budget and Funding Sources** Core budget provided by the School of Natural Resources and the University of Michigan. Budgets for special projects have been provided by organizations including: The Mott Foundation; Ruth Mott Fund; Joyce Foundation; US/Japan Foundation; Michigan Department of Natural Resources, and others.

**Director/Head** Patricia A. Bidol, Ph.D.

**Person to Contact** Karen V. Gottlieb or Michael T. Lesnick (Research Associates)

**Staff** Administrative/Professional (6); Support (4)

**Membership** N/A

**Objectives** Goal: To integrate research, practice, and teaching as it applies to the management of environment disputes. Objectives: To research, extend and integrate the current theoretical bases of environmental conflict, planned social change, and social and biological Natural Resource Science.

To develop, evaluate, and disseminate environmental conflict management strategies, programs and materials which address the needs of government, corporate, and citizen organizations.

The Project provides consultation and training and serves as a third party intervenor. It also works with organizations to institutionalize dispute resolution as it relates to both internal conflicts and external conflicts and policy formation. Project focus for 1983/1984: Institutionalize conflict management in internal and external organizational management and policy formulation.

**Information Resources** Project has 950 books and articles currently in holdings. Photocopying for a fee. Project staff is available for speaking to groups. The Project currently serves informally as a clearinghouse for conflict management information regarding environmental issues in the State of Michigan. Project staff also teach courses.

**Publications**

- o A Bibliography on Natural Resources and Environmental Conflict: Management Strategies and Processes, 1982.
- o The Project will be publishing a series of working papers beginning January, 1984. This will include Project research, reports, case studies, articles, and Theory papers.

<b>Organization Founded</b>	ENVIRONMENTAL MEDIATION INTERNATIONAL 1978
<b>Address</b>	1775 Pennsylvania Avenue, NW, Suite 475 Washington, DC 20006
<b>Phone</b>	202/457-0457
<b>Annual Budget and Funding Sources</b>	Budget not provided. Current funding from Donner Foundation, New York and Toronto; past sources include the Edna McConnell Clark, Hartford and Ford Foundations and the U.S. and Canadian governments.
<b>Director/Head</b>	Robert E. Stein (President)
<b>Person to Contact</b>	Above or Geoffrey Grenville-Wood (Vice-President, Canada)
<b>Staff</b>	Washington (1 1/2); Ottawa (2)
<b>Membership</b>	N/A

**Objectives** EMI was established to facilitate the use of mediation as an effective technique for settling a range of environmental and natural resource disputes. As a neutral, independent organization, EMI plays a unique role among organizations involved in international and/or environmental issues. EMI is a private, non-profit organization with two offices located in Washington and Ottawa, Ontario.

Besides offering mediation and other services to assist in the settlement of transnational and interjurisdictional environmental and natural resource disputes, EMI carries out research in related areas. "EMI's primary focus has been the U.S. and its neighbors to the north and south, but we hope to be able to be of assistance to other areas as well."

**Information Resources** In addition to mediation and research services, EMI also conducts training seminars on mediation, and have sponsored an educational conference on the uses of mediation and other alternative techniques of dispute settlement. EMI maintains a list of international mediators.

**Publications** None

**Organization** ERM-McGLENNON ASSOCIATES  
**Founded** 1977

**Address** 148 State Street  
 Boston, MA 02109

**Phone** 617/742-1580

**Annual Budget and** Corporate profit-making.  
**Funding Sources** Government, business, and non-profit associations as clients

**Director/Head** John A. S. McGlennon (President)

**Person to Contact** Ellen John (Research Associate) or Peter Schneider (V.P.)

**Staff** Administrative (2); Professional (2)

**Membership** N/A

**Objectives** ERM-McGlennon provides conflict management, dispute resolution training and regulatory rulemaking services to a wide variety of clients. They assist parties in negotiations and will arbitrate or mediate a dispute. ERM-McGlennon also specializes in coordinating training workshops in environmental conflict management, which include a simulated role playing exercise specifically designed to complement the characteristics of the participants. General aims of the company are to assist clients balance developmental goals and environmental management objectives on a variety of projects. They wish to help both public and private clients avoid costly, drawn out disputes by reducing regulatory uncertainty and building public acceptance. They offer expediting of facility permitting through use of techniques such as conflict assessment, negotiation, meeting facilitation and environmental mediation.

**Information Resources** In addition to above, the company has a library with no specific loan policy; they will assist or recommend resources. They also have a mailing list of approximately 750 which is not available on a commercial basis.

**Publications** ERM-McGlennon will provide a selected bibliography on request.

- o "Workbook on Environmental Negotiations" (1983)
- o "Selected Reading on Conflict Management" (1980)
- o "Guidelines for Public Participation in Siting and Developing Hazardous Waste Facilities" (1983)

**Organization** FAMILY MEDIATION ASSOCIATION  
**Founded** 1974

**Address** 9308 Bulls Run Parkway  
Bethesda, MD

**Phone** 301/530-6930

**Annual Budget and Funding Sources** Annual Budget not provided.  
Funding comes from membership dues, Divorce Settlement Mediation Course fees, private contributions and grants.

**Director/Head** Betty J. Henderson (President)

**Person to Contact** Susanne Lustig (Public Relations Coordinator)

**Staff** 10

**Membership** 1,000 members. Members are behavioral science professionals, lawyers, court personnel, students, clergy and anyone interested in the cause of divorce settlement mediation as an alternative to the adversarial system.

**Objectives** The purpose of FMA is to adapt techniques to settle family and marital disputes in a cooperative rather than competitive process, particularly with regard to custody, support and property division issues.

**Information Resources** Nationwide mediator referral service.

**Publications** o "The Family Mediator" newsletter, issued periodically.



**Organization** FEDERAL JUDICIAL CENTER  
**Founded** 1967

**Address** 1520 H Street, NW  
 Washington, DC 20005

**Phone** 202/633-6011

**Annual Budget and** FY 1983 Budget: \$8,598,000  
**Funding Sources** Congressionally-approved appropriations only funding source.

**Director/Head** A. Leo Levin

**Person to Contact** Leonard Klein (Information Specialist)

**Staff** 92

**Membership** N/A

- Objectives**
- (1) To conduct research concerning the operation of the federal courts;
  - (2) To make recommendations to the Judicial Conference of the United States for improvement of the administration and management of the courts;
  - (3) To conduct programs for the education and training of judicial personnel;
  - (4) To provide staff and other assistance to the Judicial Conference.

**Information Resources** Literature searches on the following computerized databases are available without charge to federal court personnel: NEXIS, DIALOG, WESTLAW, ISIS (internal file) Library serves as clearinghouse for information on federal judicial administration and provides reference services to the public. Library collection size: 3200; similar number in vertical file, including speeches and unpublished material.

- Publications**
- o The Third Branch (monthly newsletter); publications catalog
  - o Court-Annexed Arbitration (1983) by A. Leo Levin
  - o Evaluation of Court-Annexed Arbitration in Three Federal District Courts (1983) by E. Allan Lind & John E. Shapard
  - o Report of the Mediation Program in the Eastern District of Michigan (1983) by Joe S. Cecil & Barbara S. Meierhoefer

<b>Organization Founded</b>	FEDERAL MEDIATION AND CONCILIATION SERVICE 1947
<b>Address</b>	2100 K Street, NW Washington, DC 20427
<b>Phone</b>	202/653-5290
<b>Annual Budget and Funding Sources</b>	Annual budget not provided. Federal Agency
<b>Director/Head</b>	Mr. Kay McMurray
<b>Person to Contact</b>	Jean McKee (Executive Director) 202/653-2055
<b>Staff</b>	350
<b>Membership</b>	N/A
<b>Objectives</b>	Promoting the development of sound and stable labor-management relationships; preventing or minimizing work stoppages by assisting labor and management to settle their disputes through mediation; advocating collective bargaining, mediation and voluntary arbitration as the preferred process for settling issues between employers and representatives of employees; developing the art, science and practice of dispute resolution; and fostering joint relationships of labor and management leaders to increase their mutual understanding and ability to resolve common problems. FMCS furnishes panels of arbitrators, as well as Agency mediators, upon the request of parties. Arbitrators set their own fees, but most of them range from \$300-\$450 per day. Mediators are provided without charge to parties in a labor dispute.
<b>Information Resources</b>	FMCS Labor-Management Cooperation Grants Program awards grants to labor-management committees to improve labor relations, increase productivity, and enhance the quality of life.
<b>Publications</b>	<ul style="list-style-type: none"> <li>o "Mediation in Public Sector Labor-Management Disputes"</li> <li>o "Arbitration"</li> <li>o <u>Annual Report</u></li> <li>o "Securing Labor-Management Peace Through Mediation"</li> </ul> <p>All FMCS publications are free and a full publications list is available upon request.</p>

Organization FORUM ON COMMUNITY AND THE ENVIRONMENT  
 Founded 1978

Address 422 Waverly Street  
 Palo Alto, CA 94303

Phone 415/321-7347

Annual Budget and \$140,000

Funding Sources o FOUNDATIONS: William & Flora Hewlett; Atlantic Richfield; Bankamerica; David & Lucile Packard; Peninsula Community and the Jewish Community Federation  
 o CORPORATIONS: Syntex; Lane Publishing Co.; Lincoln Property

Director/Head Geoffrey H. Ball, Ph.D., Executive Director

Person to Contact Dianna Wiegner (Administrator)

Staff 3

Membership N/A

- Objectives (1) To create opportunities to resolve complex public issues facing communities, "especially where working together is hard".  
 (2) To set orderly and joint processes to work systematically through difficult situations rather than ignoring conflicts or rushing to simplistic decisions.  
 (3) To demonstrate, teach and use new techniques for managing conflict.

"We facilitate meetings and mediate conflicts. We help open and keep open lines of communication among diverse groups. We help parties with divergent points of view focus, examine and resolve essential issues in a mutually acceptable manner. Forum has developed a wide variety of courses and workshops that can be tailored to fit the specific needs of many organizations." Forum invites calls for a complete list of courses.

Information Resources Mailing list of approximately 4,000, the majority in the Bay Area.

#### Publications (SELECTED)

- o Negotiated Development: An Alternative Urban Strategy for the 80's (1980)
- o Creative Problem Solving in Quality Circles (1982)
- PAPERS AVAILABLE:
- o "Community Participation and Conflict Management" (1982)
- o "Conflict Management -- A Practical Approach to Controversy"

**Organization Founded** GRADUATE GROUP IN CONFLICT ANALYSIS & PEACE RESEARCH (U OF PA)  
1973

**Address** 3718 Locust Walk/CR  
University of Pennsylvania  
Philadelphia, PA 19104

**Phone** 215/898-8412

**Annual Budget and Funding Sources** Budget is included with that of Department of Regional Science. At Penn, graduate groups have no distinct budgets. There remain on the faculty 3 1/2 members originally hired for the then- Peace Science Unit.

**Director/Head** James P. Bennett (Acting Chair)

**Person to Contact** Above

**Staff** 14 faculty members participate in the graduate group

**Membership** N/A

**Objectives** The Graduate Group awards M.A. and Ph.D. degrees. It is an interdisciplinary program concerned with conflict processes and our capability to resolve or meliorate them. Participating faculty and students are associated with several disciplines, including regional science, public policy analysis, international relations, economics, linguistics, statistics, and the other social sciences. The principal areas of concentration in the theories and practice of conflict analysis and resolution include: the analysis of policy choices in conflict situations; linguistic foundations of conflict behavior, roles of verbal and nonverbal communication; modes of power behavior and the exercise of influence within societies; bargaining and negotiation and economic, socio-psychological and socio-linguistic approaches to negotiating and mediating; management of national security in the modern world system; assessing competing claims to world resources and the roles of governments.

**Information Resources** None outside university setting.

**Publications** None

**Organization Founded** HALT (HELP ABOLISH LEGAL TYRANNY), INC.  
1978

**Address** 201 Massachusetts Avenue, NE, #319  
Washington, DC 20002

**Phone** 202/546-4258

**Annual Budget and Funding Sources** 1 million.  
Organization supported entirely by membership contribution.

**Director/Head** Mathew Valencic

**Person to Contact** Robert S. Tigner (Staff Attorney)

**Staff** 20 (including part-time)

**Membership** 300,000. Anyone may become a member of HALT by making a tax-deductible contribution of \$15 or more for a one-year membership.

**Objectives** "HALT -- An Organization of American For Legal Reform is a non-partisan public interest group dedicated to reducing the cost and improving the quality of legal services in America. Because justice under the law should and must be equally accessible to all citizens, HALT is working at the state and national level to make our legal system less costly and more responsive to the needs of the average American. HALT's program of reform includes:

- (1) Producing educational materials to instruct citizens in the basic principles and procedures of our legal system...
- (2) Simplifying the language of the law...
- (3) Protecting consumers of legal services through public participation and control in attorney grievance committees...
- (4) Focusing public attention on the legal profession's undue influence in federal and state legislatures...

