



BALTIMORE
COMMUNITY MEDIATION
CENTER WE'RE LOOKING FOR TROUBLE



Mediation Partnerships Benefit Baltimore

Baltimore Community Mediation Center

ANNUAL REPORT

Fiscal Year 2016-17

By the numbers | 2017 Fiscal Year

618 mediation sessions

504 outreach hours

2,390 intakes offering mediation

37 facilitation sessions

64 volunteers

Baltimore Community Mediation Center
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@communitymediation



@com_med_prog



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Community mediation partnerships benefit Baltimore. That simple concept guided the work at Baltimore Community Mediation Center this past year. At the end of our fiscal year, we take a step back to reflect on how our work helping people have difficult conversations has shaped our community.

In this year's annual report, you'll learn about our partners, programs and volunteers who are living the talk about how mediation can reduce violence, heal relationships and transform lives.

We are proud of our accomplishments this year, including stabilizing our leadership with Shantay Guy as Executive Director, growing our board in a way that reflects the diversity of Baltimore City, enhancing our youth services with additional conflict resolution skills training in schools, and through our youth police dialogue circles. We've grown our donor base with both individual and foundation gifts and raised the bar for our volunteers by certifying 20% of our mediators in the Performance-Based Evaluation process. We've concentrated on outreach to Baltimore's neighborhoods, opening the center for community events and partnered with over 125 local sites to provide space for mediations.

Our work is continuing and we need your support. Join us!

In peace,

Rebecca Snyder

President, Board of Directors

Our vision

A peaceful Baltimore, where all residents have the skills to manage and transform conflict and have access to and use community-based conflict resolution programs.

Our mission

We provide non-judgmental processes for individuals and groups to be heard and to listen, make decisions, and peacefully change their lives, families and communities.

We're looking for trouble.

No one is right and no one is wrong. This is about understanding.

Relationships can change. Baltimore Community Mediation Center teaches and uses conflict resolution skills to provide a framework for people to have difficult conversations and make plans about topics that are important to them. Using these methods, we provide a variety of services to Baltimore City organizations and residents. Some services are grant-supported and some are offered on a sliding scale. All services have the ability to transform lives and bring power back to individuals.

Mediation

Holding a non-judgmental, confidential, and