**Information Resources** HALT's principal activities are educational and reform. However, the organization also provides members with an information and referral service to sources enabling them to resolve disputes most efficiently; whenever possible, this includes referral to alternative dispute resolution methods. Staff speakers are available for appearances and presentations.

**Publications** o The Citizens Legal Manuals (six in print)  
o "Americans for Legal Reform" (quarterly newsletter)

These are distributed to members (with some exceptions made for libraries, other non-profits, etc.) without charge.

**Organization Founded** ILLINOIS ENVIRONMENTAL CONSENSUS FORUM (UNIV. OF ILLINOIS)  
1981

**Address** 1201 West Nevada Street  
Urbana, IL 61801

**Phone** 217/333-3340

**Annual Budget and Funding Sources** \$100,000  
Sources: Joyce Foundation, Woods Charitable Fund, plus contributions from corporations, business organizations, environmental and special interest groups concerned with environmental conflict in Illinois.

**Director/Head** Philip A. Marcus (Executive Director)

**Person to Contact** Linda Bruce (Public Policy Assistant)

**Staff** 2 (others)

**Membership** N/A

**Objectives** To serve as a neutral mediation service in assisting participants in environmental decision making.

**Information Resources** None listed

**Publications** o Concurrence, a quarterly newsletter, available on request.  
o Annual Progress Reports

**Organization** INSTITUTE FOR CONFLICT MANAGEMENT  
**Founded** 1983

**Address** 1168 Newport Avenue  
 Pawtucket, Rhode Island 02861 (or office in New York)

**Phone** 401/723-9655 or 212/246-7447 (New York)

**Annual Budget and** \$40,000  
**Funding Sources** Sources: National Institute for Dispute Resolution; State of New Jersey Civil Commission; National Institute for Sentencing Alternatives

**Director/Head** Joseph B. Stulberg (Executive Director)

**Person to Contact** J. Michael Keating or Mr. Stulberg in New York

**Staff** Stulberg; Keating; Margaret Shaw (25%); research assistants

**Membership** N/A

**Objectives** (See also: Conflict Management Resources, Inc.)  
 The ICM is the nonprofit counterpart of Conflict Management Resources, Inc. The Institute is currently conducting a feasibility study for NIDR in the area of grievance mechanisms for private providers of public human services and has provided consulting services in program development for the National Institute for Sentencing Alternatives and the New Jersey Civil Service Commission. "The principal immediate interest of the Institute is the study and promotion of public and private institutional mechanisms for the handling of internal and external conflict that incorporate negotiation, facilitation, conciliation, ombudsmanry, mediation, fact-finding and/or arbitration." The Institute also has a particular interest in furthering an understanding of the science and practice of mediation as applied to interpersonal and institutional disputes.

**Information Resources** The Institute plans to conduct research projects, hold seminars and conferences and sponsor or engage in a variety of endeavors designed to study and evaluate procedures and techniques for the management of conflict.

**Publications** The Institute has no publications to date, but it anticipates that current research projects will produce several.

**Organization** INSTITUTE FOR COURT MANAGEMENT  
**Founded** 1970  
  
**Address** 1624 Market Street, Suite 210  
 Denver, CO 80202  
  
**Phone** 303/534-3063  
  
**Annual Budget and** \$750,000  
**Funding Sources** Sources are federal and corporate grants, technical assistance contracts, tuition and contributions.  
  
  
**Director/Head** Harvey E. Solomon, Executive Director  
  
**Person to Contact** Above  
  
**Staff** 13  
  
**Membership** N/A

**Objectives** The goal of the Institute for Court Management is to improve the management of the nation's courts, whether they be trial or appellate, federal, state or local. To accomplish this mission, the Institute conducts education and training programs, undertakes research and studies, and publishes a professional periodical, The Justice System Journal.

#### Information Resources

**Publications** o The Justice System Journal. Three issues per volume, one volume printed each year. Subscription rates: Individual (\$12/one year; \$22/two years); Institutional (\$24/one year; \$44/two years).



**Organization Founded** INSTITUTE FOR ENVIRONMENTAL NEGOTIATION  
1981

**Address** University of Virginia (Campbell Hall)  
Charlottesville, VA 22903

**Phone** 804/924-1970

**Annual Budget and Funding Sources** The Institute is currently operating on an annual budget of \$150,000 based on equal contributions from the Virginia Environmental Endowment, the University of Virginia, and a portfolio of other contributions.

**Director/Head** Dr. Richard C. Collins

**Person to Contact** Dr. A. Bruce Dotson (Assistant Director)

**Staff** 7 (including part-time)

**Membership** The Institute is in the process of discussing a program of membership. A sponsors program whereby donors can pledge multi-year financial support has recently been initiated.

**Objectives** The Institute provides third party assistance to governments, businesses, and citizens for the purpose of settling differences on issues relating to land use, the environment or regulation. IEN responds to site specific, regulatory, and policy dispute opportunities that are developed in each of the Institute's major program areas. These include: (1) development disputes and the permitting process (2) statutory and administrative authority for mediation (3) critical environmental areas and (4) rural issues (especially water, waste, and affordable housing disputes). The Institute continues to facilitate the work of the Toxics Roundtable policy dialogue groups and to develop an educational component through the School of Architecture at the University of Virginia whereby collaborative/consultative approaches to negotiated development can be made a part of the education of design professionals.

**Information Resources** Materials have been collected and a library exists of back-up resources relating to projects undertaken. Calls are invited for further information. From time to time, Institute staff and faculty author articles based on the work of the Institute. Several titles are available in reprint.

**Publications**

- o The Mediator (quarterly newsletter) Distributed free.
- o "Resolving Land Disputes Using Outside Mediators".
- o "Political Feasibility and Conflict Management: A Merging of Perspectives".

Complete publications list available upon request.

**Organization Founded** INSTITUTE FOR MEDIATION AND CONFLICT RESOLUTION, INC.  
1969

**Address** 49 E. 68th Street (At Automation House)  
New York, NY 10017

**Phone** 212/570-9400

**Annual Budget and Funding Sources** \$750,000  
Major funding sources are N.Y.C. Criminal Justice Agency; N.Y.C. Unified Courts; N.Y.C. Housing Authority; and Miscellaneous Foundation and Corporate. Past funding has come from the Ford Foundation.

**Director/Head** Laura D. Blackburne (Vice President/Chief Executive Officer)

**Person to Contact** Above

**Staff** Administrative (3); Professional (3); Support (17); Mediators (50)

**Membership** N/A

**Objectives** (1) To provide training in negotiations, mediations and other conflict resolution techniques;  
(2) To intervene and assist in resolving conflicts;  
(3) To develop and operate conflict resolution systems

IMCR plans in the future to provide management training in public and private sector conflict resolution systems, and media promotion and public relations to increase public understanding of alternative dispute resolution.

**Information Resources** Training in Conflict Resolution skills, and the development of conflict resolution program speakers bureau.

**Publications** o Conflict Newsletter (to resume publication in January 1984 on a quarterly basis.)

**Organization** INSTITUTE FOR SOCIAL ANALYSIS  
**Founded** 1978

**Address** 11739 Bowman Green Drive  
 Reston, VA 22090

**Phone** 703/471-6850

**Annual Budget and** \$500,000  
**Funding Sources** The Ford Foundation, National Institute of Justice, National Institute on Drug Abuse.

**Director/Head** Royer F. Cook (President)

**Person to Contact** Above or Janice A. Roehl (Vice President)

**Staff** 6

**Membership** N/A

**Objectives** The Institute for Social Analysis is a private non-profit research organization specializing in the application of the social sciences to the opportunities and problems of contemporary society. "We believe that most of the critical issues which confront our society today - issues of public safety, health, energy, and defense - have important human elements which can be effectively addressed through the methods of the social and behavioral sciences. Whatever the specific issue - whether the design of a more responsive system of justice, helping youth to achieve a more effective adjustment to society, or developing ways to meet military manpower needs, our general goal remains the same: To have an impact on the problem and to yield a product that is useful to the agency and its constituents."

**Information Resources** N/A

**Publications**

- o "Ongoing Issues in Dispute Resolution," Journal of Social Issues (in press). By Royer F. Cook and Janice A. Roehl.
- o The Neighborhood Justice Centers Field Test. In Neighborhood Justice: An Assessment of an Emerging Idea, 1982. Edited by R. Tomasic and M. Feeley.

<b>Organization Founded</b>	INSTITUTE OF JUDICIAL ADMINISTRATION 1952
<b>Address</b>	One Washington Square Village New York, NY 10012
<b>Phone</b>	212/598-7721
<b>Annual Budget and Funding Sources</b>	\$540,000 The Institute is supported by grants from private foundations and by tax-deductible contributions from private corporations. The IJA also enters into contracts with government agencies and private foundations to carry out court-related studies.
<b>Director/Head</b>	Barbara Flicker
<b>Person to Contact</b>	Above
<b>Staff</b>	10
<b>Membership</b>	Membership is by invitation to lawyers, judges, and laymen who are actively interested in improving the judicial system. Currently there are more than 700 members from 50 states and several foreign countries.
<b>Objectives</b>	The aims of the Institute are to promote court modernization; to study the judicial system and publish the results of research in the field of judicial administration; to offer educational programs to judges, court administrators, legislators, attorneys and others who have a special interest in improving the availability and quality of justice in all courts; to research, study, and report on causes for undue delay in the administration of civil and criminal justice; and through interchange, to observe and learn about the court systems of foreign lands. The IJA is evaluating a pilot project now being conducted in the United States District Court in New York, under which selected experienced lawyers are called upon by the Court to assist in the mediation of settlements, stipulations of fact, statements of issues and discovery plans and, on the consent of the parties, to administer discovery procedures and even arbitrate claims.
<b>Information Resources</b>	IJA maintains a collection of over 10,000 volumes dedicated to the specialized field of judicial administration, including many reports, memoranda, and "fugitive" materials of historic import which are not generally available. Library staff responds to requests from judges, court administrators, academicians, governmental agencies, students and other individuals.
<b>Publications</b>	<ul style="list-style-type: none"> <li>o Annotated bibliography concerning judicial administration.</li> <li>o <u>Non-Attorney Justice in the United States: An Empirical Study.</u></li> <li>o Publications can be expected from priority area of study concerning the use of ADR and Court Congestion and Fees.</li> </ul>

**Organization Founded** INTERACTION ASSOCIATES, INC.  
1968

**Address** 185 Berry Street, Suite 150  
San Francisco, CA 94107

**Phone** 415/777-0590

**Annual Budget and** 1983: \$1.2 million

**Funding Sources** Income is from fees for services and material sales.

**Director/Head** Michael Doyle (President)

**Person to Contact** William J. Spencer (Senior Associate)

**Staff** Administrative (3); Professional (11); Support (4)

**Membership** N/A

**Objectives** IA is an international process consulting and human resource development firm that provides clients with the following products and services: Process skills training; neutral party services; large scale change consulting for organizational renewal, productivity, quality improvement and quality of work life; design of high performing, collaborative social systems; conflict resolution and consensus building services; large scale participation in public policy development.

The stated goal of IA is to develop and provide products, services, theory, tools, and road maps to empower people to become the architects of their own future. IA provides ways for individuals, groups, organizations and societies to increase their effectiveness, harmony and the quality of their lives.

**Information Resources** Cost of services, training, consultants available upon request.

**Publications**

- o Interaction Associates has an internal newsletter which goes to individuals we have licensed to train others.
- o "We have several videotapes which explain what we do." Inquiries are welcome.

**Organization Founded** KETTERING FOUNDATION NEGOTIATED INVESTMENT STRATEGY PROJECT 1979 (NIS Project)

**Address** 5335 Far Hills Avenue, Suite 300  
Dayton, OH 45429

**Phone** 513/434-7300

**Annual Budget and Funding Sources** \$30,000 (NIS budget 1983)  
Foundation budget 1982 \$7,389,434

**Director/Head** David Mathews (President)

**Person to Contact** Chris Carlson (Program Associate)

**Staff** 3, plus outside consultants

**Membership** N/A

**Objectives** The Kettering Foundation belongs to the relatively small group of philanthropic operating foundations that initiate and carry out their own projects. Established as an operating foundation in 1927, Kettering does not make grants. It pursues its mission-oriented program with its own staff and associates and through partnerships with other organizations.

Kettering is especially interested in partnerships. It characteristically works through networks of like-minded organizations and through these collaborations confronts broad, basic, and long-term problems that exceed the capabilities and expertise of any one organization. The Foundation concentrates on three closely related areas: governing, education, and science. Looking for new ways to solve intergovernmental problems and problems between citizens and their government is high on the Foundation's agenda.

**Information Resources** Mediated problem-solving processes like NIS are adaptable to many intergovernmental, community-governmental, and public-and private-sector problems. The Foundation will provide an advisory service for those wishing to adapt these processes to special situations.

**Publications**

- o "Public Decisionmaking: Using the Negotiated Investment Strategy" (To be published)
- o "A Negotiated Investment Strategy: Case History of the Connecticut NIS," (June 1983) 52 pp.
- o "User's Guide" for initiating NIS process, (Sept. 1983) 35 pp.
- o A complete list of publications is available.

**Organization** KEYSTONE CENTER  
**Founded** 1975

**Address** P.O. Box 38  
Keystone, CO 80435

**Phone** 303/468-5822

**Annual Budget and** \$500,000

**Funding Sources** Sources: Foundation grants; government grants and contracts,  
private contributions.

**Director/Head** Robert W. Craig

**Person to Contact** Above

**Staff** 7

**Membership** No

**Objectives** To foster cooperative problem solving through the use of non-adversarial conflict resolution processes, with an orientation toward issues involving the interaction of science and public policy. Recent policy dialogue efforts have focused on radioactive and hazardous waste disposal, acid precipitation research, clean air policy, energy emergency preparedness, toxic exposure compensation and Indian/business relations. The Center also coordinates its activities with the Keystone Science School, a division of the Center, whose mission is science education for a broad range of people from elementary school children to retired professionals.

**Information Resources** Keystone reports are distributed to key decisionmakers in industry, local, state and federal governments, and the public interest sector. We also serve as an informal clearinghouse for resources related to the issue areas we are working on.

**Publications** Reports from consensus building projects are available on a limited basis. No regular publications.

<b>Organization</b>	<b>LAW AND SOCIETY ASSOCIATION</b>
<b>Founded</b>	1964
<b>Address</b>	University of Denver College of Law 200 West 14th Avenue Denver, CO 80204
<b>Phone</b>	303/753-3285
<b>Annual Budget and Funding Sources</b>	Annual budget not listed. Funding sources are membership dues and subscriptions to the LAW & SOCIETY REVIEW
<b>Director/Head</b>	Joyce Sterling (Executive Officer)
<b>Person to Contact</b>	Above
<b>Staff</b>	2
<b>Membership</b>	Membership open to scholars interested in the inter- disciplinary study of law and society. Rates are \$40/year for Institutional membership, \$25 for Individual.
<b>Objectives</b>	The Association was formed to bring persons together who are interested in the study of law and society. It is an inter- disciplinary group of international scholars which identifies with the several social and behavioral science disciplines. An annual meeting is convened, usually in June, at which papers are presented on research, the development of theory, and methodological problems in the study of law and society. Projects for the future include regional meetings and the development of a data base center for research projects.
<b>Information Resources</b>	LSA publishes LAW & SOCIETY REVIEW (now in its 17th volume) quarterly. The review has included articles on various dispute resolution systems. In addition, the Association has published Special Issues of the REVIEW on this subject. The journal welcomes articles by lawyers, social scientists, and scholars that bear on the relationship between society and the legal process.
<b>Publications</b>	o REVIEW is \$40/year for North American countries; \$42/year for non-North American countries. o Newsletter published three times/year and is mailed to all Association members and subscribers to the REVIEW.



**Organization** THE MEDIATION INSTITUTE  
**Founded** 1973

**Address** Two Nickerson Street, Suite 301  
 Seattle, WA 98109 (Note: several regional offices exist)

**Phone** 206/285-4641

**Annual Budget and** Annual budget not supplied.

**Funding Sources** The Mediation Institute is funded by a combination of grants, contracts, and fees for services.

**Director/Head** Gerald W. Cormick (President)

**Person to Contact** Laurie K. Rush (Administrator)

**Staff** Professional (2); Support (2)

**Membership** N/A

**Objectives** The Mediation Institute is a national center established to provide mediation and related dispute settlement services to parties in disagreement. Since 1975 it has provided mediators to assist in the settlement of conflicts involving such diverse matters as facility siting, treaty implementation, resource planning and the development of environmental and related regulations. It has also provided disputing interests with the ability to resolve their own differences through joint training and advisory programs and by assisting in the development of mutually acceptable systems for settling recurring differences.

#### Information Resources

**Publications** A publications list is available. Selected titles include:

- o "Roles, Justice and Ethics: The Mediator's Impact" by Gerald W. Cormick
- o "The Myth, the Reality, and the Future of Environmental Mediation" by Gerald W. Cormick

**Organization** MENNONITE CONCILIATION SERVICE  
**Founded** 1977

**Address** c/o Mennonite Central Committee  
 Akron, PA 17501

**Phone** 717/859-1151

**Annual Budget and Funding Sources** \$30,000  
 Donations are from individual and church groups; there is a modest income from seminars.

**Director/Head** Ronald S. Kraybill

**Person to Contact** Above

**Staff** Five individuals are designated to provide training and seminars; other "staff" run the numerous local programs.

**Membership** Closest thing to a membership is the list of those receiving the Newsletter, numbering about 450 (i.e., open)

**Objectives**

- (1) To strengthen the ability of individuals and institutions "within the Christian community of faith to manage conflict effectively."
- (2) To encourage development of more effective means of managing conflict in the larger society and encourage Christians to participate in this.

"We do this by providing training in mediation skills, developing useful written materials, providing consultation in establishing community-based centers, and providing some direct mediation services."

**Information Resources** Speakers available in many areas of the U.S. and Canada on conflict management; speakers primarily oriented towards Christian audiences.

Slide Set "Managing Conflict in the Congregation" available in April 1984.

**Publications**

- o MCS Quarterly Newsletter (Free).
- o Repairing the Breach, 1982. By Ronald S. Kraybill.
- o Mediation: A Reader, by Lynn Buzzard and Ronald S. Kraybill.
- o "A Guide to Peace Resources" (brochure Free)

**Organization** NATIONAL ACADEMY OF ARBITRATORS  
**Founded** 1947

**Address** c/o Graduate School of Business Administration  
 The University of Michigan  
 Ann Arbor, MI 48109

**Phone** 313/763-9714

**Annual Budget and Funding Sources** Budget not provided. Source of funding is membership dues.

**Director/Head** Mark L. Kahn (President)

**Person to Contact** Office of the Secretary/Treasurer (above)

**Staff** 1

**Membership** 607 (Established, practising arbitrators)

- Objectives**
- (1) To establish and foster high standards of competence among those engaged in the arbitration of labor/management disputes on a professional basis;
  - (2) To adopt canons of ethics to govern the conduct of arbitrators;
  - (3) To promote the study and understanding of arbitration of labor and management disputes.

#### Information Resources

- Publications**
- o Proceedings of NAA Annual Meetings from 1949 are published by the Bureau of National Affairs (Washington, DC)
  - o "Oral History Project: The Early Days" (Transcripts of interviews with six pioneer arbitrators)

<b>Organization Founded</b>	NATIONAL ACADEMY OF CONCILIATORS 1979
<b>Address</b>	5530 Wisconsin Avenue, Suite 1130 Chevy Chase, MD 20815
<b>Phone</b>	301/654-6515
<b>Annual Budget and Funding Sources</b>	\$1,000,000 Sources are membership dues, contributions, and contracts primarily to develop dispute settlement systems and to conduct training and education projects.
<b>Director/Head</b>	Lester B. Wolff (President)
<b>Person to Contact</b>	Jacques Nacson (Director, Training & Professional Development)
<b>Staff</b>	8 staff and over 1,000 panel mediators
<b>Membership</b>	Categories of membership include Professional, Associate, and Sustaining. NAC serves as a national resource to its members.
<b>Objectives</b>	<p>By fostering alternatives to litigation and providing improved skills development for independent third parties to settle disputes, NAC provides a broad range of public and private organizations with services including consultation, problem identification and solving, dispute settlement and grievance system development, training and education programs, third party impartial administrative services, audit and performance evaluations, feasibility studies, consensus building, research, publications, membership and information distribution.</p> <p>The areas included are consumer, human rights, family, environmental, construction, labor-management and ad hoc stipulations.</p>
<b>Information Resources</b>	<p>The National Academy of Conciliators services are individually designed to meet specific client needs.</p> <p>Various articles, publications and training modules are available, including videotape and educational film presentations.</p>
<b>Publications</b>	<ul style="list-style-type: none"> <li>o <u>Newsletter</u> (Semi-annual publication)</li> <li>o NAC Information Bulletins (Monthly)</li> <li>o Publications focus on dispute settlement services and their application to specific areas of disciplines and industries.</li> </ul>

**Organization** NATIONAL CENTER FOR COLLABORATIVE PLANNING & COMMUNITY SERVICES  
**Founded** 1979

**Address** P.O. Box 1080  
 Montpelier, VT 05602

**Phone** 802/229-5113

**Annual Budget and** \$150,000+  
**Funding Sources** All funding raised on contracts with the community, public and private sectors.

**Director/Head** William F. Lincoln, Executive Director

**Person to Contact** Above

**Staff** 2; 25 panel members used "as necessary and appropriate"

**Membership** N/A

- Objectives**
- (1) To advance the capabilities, competencies, credibility of negotiators and mediators by helping to establish higher (more substantive and practical) standards for the profession;
  - (2) To develop long-life self-administerable training curriculum for agency specific needs (community, private, and public sectors);
  - (3) To make available at low or no cost training and materials for the community sector.

"This organization is often characterized as a 'full service' agency. Although relatively small, NC/CP&CS operates nationally and even internationally. Lately, most of this Center's effort has been upon advancing the field of negotiations and mediated negotiations through the development of self-administerable curriculum (written and audio) for the broad and diverse community sector."

**Information Resources** "Professional Certification of Mediators and Hearing Officers available through training and written examination." The Center has contributed to major training materials used by a variety of organizations and agencies. Staff is available for speaking engagements.

- Publications**
- o Self-Administerable Curriculum, 1982. Instructor's Manual is 588 pages; Student Workbook is 228 pages; audiotapes 6 hrs.
  - o Basic Principles of Negotiations and Mediation... 1983
  - o Endpollute, Inc. and Three Municipalities...
  - o EEOC Settlement Module, 1983 (via TARP, Inc., et al.)

**Organization** NATIONAL CENTER FOR STATE COURTS  
**Founded** 1971

**Address** 300 Newport Avenue  
 Williamsburg, VA 23185

**Phone** 804/253-2000

**Annual Budget and** \$4,386,852  
**Funding Sources** Major source (61.9%) from states; other funds from federal government, private grants, and publications

**Director/Head** Edward B. McConnell, Executive Director

**Person to Contact** Marilyn M. Roberts (Director, Research & Information Service)

**Staff** About 100

**Membership** N/A

**Objectives** The NCSC is a non-profit organization dedicated to improving the administration of justice at the state and local level, and the modernization of court operations. Goals are:

- (1) To conduct research projects on courts and court-related topics in order to identify needs and provide both short- and long-range solutions to state court problems;
- (2) To conduct education and training programs, seminars, and conferences;
- (3) To serve as a technical assistance program resource for the transfer of improvements in court standards, operations, management, and technology;
- (4) To serve as a clearinghouse through which members of the courts community and others interested in courts can exchange information and encourage improvements in state court administration, practices, and procedures.

**Information Resources** Library consists of approximately 10,000 volumes, and is a specialized library in court administration. Loans are made only to members of the court community, e.g., court administrators, judges, clerks of court.

**Publications** An extensive publications list is available. A few specifics:

- o State Court Journal (published quarterly, by subscription)
- o National Center for State Courts Report (monthly)
- o Citizen Settlement Program: Mediation of Small Claims, 1982
- o Small Claims Courts: Operations and Prospects, 1978

**Organization** NATIONAL CENTER ON INSTITUTIONS AND ALTERNATIVES  
**Founded** 1977

**Address** 814 North Saint Asaph Street  
 Alexandria, VA 22314

**Phone** 703/684-0373

**Annual Budget and** \$1 million

**Funding Sources** Sources include the Edna McConnell Clark, Z. Smith Reynold, Eugene & Agnes Meyer, Mattel, Lyndhurst, and Mary Reynolds Babcock Foundations; the Lilly Endowment, and National Endowment for the Arts.

**Director/Head** Jerome G. Miller, D.S.W.

**Person to Contact** Herbert J. Hoelter

**Staff** 20 (17 administrators and professionals do casework)

**Membership** N/A

**Objectives** To stimulate the development of effective and innovative alternatives to institutionalization in the following ways: (a) Client Specific Planning: To develop individualized, highly-structured sentencing plans for felony offenders as alternatives to incarceration (b) Clearinghouse: To provide a forum for gathering and disseminating information concerning institutions and community-based alternatives. To research pertinent issues impacting criminal justice, social services & mental health programs (c) Firebird Gallery: To exhibit, for sale, high quality art produced by institutionalized, previously institutionalized, and handicapped artists. NCIA is a private nonprofit organization working with defense attorneys and their clients who are likely to be incarcerated or who are seeking relief from incarceration through reconsideration of sentence or parole. The purpose of Client Specific Planning is the development of an individualized highly structured sentencing plan which is presented to the Court of Parole Authority.

**Information Resources** Technical Assistance to alleviate prison/jail overcrowding, federal sentencing and parole procedures, capital punishment; speakers available on all criminal justice issues with emphasis on alternatives to incarceration; newsletter mailing list and defense attorney mailing available (cost or trade negotiable). Videotape on Alternative Sentencing and several publications.

**Publications**

- o Institutions, Etc.: Monthly investigative newsletter focusing on positive and negative aspects of human services program.
- o Violent Juvenile Offender and Deinstitutionalization of Juvenile Offenders: Bibliographies: \$3.00 each.
- o And Darkness Closes In...National Study of Jail Suicides \$10

**Organization** NATIONAL CENTER ON WOMEN AND FAMILY LAW, INC.  
**Founded** 1979  
  
**Address** 799 Broadway, Room 402  
 New York, NY 10003  
  
**Phone** 212/674-8200  
  
**Annual Budget and** \$202,000  
**Funding Sources** The Legal Services Corporation

**Director/Head** Laurie Woods  
  
**Person to Contact** Above  
  
**Staff** 6  
  
**Membership** N/A

**Objectives** NCWFL addresses poor women's issues in the family law area and also provides technical assistance to advocates for poor women. NCWFL provides technical assistance and consultation in family law cases, as well as participation in impact litigation as co-counsel or amicus. We have developed a national network among attorneys, judges and women's advocates, and disseminate information about developments in state and federal litigation and legislation.

The newsletter deals with legal developments and emerging trends in such areas as domestic violence, intra-family custody, sex discrimination, the rights of single mothers, divorce, child-snatching, rape and legal safeguards for older women. The newsletter announces and reports on seminars, conferences, training programs, and manuals, books, periodicals, and articles concerned with family law issues.

**Information Resources** NCWFL has a comprehensive state-by-state resource library on women's issues in family law. This includes legislative materials and articles on mediation in family law. "We currently have available materials with respect to battered women (including marital rape), custody and joint custody, rape, child and wife support, and discrimination against homemakers and single mothers."

**Publications**

- o "The Women's Advocate"; bimonthly. (\$10 for individuals, \$20 for institutions).
- o "Mediation and Women - a bibliography"
- o "Mediation legislative packet."



**Organization Founded** NATIONAL CONFERENCE ON PEACEMAKING AND DISPUTE RESOLUTION  
1983

**Address** c/o The Georgia Center for Continuing Education  
University of Georgia  
Athens, GA 30602

**Phone** 404/542-2887

**Annual Budget and Funding Sources** Budget currently being assessed.  
Financial support has come from private and non-profit foundations and donations. Primary support in the form of services and support staff have come from the University.

**Director/Head** Margaret S. Herrman (Chair of 1983 Conference)

**Person to Contact** Margaret S. Herrman (Co-chair of 1984 Conference)

**Staff** Ed Weeks (UGA) and Dr. James Laue (UM-St. Louis) also Co-chairs.

**Membership** None

**Objectives** To provide a yearly conference that highlights existing activities in the field of conflict intervention, and that serves as a forum for the many practitioners and professionals contributing to the field. The second annual conference is going to be held in St. Louis in September, 1984.

Professor Herrman may be contacted directly:

Human Services Division  
Carl Vinson Institute of Government  
University of Georgia  
Athens, GA 30602

**Information Resources** At present the Conference maintains a mailing list of over 2,000 entries. These include individuals interested in the Conference, major organizations, and newsletters and journals serving as outlets for information in the field. Mailing list is not available until 1984 and a fee for it has not been established.

**Publications** o Annual report for the Conference and proceedings.

**Organization** NATIONAL CONFERENCE ON WOMEN AND THE LAW  
**Founded** 1969

**Address** 2000 P Street, NW, Suite 601  
Washington, DC 200036

**Phone** 202/331-7007

**Annual Budget and** Budget not provided.  
**Funding Sources** Sources include foundations and registration fees.

**Director/Head** D. Leah Meltzer

**Person to Contact** Above

**Staff** Volunteer other than above.

**Membership** N/A

**Objectives** "To improve the status of women."

A related organization run by Ms. Meltzer is the D.C. Women's Mediation Group, the purpose of which is to research the impact of mediation on women; to establish national networks for people exploring the issue; and to share resources on mediation with lesbian clients.

**Information Resources** The National Conference on Women and the Law is in the process of developing a national women's legal referral system that will also refer to mediators.

**Publications** o Annual Conference "Sourcebook"

**Organization Founded** NATIONAL INTERRELIGIOUS TASK FORCE ON CRIMINAL JUSTICE  
1969

**Address** 121 North Fitzhugh Street  
Rochester, NY 14614

**Phone** 716/232-6446

**Annual Budget and Funding Sources** Budget not provided.  
Sources are member denominations of the Joint Strategy and Action Committee (JSAC) and of the National Council of Churches in Christ

**Director/Head** Stan F. Kano (Chair)

**Person to Contact** Reverend Virginia Mackey (Staff Consultant)

**Staff** 1

**Membership** Religious agency staff with criminal justice portfolios; Representatives of religiously-based or funded criminal justice reform groups and agencies.

**Objectives** To conduct an 18-month exploration of the knowledge of, use of, and need for conflict intervention and conciliation skills on the part of religious agencies relating to their communities; to disseminate information about existing programs and training models in the private sector, through a national conference and in newsletters; and to prepare recommendations on the establishment of an Interfaith Conciliation Service and/or a community-wide demonstration model sponsored by an ecumenical or interfaith agency. "Our Interfaith Conciliation initiatives are conceived as an alternative to using the nation's criminal justice system. An interfaith approach to the resolution of conflicts such as environmental disputes, racial and ethnic discrimination, domestic and personal abuse and economic inequities emerges at the core of our proposal..."

**Information Resources** The Steering Committee preparing recommendations includes representatives for the American Jewish Committee, the US Catholic Conference of Bishops, the National Council of Churches of Christ, Church Women United, the Council on Regional and Local Ecumenism, and JSAC.

**Publications**

- o Criminal Justice UPDATE, Newsletter, free to member groups
- o Recommendations on an Interfaith Conciliation Service (1984)
- o "The Religious Community's Roles in Breaking the Cycle of Violence and Vengeance"; Conference Report, 1984. (\$3.50)
- o "From Conflict to Conciliation"; Grapevine, 1983 (25¢)

**Organization** NATIONAL JUDICIAL COLLEGE  
**Founded** 1963

**Address** University of Nevada-Reno (Judicial College Building)  
 Reno, Nevada 89557

**Phone** 702/784-6747

**Annual Budget and Funding Sources** Annual budget not provided.  
 Funding sources include foundation and corporate gifts; state and federal grants; individual gifts; tuition fees.

**Director/Head** Judge Ernst John Watts (dean)

**Person to Contact** Above

**Staff** Professional (9); total of 30 full-time and 22 part-time

**Membership** N/A

**Objectives** NJC provides training and education for judges and related court personnel in residential sessions of 1 to 4 weeks duration. Additionally, the College offers extension courses upon invitation of state and regional judicial groups, as well as special and innovative programs on specific topics and assistance to other groups by way of supplying faculty, educational materials, etc. More than 1,500 judges are expected to attend the 67 separate residential sessions offered during 1984. For a number of years, the General Jurisdiction-general session has included some discussion of alternative dispute resolution, primarily in the Civil Proceedings portion. During the coming year, a one-week residential session has been scheduled titled, "Alternative Methods of Dispute Resolution", from July 29th to August 3, 1984. The Academic Department is currently developing the Faculty and format for that course.

**Information Resources** The NJC Law Library has in excess of 55,000 volumes consisting of state and federal reporters, statutes, digests, rules, etc. Westlaw and Lexis are available as demonstration devices for participants in resident sessions and for in-house research projects. The professional staff is part of the UNR Speaker's Bureau and often speaks at state and regional judicial education seminars.

**Publications** List of publications available upon request.

**Organization** NATIONAL PEACE ACADEMY CAMPAIGN  
**Founded** 1976

**Address** 110 Maryland Avenue, NE, Suite 409  
 Washington, DC 20002

**Phone** 202/546-9500

**Annual Budget and** \$459,450

**Funding Sources** All monies raised by grass-root membership solicitation

**Director/Head** Milton C. Mapes, Jr.

**Person to Contact** Pat Washburn (Public Education Staff)

**Staff** 9

**Membership** Currently 35,000. Membership is based on a minimum donation of \$25 to NPAC.

**Objectives** The National Peace Academy Campaign is a grass-roots lobby organization working for passage of enabling legislation to establish a National Peace Academy. (S.1889; HR.5088)

The Commission recommendations suggest three principal areas of endeavor, which include an educational component, a resource capability and a research arm, all of which would be focused on non-violent conflict resolution/management techniques. The broad focus is international, with intra-national concerns as well.

The Campaign is principally concerned with lobbying for the establishment of such an academy; the Foundation sees its role as being educational in focus, and mobilizing "natural constituencies" in support of the Academy. This also includes Board Development for the proposed academy, as well as private sector fund raising.

**Information Resources** NPAC has a Speakers Bureau in conjunction with the Committee for National Security. The Campaign has a computerized membership list by zip, usually not available except for Peace Academy related concerns. As a service the Campaign lists "networking" with other Peace Education/Conflict Resolution groups and programs; done on a personal inquiry basis usually through the Public Education Staff person.

**Publications**

- o To Establish the United States Academy of Peace, GPO (\$7.50)
- o Campaign Update (Membership newsletter published quarterly)
- o "A Long Step Toward Real Security"; monograph in question/answer format detailing history and legislative effort.

**Organization Founded** NATIONAL SCIENCE FOUNDATION (LAW AND SOCIAL SCIENCES PROGRAM)  
Law and Social Sciences formally created in 1982

**Address** 1800 G Street, NW  
Washington, DC 20550

**Phone** 202/357-9567

**Annual Budget and Funding Sources** \$1.25 million in fiscal year 1984.  
Funding from U.S. Government

**Director/Head** Felice Levine (Program Director)

**Person to Contact** Above

**Staff** 2

**Membership** N/A

**Objectives** Law and Social Sciences Program at the National Science Foundation supports social and scientific studies of law and law-like systems of rules. These can include but are not limited to research designed to enhance the scientific understanding of the impact of law; human behavior and interaction as these relate to law; the dynamics of legal decisionmaking; and the nature, sources, and consequences of variations and changes in legal institutions. Work supported in the past has included longitudinal and comparative study of dispute resolution processes (e.g., litigation, mediation, arbitration, negotiation); the dynamics underlying dispute transformations; and conflict resolution strategies, processes, and mechanisms. The program has a fully "open window" for the consideration of diverse theoretical perspectives, methods, and contexts for study.

#### Information Resources

**Publications**

- o Products of NSF supported research are published in journals, periodicals, and books.
- o Law and Policy Quarterly, 1980, Vol. 2 (4)
- o Division of Social and Economic Science Flyer, NSF 83-72

**Organization** NEIGHBORHOOD JUSTICE CENTER OF ATLANTA, INC.  
**Founded** 1977

**Address** 976 Edgewood Avenue, NE  
 Atlanta, Georgia 30307

**Phone** 404/523-8236

**Annual Budget and** \$250,000  
**Funding Sources** City of Atlanta; Fulton County; DeKalb  
 United Way; Junior League of Atlanta

**Director/Head** Edith B. Primm, Executive Director

**Person to Contact** Above

**Staff** Professional/Administrative (5); Support (1)

**Membership** None

- Objectives**
- (1) To provide mediation services for citizens involved in all manner of civil disputes and misdemeanor criminal disputes;
  - (2) To provide nationwide training and technical assistance to other groups establishing mediation services - Center has consulted with state, national, and international organizations;
  - (3) To educate college and graduate level students in the availability and preferability of mediation as a first step in dispute resolution.

NJCA is a non-profit mediation service handling disputes involving neighborhoods, landlord tenant problems, family members/domestic disputes; small claims over money or personal property; juveniles; consumer/merchant problems; employer/employee grievances, and educational problems involving handicapped students, administrators, staff and parents. NJCA also provides technical assistance.

#### Information Resources

- Publications** Note: Publications available only in conjunction with training course and consultation services.
- o General Mediator Training Manual
  - o Three Dispute Resolution in Education Mediator Training Manuals
  - o Two training videotapes and one slide show

**Organization Founded** NEIGHBORHOOD JUSTICE CENTER OF HONOLULU, INC.  
1979

**Address** 1270 Queen Emma Street, #402  
Honolulu, HI 96813

**Phone** 808/521-6767

**Annual Budget and Funding Sources** \$195,000  
Sources include State of Hawaii Judiciary; William & Flora Hewlett Foundation; Aloha United Way; and miscellaneous grants, contributions and memberships

**Director/Head** Peter S. Adler (Executive Director)

**Person to Contact** Above

**Staff** 6 full time. 200 volunteer staff members.

**Membership** 250 paying members. Membership are dues paying individuals.

**Objectives** NJCH is a community nonprofit organization that applies mediation and cooperative problem solving methods to help people settle disputes out-of-court in Hawaii. They provide direct mediation services to individuals, families, neighbors, government agencies, business and professional groups, and others involved in conflict situations. Their objectives are accomplished through three programs: The Conflict Management Program, providing dispute resolution services, including environment and land-use conflicts; the Family Mediation Service, which assists both immediate and extended families caught up in divorce and juvenile problems; and three Neutral Ground offices (Leeward, Windward, Honolulu) that offer mediation services for neighborhood difficulties, landlord-tenant disputes, consumer-merchant problems, problems between friends and acquaintances, and commercial and business disputes.

**Information Resources** Library and Resource collection on mediation, negotiation, and dispute resolution will be developed and installed by April 1984. (Funded by Atherton Family Foundation) The Center provides consulting and training services in Hawaii, on the mainland, and in Canada. Fees range from \$100 to \$200 per day per trainer/consultant. They also offer research and evaluation services.

**Publications**

- o The Center Letter (3 times per year) Free to members or \$10/year subscription
- o Occasional Papers. Free to members. At cost to others.
- o NJC Training Manual. Free to NJC Mediators. \$20 to others.



**Organization** NEW ENGLAND ENVIRONMENTAL MEDIATION CENTER  
**Founded** 1980

**Address** 190 High Street  
 Boston, MA 02110

**Phone** 617/451-3670

**Annual Budget and** \$225,000

**Funding Sources** Sources include the Ford Foundation; John A. Hartford Foundation; community foundations, corporations, environmental groups, contracts, fees.

**Director/Head** William R. Humm (Executive Director)

**Person to Contact** Rosemary M. Noonan

**Staff** 5

**Membership** N/A

**Objectives** The New England Environmental Mediation Center provides mediation services to resolve environmental disputes in New England and, in so doing, seeks to increase the use and improve the quality of negotiations between parties to environmental conflicts. The Center assists in conflicts over such activities as hydroelectric power generation, harbor dredging, industrial pollution control, natural area management, facility siting, wetlands protection, waste management, and highway construction. Disputes over these and many other activities with an impact on the environment are regularly investigated by the Center's mediators. "Often, the Center finds that the issues in dispute are not limited to the environmental effects of a project but may include economic, safety, public nuisance, or similar concerns. A mediation process can usually be designed which allows for negotiation on all matters in dispute."

**Information Resources** The Center's assistance may be requested by any person involved in or aware of a dispute. Government officials, concerned citizens, attorneys, business leaders, and environmental advocates regularly contact the Center to discuss the prospects for mediation to resolve a dispute.

**Publications** None.

**Organization Founded** NORTHWEST INTERTRIBAL COURT SYSTEM  
1979

**Address** 121 5th Avenue North, Suite 305  
Edmonds, WA 98020

**Phone** 206/774-5808

**Annual Budget and Funding Sources** 1984 budget is \$105,000  
Funding is from the Bureau of Indian Affairs. The Tribal Community Boards Project is not included in the budget and foundation funding is currently being sought; it was initiated under a grant from the New World Foundation.

**Director/Head** Elbridge Coochise (Administrator and Chief Judge)

**Person to Contact** Emily Mansfield (Tribal Community Boards Contact Person)

**Staff** 4 (3 founding attorneys also contract as consultants)

**Membership** NICS is a consortium of small Indian Tribes in Western Washington. At the present time 13 tribes are members. The NICS Governing Board, comprised of one representative from each Tribe, must agree upon the addition of any new member Tribe.

**Objectives** NICS provides justice services and personnel for the tribal court systems of its member Tribes. The Tribal Community Boards Project aims to provide technical assistance for planning, program development, training, evaluation and research to member Tribes interested in developing community-based mediation panels for dispute resolution with tribal communities. Tribal Community Boards programs have been started and training for tribal members has been presented in three Tribes. Priorities for development include: initiating programs in other interested NICS member Tribes; assisting tribal programs to identify and obtain funding; coordinating tribal outreach and public relations efforts through video presentation, newsletter and articles; researching issues specific to community boards model within tribal communities; and providing technical and training assistance to developing programs.

**Information Resources** "Due to newness of project, information is available only on an informal basis at this time. As each tribal program develops its statistics, they will be available. The tribal member coordinating each Tribe's program will also be available as a resource to other interested Tribes."

**Publications**

- o Tribal Community Boards Training Manual (Available by special arrangement with NICS and Community Boards Center for Policy and Training, San Francisco. NICS hopes to develop a revised manual in 1984 containing original material.)
- o Videotape under development

**Organization** NY STATE SCHOOL OF INDUSTRIAL AND LABOR RELATIONS AT CORNELL  
**Founded** 1944

**Address** Cornell University  
 Ithaca, NY 14853

**Phone** 607/256-2024

**Annual Budget and** \$9 million  
**Funding Sources** Source: New York State.

**Director/Head** Charles Remus (Dean)

**Person to Contact** Robert E. Doherty (Associate Dean)

**Staff** 150

**Membership** N/A

**Objectives** The ILR School was the first of its kind, its mandate being to advance the understanding of industrial and labor relations, promote cooperation among employees and employers, and encourage recognition of their mutual rights and obligations. This mission is reflected in the publishing arm of the School, the ILR Press, and in coursework, extension training activities, and research activity. A relatively small portion of the School's resources are devoted to dispute resolution per se.

**Information Resources** Library of 150,000 volumes, with a loan policy to students and New York State residents and interlibrary loan. There is also a computerized data base; direct costs are charged back to the user. Audiocassettes are available for an "Arbitration Study Program" (\$39.95) and a "Labor Law Study Program" (\$39.95). The ILR has information on similar institutes across the country.

**Publications**

- o Industrial and Labor Relations Review; quarterly.
- o A booklet detailing the School's extensive publications is available; several pages of it deal with Labor-Management relations, including collective bargaining and grievances.

**Organization Founded** PARENT EDUCATIONAL ADVOCACY TRAINING CENTER  
1978

**Address** 228 South Pitt Street, Suite 300  
Alexandria, VA 22314

**Phone** 703/836-2953

**Annual Budget and Funding Sources** \$252,000  
Sources include the U.S. Department of Education, the Virginia, West Virginia, and Maryland State Departments of Education, the Virginia State Advocacy Office, the Virginia Division for Children, Navy Family Service Center, and fees for services.

**Director/Head** Winifred G. Anderson (Executive Director)

**Person to Contact** Above

**Staff** Professional (6); Administrative/Support (1)

**Membership** N/A

**Objectives** 1) To training parents of handicapped children in knowledge and skills needed to advocate effectively for their children's special education 2) To train Parent/Professional Teams to conduct educational advocacy courses for parents in their home communities 3) To train parents in skills and knowledge needed to plan and advocate for their handicapped children's vocational education and job training 4) To provide individual consultation to parents in regard to their children's special education programs 5) To provide consultation to state and local school divisions concerning parent involvement in planning for their children's special education. Work is being undertaken to develop local education agency/parent CORE Teams to provide a range of services to assist parents in advocating effectively for the educational needs and interests of their handicapped children. Diminishing adversarial relationships is an important part of the Center's work.

**Information Resources** Telephone information and referral provided for parents of handicapped children; data base being developed on information and materials resources for parents and educators; staff available for presentations to parent and education groups. Individual consultations are provided to parents on a sliding fee basis.

**Publications** o Quarterly Newsletter  
o Negotiating the Special Education Maze: A Guide for Parents and Teachers, 1982. By Anderson, Chitwood, Hayden. (\$7.95)

**Organization Founded** PROGRAM IN NONVIOLENT CONFLICT AND CHANGE  
1970

**Address** 249 Physics Building  
Syracuse University  
Syracuse, NY 13210

**Phone** 315/423-3870

**Annual Budget and Funding Sources** \$50,000/year from Syracuse University  
In previous years had Rockefeller Foundation Grant: \$5000;  
Institute for World Order Grant: \$5000.

**Director/Head** Dr. Neil Katz

**Person to Contact** Above

**Staff** Professor Louis Kriegsberg (Graduate Advisor)  
6-12 graduate students per year

**Membership** 300-500 students taking course per year

- Objectives**
- (1) To teach undergraduate and graduate courses in conflict resolution and nonviolent action;
  - (2) To conduct research in conflict resolution and nonviolent action;
  - (3) To lead seminars and training workshops in conflict resolution, mediation, and communication skills.

PNCC is primarily an academic program offering a bachelors degree and a focus in Nonviolent Conflict and Change within the interdisciplinary Social Science Ph.D. program. Staff also conduct research on Conflict Management and Nonviolent Action, and conduct training in communication, problem solving and conflict management for a variety of educational, religious, business and community groups.

- Information Resources**
- o Publication on academic programs
  - o Packet of course syllabi (\$5)
  - o Book on Communication and Conflict Management Skills (\$16.95)
  - o 700 books in PNCC collection; an extensive collection of peace and conflict-related journals is also available

**Publications** Professors Katz and Kriesberg publish articles and books on conflict resolution.

**Organization** PROGRAM ON NEGOTIATION AT HARVARD LAW SCHOOL  
**Founded** 1983  
**Address** 500 Pound Hall  
 Harvard Law School  
 Cambridge, MA 02138  
**Phone** 617/495-1684

**Annual Budget and Funding Sources** \$150,000 1983-84 Annual Administrative Budget; Research Projects funded separately  
 Sources: Foundations, Corporations, University Government Contracts, Individuals

**Director/Head** Lawrence Susskind, Executive Director  
 Roger Fisher (Head of the Steering Committee)  
**Person to Contact** Lawrence Susskind

**Staff** Professional (5); Administrative (1); Support (2 1/2)

**Membership** None

**Objectives** The Program is working to improve the theory and practice of negotiation and conflict resolution by:
 

- (1) Helping design, implement, and evaluate better dispute resolution practices.
- (2) Promoting collaboration and communication among practitioners and academics;
- (3) Developing educational programs and materials for instruction in negotiation and dispute resolution;
- (4) Increasing public awareness and understanding of successful conflict resolution efforts.

 The Program on Negotiations is a collaborative effort among faculty members, graduate students, and full-time administrative staff from a range of disciplines and professional schools at Harvard University, Massachusetts Institute of Technology, Tufts University, and other schools. The core faculty involved in the six projects currently included in the Program have been working together since 1980, when Harvard Professor Roger Fisher brought the group together.

**Information Resources** Specialized library on negotiation and dispute resolution is under development, to include theoretical works, books and articles, case studies, simulations and other teaching materials. Open for research, books do not circulate. Mailing list of approximately 3500 names (\$200) Distinguished Speakers series; open to the public

**Publications**

- o Negotiation Newsletter, Quarterly beginning spring, 1983 (free);
- o Harvard Negotiation Journal, beginning April, 1984;
- o Working Paper Series; also occasional papers.

 A complete publications list is available upon request.

**Organization** PUBLIC MEDIATION SERVICE, INC.  
**Founded** 1980 (Predecessor organization)

**Address** P.O. Box 6109  
 Falls Church, VA 22046

**Phone** 703/534-1526

**Annual Budget and** \$50,000  
**Funding Sources** Sources are grants and contracts; fees from mediation and related services

**Director/Head** Roger Richman (Executive Director)

**Person to Contact** Above

**Staff** 5 professional staff associates

**Membership** N/A

**Objectives** Public Mediation Service provides negotiation services in disputes involving public policy issues. Clients include cities, counties, and public agencies engaged in or anticipating major litigation over annexation, land development and public utilities issues. Other clients include industry, environmental organizations, and citizen interest groups. Public Mediation Service staff associates have mediated intergovernmental disputes involving 14 local governments in the past three years. Negotiators in these cases have been the chief executive officers and elected officials of the disputing jurisdictions. The Service is a non-profit, tax-exempt organization with a staff of five engaged in mediation practice and in research and training in formal public sector and public/private dispute management processes.

**Information Resources** The Mediation Service provides structured negotiating environments using a caucus and joint meeting process. This formal setting is used by teams of policy makers, attorneys, and technical experts to form and exchange proposals and to develop written agreements tied to implementation vehicles to settle disputes.

**Publications** o Publications describing intergovernmental mediation available from Public Mediation Service, Inc.

**Organization Founded** RAND CORPORATION INSTITUTE FOR CIVIL JUSTICE  
1979

**Address** 1700 Main Street  
Santa Monica, CA 90406

**Phone** 213/393-0411

**Annual Budget and Funding Sources** \$2.4 million  
Sources are grants and contributions from the private sector. Over 200 organizations, including corporations, foundations, and trade and professional associations, have contributed to the Institute; a complete list is available on request.

**Director/Head** Gustave H. Shubert

**Person to Contact** Iao M. Katagiri

**Staff** Professional (20 FTE); Administrative (3); Support (5 FTE)

**Membership** N/A

**Objectives** The Institute for Civil Justice, established within The Rand Corporation in 1979, performs independent, objective policy analysis and research on the American civil justice system. The Institute's principal purpose is to help the civil justice system operate more efficiently and equitably by supplying policymakers with the results of empirically based, analytic research. Rand is a private, nonprofit institution, incorporated in 1948. Research concerns of the Institute for Civil Justice include the effect (on costs, time to disposition, and outcomes) of alternative dispute resolution procedures, the public and private costs of litigation, means for reducing court congestion and delay, and jury behavior.

**Information Resources** None other than publications and services mentioned, although the Institute disseminates the results of its work to state and federal officials, legislators, and judges, as well as to the business, consumer affairs, labor, legal, research communities and the general public.

**Publications**

- o The Institute will provide a complete list of publications on request.
- o Simple Justice: How Litigants Fare in the Pittsburgh Court Arbitration Program, by Jane Adler, et al. 1983.
- o Judicial Arbitration in California: The First Year, by Deborah R. Hensler, et al.



**Organization** SOCIETY OF PROFESSIONALS IN DISPUTE RESOLUTION (SPIDR)  
**Founded** 1972

**Address** c/o American Arbitration Association  
 170 Rhode Island Avenue, Suite 509  
 Washington, DC 20036

**Phone** 202/296-8510

**Annual Budget and** \$50,000

**Funding Sources** Dues income, publication sales, program receipts

**Director/Head** Eileen Hoffman (President 1983-84)

**Person to Contact** Linda Flick (Executive Secretary)

**Staff** Administrative (1); Clerical (1)

**Membership** Total roster is 850. Members are neutral practitioners with three years of substantial experience. Also has Student members and Associates. Latter must demonstrate active interest in being a neutral practitioner. Job placement bulletin available to members only.

**Objectives**

- (1) To increase public understanding of collective bargaining, the neutral's role and various dispute resolution procedures;
- (2) To further the acceptability and the understanding of the neutral's role by the parties;
- (3) To advance the educational and professional interests of neutrals in dispute resolution activities and to enhance their stature and acceptability;
- (4) To enhance the professional skills of the neutral;
- (5) To promote the recruitment and educational development of dispute resolution personnel;
- (6) To aid the structures and institutions through which dispute resolution services are provided;
- (7) To promote the professionalism of neutrals;
- (8) To sponsor research leading to the development of innovative impasse resolution techniques and procedures; and to serve as a clearinghouse of information.

**Information Resources** Papers on topics of special interest to the field. Annual conference each fall and regional and local seminars. SPIDR is developing a digest of conflict resolution publications, and is establishing a clearinghouse for information on conferences, seminars, and recent publications in the field.

**Publications** Publications subscription available to non-members \$30/year.

- o SPIDR NEWS (Quarterly; limited supply available to non-members upon request.)
- o Annual Conference Proceedings; back issues \$10 per copy
- o Occasional Paper Series; available at \$2.50/copy

**Organization** TRIANGLE ASSOCIATES  
**Founded** 1979

**Address** 655 Colman Building  
811 First Avenue  
Seattle, WA 98110

**Phone** 206/583-0655

**Annual Budget and Funding Sources** Budget not provided.  
Sources are varied, from local state and federal government to private businesses.

**Director/Head** Alice Shorett (President)

**Person to Contact** Above

**Staff** 2 (Number varies according to project)

**Membership** N/A

**Objectives** Triangle Associates provides mediation and facilitation services, training in mediation and conflict resolution, and design of dispute resolution procedures. During 1983 Triangle Associates designed a sludge siting process for a municipal wastewater agency in the Pacific Northwest, facilitated a conflict resolution process for a county road policy, and advised the negotiations for the expansion of a port facility. Current activities include the mediation of a river management agreement between one county and four cities and the facilitation of a bus terminal siting process.

**Information Resources** Related to above.

**Publications** None listed.

**Organization** UNITED STATES OFFICE OF CONSUMER AFFAIRS  
**Founded** 1964

**Address** 1009 Premier Building  
 Washington, DC 20201

**Phone** 202/634-4329

**Annual Budget and** \$2 million  
**Funding Sources** Federal Agency

**Director/Head** Virginia H. Knauer (Special Advisor to the President)

**Person to Contact** Pat Faley

**Staff** 30

**Membership** N/A

**Objectives** Executive Orders 11583 and 12160 direct the USOCA to (1) encourage and help in the development and carrying out of federal consumer policies and programs; (2) coordinate and review those policies and programs; (3) try to resolve differences; and (4) advise agencies on how effective their programs are. The Orders direct federal agencies to establish effective consumer programs and establish a Consumer Affairs Council consisting of high-level officials from major federal agencies. The Council is responsible for assuring that consumers' needs and interests are considered in the agencies' operating procedures. To accomplish this, professional consumer affairs personnel participate in developing and reviewing all agency regulations, policies, programs and legislation. Procedures have been established for consumers to participate directly in the development and review of rules and policies to ensure that consumer concerns are considered.

**Information Resources** USOCA sponsors workshops, conferences (e.g., a 1983 conference on dispute resolution) and meetings, and prepares radio public service announcements, a radio consumer information series, and TV slides and scripts. They provide training programs and technical assistance, and have established a nationwide consumer complaint system.

**Publications**

- o Consumer News Newsletter (monthly)
- o Consumers Resource Handbook (Free from the Consumer Information Center, Pueblo, Colorado 81009)
- o The Difficult Consumer Problem...Where to Go When All Else Fails (Free from US Office of Consumer Affairs, Washington)

<b>Organization Founded</b>	UNIVERSITY OF ARIZONA CONFLICT STUDIES COMMITTEE 1980
<b>Address</b>	2514 N. Sparkman Blvd. Tucson, AZ 85716
<b>Phone</b>	602/881-4324
<b>Annual Budget and Funding Sources</b>	Budget variable and dependent on donations; has been \$15,000/year.
<b>Director/Head</b>	Two co-chairs: Daniel Levinson, Ph.D. Cornelius Steelink, Ph.D.
<b>Person to Contact</b>	Dr. Suzanne Padgett
<b>Staff</b>	Dr. Padgett
<b>Membership</b>	Any person who indicates interest and support
<b>Objectives</b>	<p>The Conflict Studies Committee acts as a facilitator and catalyst at the University of Arizona by developing, supporting and coordinating the research, teaching, and service activities of the faculty and staff. The scope of the Committee's involvement includes the following subjects:</p> <ol style="list-style-type: none"> <li>(1) The causes of violence and conflict at the individual, family, community, regional, national and international levels and alternatives to this conflict;</li> <li>(2) Community service, by providing peacemaking and conflict resolution expertise to situations of need;</li> <li>(3) Public education materials;</li> <li>(4) Degree programs, undergraduate and graduate (planned).</li> </ol> <p>A major goal is the formulation of a viable academic program whose purpose is to promote an intelligent understanding of issues relating to peace and conflict. The Committee has a special interest in groups in the west and the southwest.</p>
<b>Information Resources</b>	<p>Referral agency for other conflict resolution organizations. Course instruction and related materials. Speakers provided at no fee.</p> <p>A Resource Center with expanding library and bibliographic data.</p>
<b>Publications</b>	<ul style="list-style-type: none"> <li>o Newsletter</li> <li>o Series of occasional papers now in preparation</li> <li>o Publications list of Committee members is available (including speeches and presentations).</li> </ul>

**Organization Founded** UNIVERSITY OF COLORADO/CONCENTRATION IN SOCIAL CONFLICT PROGRAM  
1983

**Address** Campus Box 327 (Sociology)  
Boulder, CO 80309

**Phone** 303/492-7798 or 303/492-1635

**Annual Budget and Funding Sources** \$15,000 (exclusive of salaries of faculty involved)  
Source is University of Colorado.

**Director/Head** Paul Wehr, Ph.D.

**Person to Contact** Above

**Staff** Several graduate assistants.

**Membership** N/A

- Objectives**
- (1) Granting of MA and Ph.D. degrees in Sociology with a specialization in conflict management;
  - (2) Linking conflict management professionals, conflict management users, and conflict researchers.
  - (3) Organizing conflict research and practice information more effectively for practitioners;
  - (4) Original research in negotiation, mediation and other conflict management modes.

The Concentration in Social Conflict prepares students in the analysis, management and resolution of conflict. This it does, within the framework of sociological theory and method, through course, internships, research, mediation training and visiting lecturers from the peacemaking professions.

- Information Resources**
- (1) CONFLICTBANK - A computerized information base containing conflict management research/methods/concepts;
  - (2) Evaluation research and intervention design for neutral third party intervention (mediation, conflict mapping and assessment);
  - (3) Conflict Information Center (conflict resolution findings)

- Publications**
- o An occasional newsletter
  - o Various articles in scholarly and professional journals

**Organization Founded** UNIVERSITY OF ILLINOIS (DEPARTMENT OF HUMAN DEVELOPMENT)  
 1977 (DHD)

**Address** 1105 W. Nevada  
 Urbana, IL 61801

**Phone** 217/333-3869

**Annual Budget and Funding Sources** Budget not provided.  
 Sources from Illinois state funds and various private and federal research funds.

**Director/Head** Rand D. Conger, Ph.D.

**Person to Contact** Dr. Linda Girdner (Assistant Professor)

**Staff** Administrative (2); 10 other staff

**Membership** N/A

**Objectives** The Specialization in Family Mediation at the University of Illinois, first offered in 1982, is a two-year interdisciplinary course of study offered by the Department of Human Development and Family Ecology leading to a Master of Science degree in Human Resources and Family Studies. Graduate courses in the department focus on family structure, interaction and provide an integrated understanding of the complex diversity in family systems. Instruction in conflict management and family mediation is designed so that students acquire both knowledge and skills relating to negotiation and mediation as processes of conflict management in families, as well as prepare them for careers as educators, researchers, or practitioners in the area of conflict management and joint decision making in families.

**Information Resources** Research and teaching. The Department has up-to-date laboratory and training facilities necessary for studying families and for giving students first-hand knowledge of family structures and process.

**Publications** An extensive list of publications is available. Some are:
 

- o "Mediation with families having a handicapped child," Family Relations (in press)
- o "Mother vs. father: Public policy relating to child custody disputes," New America, Special Issue (in press)

**Organization** U.S. DEPARTMENT OF JUSTICE, COMMUNITY RELATIONS SERVICE  
**Founded** 1964

**Address** 5550 Friendship Blvd.  
 Chevy Chase, MD 20815

**Phone** 310/492-5929

**Annual Budget and Funding Sources** \$33 million (Approximately \$26 million of total for grants to settle Cuban/Haitian entrants)

**Director/Head** Gilbert G. Pompa

**Person to Contact** Gail Padgett (Specialist for Legal Affairs)

**Staff** Professional (80); Administrative (15); Support (20)

**Membership** N/A

**Objectives** CRS was created by the Civil Rights Act of 1964, and has been assigned the task of providing direct help to communities to resolve disputes, disagreements or difficulties relating to discriminatory practices based on race, color, or national origin. CRS helps communities at the request of state or local officials, local citizens and organizations, or on its own motion.

**Information Resources** Conciliation, mediation, and technical assistance services are available at no cost.

**Publications**

- o Annual Report
- o "Police Use of Deadly Force: A Conciliation Handbook for Citizens and the Police"
- o "School Disruptions: Tips for Educators and Police"
- o "Guidelines for Effective Human Relations Commissions" Free copy of publications provided upon request

**Organization Founded** THE VERMONT LAW SCHOOL DISPUTE RESOLUTION PROJECT  
1983

**Address** Vermont Law School  
South Royalton, VT 05068

**Phone** 802/763-8303

**Annual Budget and Funding Sources** Funding sources for the first year of the project include \$1,000 from Law School funding, income from conferences and allocation of general law school resources in the form of release time from normal teaching duties for the Director and staff support for the activities.

**Director/Head** Professor John P. McCrory

**Person to Contact** Above

**Staff** Several academic associates for research, planning/direction

**Membership** N/A

**Objectives**

- (1) To promote interdisciplinary (legal and non-legal disciplines) communication and scholarship relating to the issues and policies surrounding the implementation and use of non-judicial dispute resolution mechanisms;
- (2) To promote communication and joint planning relating to the appropriate and effective use of non-judicial dispute resolution mechanisms among academicians, institutions (including courts and legislatures) which may sponsor, employ or mandate the use of non-judicial mechanisms, practitioners, and potentially users of non-judicial systems;
- (3) To develop methodologies and teaching materials for effectively integrating non-judicial dispute resolution into the law school curricula;
- (4) To promote greater awareness and understanding of non-judicial dispute resolution mechanisms, and their value in resolving disputes, within the community as a whole.

**Information Resources** The Project has sponsored conferences, directed research projects and curriculum planning, and has material available relating to these subjects, including advanced students prepared to give presentations at schools and community meetings.

**Publications**

- o "Court-Annexed Arbitration of Title VII Suits: A Proposal to Labor, Management in the Courts." Stallworth. (In Press)
- o Publication of 1983 Symposium Proceedings, "To Explore Barriers To the Effective Use of Alternative Methods of Dispute Resolution," publication in 1984)



**Organization** VICTIM SERVICES AGENCY/MEDIATION SERVICES  
**Founded** 1981, 1982, 1983 respectively (Brooklyn, Queens, S.M.A.R.T.)

**Address** c/o 2 Lafayette Street  
 New York, NY 10007

**Phone** 212/577-7700

**Annual Budget and Funding Sources** Brooklyn and Queens, \$195,000; S.M.A.R.T. \$45,000  
 Sources are City Tax Levy and State Office of Court Administration; for S.M.A.R.T. sources are NYC Youth Board and private monies.

**Director/Head** Christopher Whipple (Director of Mediation Services)

**Person to Contact** Above

**Staff** Over 100 mediators and staff for B & Q; 50 for S.M.A.R.T.

**Membership** N/A

**Objectives** Objectives of the Brooklyn and Queens Mediation Centers are to provide their residents with more immediate and effective solutions to disputes than the traditional court process allows, and to ease the burden of the Criminal Court system by reducing the number of citizen-filed cases before the court. For the School Mediators' Alternative Dispute Resolution Team Program the objectives are (1) To increase student awareness of non-violent, constructive techniques for resolving disputes and problems; (2) To empower students to resolve disputes without adult intervention; (3) To provide the school community with a new mechanism for addressing intra-student conflicts, student infractions, and family-related disputes. While the majority of cases that come to mediation are referred (often as an alternative to suspension) by the school's principal, guidance counselors, teachers and truant officer, an increasing number of students and parents have brought problems to mediation without the intervention of school authorities.

**Information Resources** For Brooklyn and Queens Center, all cases referred to mediation are entered into a computer which traces the case status from intake to disposition. In addition to printing the "request to appear" notices used to summon parties to mediation, the computer generates statistical summaries and assists research efforts designed to determine factors associated with successful and unsuccessful mediations.

**Publications** N/A

**Organization** WESTERN NETWORK  
**Founded** 1981 (Operational 1982)

**Address** 214 McKenzie Street  
 Santa Fe, New Mexico 87051

**Phone** 505/982-9805

**Annual Budget and Funding Sources** Approximately \$220,000.  
 Primarily from private foundations, including Ford, Donner, New World, Atlantic Richfield, and several others.

**Director/Head** John A. Folk-Williams (President)

**Person to Contact** Above

**Staff** 5 full-time; 3 part-time

**Membership** None

**Objectives** To provide an objective source of information about natural resource conflict in the western states and to provide policy dialogue and mediation services to parties working toward institutional change in resource management. Emphasis is given to problems of water management, but land use disputes will be covered in the future. In addition to research and policy dialogue programs, a community education program is scheduled for 1984 to offer workshops in resource management issues.

**Information Resources** None other than above, but further services will be added in 1984.

**Publications** Water in the West: A three volume series of source books on disputes about water (available singly or as a subscription).  
Decision: An aperiodic bulletin series available at a yearly subscription (\$15).

## APPENDICES

APPENDIX 1 - PROGRAM CHARTS

APPENDIX 2 - LEXICON

APPENDIX 3 - SELECTED READINGS

APPENDIX 4 - EXPLANATORY DIRECTORY FORM

APPENDIX 1 - PROGRAM CHARTS

REGION ONE California Hawaii Nevada Oregon Washington	Acad. of Family Mediators (CA)	Alternatives to Litigation (CA)	Amer. Assoc. for Mediated Divorce	BALA	Cntr. for the Development of Mediation in Law	Cntr. for the Family in Trans.	Cntr. for the Study of Law and Society	Community Boards	Divorce Mediators, Inc.	Forum on Community and the Environment	Institute for Mediation	Interaction Associates	National Judicial College	Neighborhood Justice Cntr. of Honolulu	Northwest Intertribal Court System	Rand Corp. Inst. for Civil Justice	Triangle Associates
<b>FUNCTION OF ORGANIZATION</b>																	
Dispute Resolution Services	•	•		•		•		•	•	•	•			•			•
Sponsors Conferences/Seminars	•	•	•		•	•		•	•	•			•	•			
Educational Program/Courses			•		•			•	•			•	•	•			
Technical Asst./Outreach				•				•		•	•		•	•	•		
Research		•				•	•	•			•	•	•	•		•	•
Training		•	•	•	•			•	•	•	•	•	•	•	•		•
<b>ISSUE AREA</b>																	
Community/Neighborhood			•	•				•		•	•	•		•	•		•
Consumer								•		•				•		•	
Corporate/Business		•		•	•						•	•		•		•	
Employment Relations		•		•						•		•		•		•	
Regulatory Rulemaking							•				•	•				•	
Institutional/Corrections							•										
Education			•	•				•		•		•		•		•	•
Health/Safety											•	•				•	
Judicial System		•			•		•			•					•	•	
International												•					
Environment											•	•		•			
Housing				•				•		•		•		•			
Juvenile/Children's Rights								•		•		•		•			
Family		•	•		•	•		•	•	•				•		•	
Tribal/Racial/Ethnic								•		•	•	•		•	•	•	•
Discrimination																	
Government/All																•	
<b>PROCESSES</b>																	
Mediation	•	•	•	•		•		•	•	•	•				•	•	•
Arbitration		•		•												•	
Legal							•									•	
Counseling			•			•											
Conciliation		•		•				•		•		•			•		
Minitrial/Private Judging		•														•	
Factfinding		•															
Facilitation/Collaborative Problem Solving												•					
Administration																•	
Negotiation				•							•					•	•
All											•		•			•	•

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**REGION THREE**  
**Illinois**  
**Michigan**  
**Missouri**  
**Tennessee**  
**Wisconsin**

	Amer. Judicature Society	Christian Conciliation Service	De Paul Univ. College of Law	Environment Conflict Project	Univ. of Illinois	Illinois Environmental Consensus Forum	Univ. of Missouri Columbia School of Law	Northwestern Law School	Univ. of Wisconsin, Madison (DPRP)								
<b>FUNCTION OF ORGANIZATION</b>																	
Dispute Resolution Services				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>									
Sponsors Conferences/Seminars	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>								
Educational Program/Courses		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>										
Technical Asst./Outreach				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>											
Research	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
Training		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>											
<b>ISSUE AREA</b>																	
Community/Neighborhood		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>								
Consumer					<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>								
Corporate/Business		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>													
Employment Relations		<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>									
Regulatory Rulemaking				<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>								
Institutional/Corrections																	
Education					<input checked="" type="checkbox"/>												
Health/Safety																	
Judicial System								<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
International	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>								
Environment						<input checked="" type="checkbox"/>											
Housing		<input checked="" type="checkbox"/>															
Juvenile/Children's Rights		<input checked="" type="checkbox"/>															
Family		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>								
Tribal/Racial/Ethnic								<input checked="" type="checkbox"/>									
Discrimination																	
Government/All		<input checked="" type="checkbox"/>															
<b>PROCESSES</b>																	
Mediation		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>											
Arbitration		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>														
Legal	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>														
Counseling					<input checked="" type="checkbox"/>												
Conciliation		<input checked="" type="checkbox"/>															
Minitrial/Private Judging																	
Factfinding																	
Facilitation/Collaborative Problem Solving					<input checked="" type="checkbox"/>												
Administration	<input checked="" type="checkbox"/>																
Negotiation			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>												
All									<input checked="" type="checkbox"/>								

**REGION FOUR**  
**Georgia**  
**Massachusetts**  
**Ohio**  
**Pennsylvania**  
**Vermont**

	Boston Univ. School of Law	Cntr. for Negotiation & Public Policy	Cntr. for Northern Studies	Children's Aid Society	Children's Hearing Proj.	Conflict Resolution Cntr., Inc.	COPRED	ERM — McGlennon Assoc., Inc.	Family Mediation Assoc.	Graduate Group (U of P)	Institute for Social Analysis	Kettering Foundation	Mennonite Conciliation Service	National Cntr. for Collaborative Planning & Community Services, Inc.	National Conference on Peacemaking and Dispute Resolution (U of G)	Neighborhood Justice Cntr. of Atlanta	New England Environmental Mediation Cntr.
<b>FUNCTION OF ORGANIZATION</b>																	
Dispute Resolution Services		•	•	•	•			•					•	•		•	•
Sponsors Conferences/Seminars		•	•			•	•	•	•				•	•	•	•	•
Educational Program/Courses	•		•	•				•	•	•			•	•			
Technical Asst./Outreach				•	•	•			•			•		•	•		•
Research	•		•	•			•			•	•			•			
Training		•		•	•		•	•	•				•	•		•	
<b>ISSUE AREA</b>																	
Community/Neighborhood					•	•					•	•	•	•		•	
Consumer														•		•	
Corporate/Business																•	
Employment Relations													•			•	
Regulatory Rulemaking		•															•
Institutional/Corrections														•			
Education	•							•	•			•		•		•	
Health/Safety											•			•			•
Judicial System					•						•			•		•	
International			•							•		•		•	•		
Environment		•	•											•			•
Housing														•		•	
Juvenile/Children's Rights				•	•				•					•		•	
Family	•			•	•			•	•				•	•			
Tribal/Racial/Ethnic						•				•			•	•			•
Discrimination														•		•	
Government/All							•						•	•	•		
<b>PROCESSES</b>																	
Mediation	•	•	•	•	•	•	•	•	•				•	•		•	•
Arbitration	•						•	•	•				•	•			
Legal																	
Counseling																	
Conciliation			•			•	•						•	•		•	
Minitrial/Private Judging																	
Factfinding		•															
Facilitation/Collaborative Problem Solving		•				•						•	•	•			•
Administration														•			
Negotiation	•	•					•	•	•			•		•			
All										•	•	•			•		



[illegible]

**REGION FIVE**  
**New York**

	American Arbitration Assoc.	Brooklyn Law School	Call for Action, Inc.	Cntr. for Dispute Settlement	Cntr. for Law and Human Values	Cntr. for Mediation in Higher Education	Cntr. for Public Resources	Community Dispute Resolution Centers Pgrn.	Conflict Management Resources/Institute for Conflict Management	CUNY Law School at Queen's College	Educational Fund for Individual Rights	Institute for Mediation & Conflict Resolution	National Cntr. on Women & Family Law	National Interreligious Task Force on Criminal Justice	NY State School of Industrial & Labor Relations	Program in Non-violent Conflict & Change	Victim Services Agency
<b>FUNCTION OF ORGANIZATION</b>																	
Dispute Resolution Services	o	o	o	o		o	o		o			o	o				o
Sponsors Conferences/Seminars	o			o			o	o	o	o	o	o		o	o	o	
Educational Program/Courses	o	o		o				o		o	o	o		o		o	
Technical Asst./Outreach	o			o	o	o	o	o	o		o	o		o			o
Research	o	o		o	o	o	o	o	o	o	o	o				o	o
Training	o	o		o	o	o	o	o	o	o	o	o		o	o	o	
<b>ISSUE AREA</b>																	
Community/Neighborhood	o	o		o					o			o		o		o	o
Consumer	o		o		o				o			o					
Corporate/Business	o				o		o		o			o					
Employment Relations	o	o		o	o	o	o		o		o	o			o	o	
Regulatory Rulemaking	o						o										
Institutional/Corrections	o			o					o			o					
Education	o			o	o	o			o			o			o	o	
Health/Safety	o						o					o		o			
Judicial System	o	o		o	o		o		o	o		o					o
International	o						o										
Environment	o				o		o					o					
Housing	o	o	o	o	o				o			o		o			
Juvenile/Children's Rights	o			o	o				o					o			
Family	o	o		o	o				o			o	o	o			o
Tribal/Racial/Ethnic	o			o					o			o					
Discrimination	o						o				o	o					
Government/All	o																
<b>PROCESSES</b>																	
Mediation		o	o	o	o	o	o	o	o			o		o	o	o	o
Arbitration	o		o	o	o	o	o	o	o			o			o		
Legal			o		o			o				o					
Counseling			o		o		o					o					
Conciliation		o		o				o	o						o		
Minitrial/Private Judging							o										
Factfinding			o	o			o		o			o					
Facilitation/Collaborative Problem Solving			o	o	o		o		o			o		o		o	
Administration			o	o			o	o				o					
Negotiation			o	o	o	o		o	o			o		o	o	o	
All	o									o	o						

**REGION SIX**  
**Maryland**  
**Virginia**  
**Washington, D.C.**

	Administration on Aging	Administrative Conference	ABA Special Committee/Dr.	Cntr. for Community Justice	Cntr. for Conflict Resolution (G. Mason)	Conservation Foundation	Council of Better Business Bureaus, Inc.	Dispute Resolution Resource Cntr. (NCJRS)	ENDISPUTE, Inc.	Environmental Mediation International	Federal Judicial Cntr.	FMCS	HALT	National Academy of Conciliators	National Cntr. for State Courts	National Cntr. on Institutions & Alternatives	National Conference on Women and the Law
<b>FUNCTION OF ORGANIZATION</b>																	
Dispute Resolution Services	o			o	o	o	o		o	o		o		o		o	
Sponsors Conferences/Seminars		o	o		o	o	o		o	o	o			o			o
Educational Program/Courses			o	o	o	o			o		o			o			o
Technical Asst./Outreach	o	o	o		o	o	o	o				o	o	o	o	o	o
Research		o		o	o	o	o	o	o	o	o		o	o	o	o	
Training				o	o	o			o	o	o			o		o	
<b>ISSUE AREA</b>																	
Community/Neighborhood	o		o	o	o			o						o			
Consumer	o		o	o	o		o	o	o				o	o			
Corporate/Business	o		o	o	o			o	o					o			
Employment Relations			o	o				o	o			o		o			
Regulatory Rulemaking	o	o				o		o	o					o			
Institutional/Corrections			o	o				o			o			o		o	
Education			o	o				o	o					o			o
Health/Safety				o				o	o					o			
Judicial System		o	o	o				o	o		o		o		o	o	o
International			o		o			o	o	o				o			
Environment			o		o	o		o	o	o				o			
Housing			o		o			o	o					o			
Juvenile/Children's Rights				o				o						o	o	o	
Family	o		o	o	o			o						o			o
Tribal/Racial/Ethnic			o	o	o			o						o			
Discrimination			o	o				o	o					o			o
Government/All	o	o		o				o						o			
<b>PROCESSES</b>																	
Mediation	o			o	o	o	o			o	o	o		o			o
Arbitration				o	o		o				o	o		o			o
Legal	o	o									o		o		o	o	o
Counseling	o											o	o				
Conciliation	o				o					o		o		o			
Minitrial/Private Judging																	
Factfinding	o											o		o			
Facilitation/Collaborative Problem Solving	o			o	o									o			
Administration		o		o										o	o		o
Negotiation	o			o	o	o	o					o		o			
All			o					o	o								

<b>REGION SIX</b> <b>Maryland</b> <b>Virginia</b> <b>Washington, D.C.</b>	National Peace Academy Campaign	Parent Educational Advocacy Training Cntr.	SPIDR	US Dept. of Justice Community Relations Ser.	US Office of Consumer Affairs													
<b>FUNCTION OF ORGANIZATION</b>																		
Dispute Resolution Services		o		o														
Sponsors Conferences/Seminars	o	o	o	o	o													
Educational Program/Courses		o		o														
Technical Asst./Outreach	o	o		o	o													
Research	o	o	o															
Training		o		o														
<b>ISSUE AREA</b>																		
Community/Neighborhood	o		o	o														
Consumer			o		o													
Corporate/Business			o															
Employment Relations			o	o														
Regulatory Rulemaking			o	o														
Institutional/Corrections			o	o														
Education	o	o	o	o														
Health/Safety			o	o														
Judicial System			o	o														
International	o		o															
Environment			o	o														
Housing			o	o														
Juvenile/Children's Rights		o	o	o														
Family			o															
Tribal/Racial/Ethnic			o	o														
Discrimination			o	o														
Government/All	o		o	o														
<b>PROCESSES</b>																		
Mediation				o														
Arbitration																		
Legal																		
Counseling		o																
Conciliation		o		o														
Minitrial/Private Judging																		
Factfinding	o	o		o														
Facilitation/Collaborative Problem Solving	o	o		o														
Administration					o													

## APPENDIX 2: LEXICON\*

Some new terms and the ambiguous use of old ones characterize the terminology being used to describe innovative conflict resolution processes. For example, the word "mediation," traditionally viewed as a formal, structured process, is now being used by some to describe any effort by a third-party neutral to bring disputants to a voluntary settlement of their differences. Others have coined phrases such as "Rent-a-Judge" to describe a variation of the arbitration process. The following is intended to clarify some of the common terminology in the field of alternative dispute resolution.

Alternative Dispute Resolution mechanisms or techniques generally are intended to mean alternatives to the traditional court process. They usually involve the use of impartial intervenors who are referred to as "third parties" (no matter how many parties are involved in the dispute) or "neutrals." Some define Alternative Dispute Resolution more broadly to mean finding better ways to resolve disputes, including those that have not reached--and may never reach--the courts or other official forums. Others place the emphasis specifically on the need for ways to alleviate the burden on courts.

Alternative dispute resolution is not a new concept to the judiciary. Many states encourage and utilize Diversion programs which remove less serious criminal matters from the formal administration of justice system. Most civil cases are settled before going to trial by using a variety of techniques to bring about voluntary settlements including Pre-trial Settlement Conferences, mediation by magistrates and, at times, mediation in chambers by the judge.

Arbitration, widely used in commercial and labor-management disagreements, involves the submission of the dispute to a third party who renders a decision after hearing arguments and reviewing evidence. It is less formal and less complex and often can be concluded more quickly than court proceedings. In its most common form, Binding Arbitration, the parties select the arbitrator and are bound by the decision, either by prior agreement or by statute. In Last Offer Arbitration, the arbitrator is required to choose between the final positions of the two parties. In labor-management disputes, Grievance Arbitration has traditionally been used to resolve grievances under the provisions of labor contracts. More recently, Interest Arbitration has been used when collective bargaining breaks down in the public sector, where strikes may be unlawful.

\* Reprinted from: "Paths to Justice: Major Public Policy Issues of Dispute Resolution" Report of the Ad Hoc Panel on Dispute Resolution and Public Policy. Prepared by the National Institute for Dispute Resolution, October 1983 (Available in January 1984).

Court-Annexed Arbitration is a newer development. Judges refer civil suits to arbitrators who render prompt, non-binding decisions. If a party does not accept an arbitrated award, some systems require they better their position at trial by some fixed percentage or court costs are assessed against them. Even when these decisions are not accepted, they sometimes lead to further negotiations and pretrial settlement.

Conciliation is an informal process in which the third party tries to bring the parties to agreement by lowering tensions, improving communications, interpreting issues, providing technical assistance, exploring potential solutions and bringing about a negotiated settlement, either informally or, in a subsequent step, through formal mediation. Conciliation is frequently used in volatile conflicts and in disputes where the parties are unable, unwilling or unprepared to come to the table to negotiate their differences.

Facilitation is a collaborative process used to help a group of individuals or parties with divergent views reach a goal or complete a task to the mutual satisfaction of the participants. The facilitator functions as a neutral process expert and avoids making substantive contributions. The facilitator's task is to help bring the parties to consensus on a number of complex issues.

Fact Finding is a process used from time to time primarily in public sector collective bargaining. The Fact Finder, drawing on both information provided by the parties and additional research, recommends a resolution of each outstanding issue. It is typically non-binding and paves the way for further negotiations and mediation.

Mandated Settlements and Negotiated Settlements. Alternative dispute resolution techniques involving the use of neutrals are often divided into two categories: (1) settlements negotiated by the disputants and (2) settlements mandated by a third party. A more recent development has been the merging of the two; if the parties are unable to resolve their differences voluntarily, the third-party is authorized to dictate the terms of the settlements (see Med-Arb below).

Med-Arb is an innovation in dispute resolution under which the med-arbiter is authorized by the parties to serve first as a mediator and, secondly, as an arbitrator empowered to decide any issues not resolved through mediation.

Mediation is a structured process in which the mediator assists the disputants to reach a negotiated settlement of their differences. Mediation is usually a voluntary process that results in a signed agreement which defines the future behavior of the parties. The mediator uses a variety of skills and techniques to help the parties reach a settlement but is not empowered to render a decision.

The Mini-Trial is a privately-developed method of helping to bring about a negotiated settlement in lieu of corporate litigation. A typical mini-trial might entail a period of limited discovery after which attorneys present their best case before managers with authority to settle and, most often, a neutral advisor who may be a retired judge

or other lawyer. The managers then enter settlement negotiations. They may call on the neutral advisor if they wish to obtain an opinion on how a court might decide the matter.

The Multi-Door Center (or Multi-Door Court House) is a proposal to offer a variety of dispute resolution services in one place with a single intake desk which would screen clients. Under one model, a screening clerk would refer cases for mediation, arbitration, fact-finding, ombudsman or adjudication. The American Bar Association plans to experiment with multi-door centers in three cities in 1983.

Negotiated Investment Strategy is a mediation process which has been used on a limited basis to bring together federal, state and local officials and community members to resolve differences, disputes and problems related to the allocation and use of public resources.

Neighborhood Justice Center (NJC) was the title given to the three local dispute resolution centers (Atlanta, Kansas City and Los Angeles) funded by the Department of Justice in an experimental alternative dispute resolution program in the mid 1970's. That experiment contributed to the start of about 180 local centers now operating throughout the country under the sponsorship of local or state governments, bar associations and foundations. NJC's deal primarily with disputes between individuals with ongoing relationships (landlord-tenant, domestic, back-yard conflicts, etc.) Many draw their caseloads from referrals from police, local courts or prosecutors' offices with which they affiliated. The dispute resolution techniques most often offered by the centers are mediation and conciliation. Some centers employ med-arb. Referrals to other agencies are a common feature. Many centers earn some income providing training and technical assistance services. They are also known as Community Mediation Centers, Citizen Dispute Centers, etc. (See ABA's Dispute Resolution Program Directory).

An Ombudsman is a third party who receives and investigates complaints or grievances aimed at an institution by its constituents, clients or employees. The Ombudsman may take actions such as bringing an apparent injustice to the attention of high-level officials, advising the complainant of available options and recourses, proposing a settlement of the dispute or proposing systemic changes in the institution. The Ombudsman is often employed in a staff position in the institution or by a branch or agency of government with responsibility for the institution's performance. Many newspapers and radio and television stations have initiated ombudsman-like services under such names as Action Line or Seven on Your Side.

Public Policy Dialogue and Negotiations is aimed at bringing together affected representatives of business, public interest groups and government to explore regulatory matters. The dialogue is intended to identify areas of agreement, narrow areas of disagreement and identify general areas and specific topics for negotiation. A facilitator guides the process.

Rent-a-Judge is the popular name given to a procedure, presently authorized by legislation in six states, in which the court, on stipulation of the parties, can refer a pending lawsuit to a private neutral party for trial with the same effect as though the case were tried in the courtroom before a judge. The verdict can be appealed through the regular court appellate system.



### APPENDIX 3: SELECTED READINGS

#### I. Alternative Processes

##### A. Conflict Resolution - General

Benedict Alpers and Lawrence Nichols. Beyond the Courtroom--  
Programs in Community Justice and Conflict Resolution.  
Lexington, MA: Health Lexington Books, 1981.

"Dispute Resolution," Yale Law Journal, Vol. 88, No. 5, 905-1104,  
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List name of your organization and year founded; if part of a larger agency provide Directory information that applies to your organization rather than the larger agency, e.g. year your organization was established, your annual budget, staff, etc.

List major sources of current funding; add sources in prior years if significant

Name/title of the contact person

Number of administrative, professional, and support staff personnel

If a membership organization, list your membership size, criteria and restrictions

Include goals of organization, specific divisions and program areas of special interest. Briefly characterize your organization's work in dispute resolution, including recent significant activities and planned growth areas. Describe organization priorities.

In addition to publications, list services provided, costs for use, and holdings available to users, e.g. library (include size and loan policies), computerized data bases (size, costs of searches), speakers bureau, mailing list (size, availability, cost) other clearinghouse services.

List publications, series of publications, newsletter, film, videotape, audiotape. Include frequency of publication availability and cost.

**Organization  
Founded**

**Address**

**Phone**

**Annual Budget and  
Funding Sources**

**Director/Head**

**Person to Contact**

**Staff**

**Membership**

**Objectives**

**Information Resources**

**Publications**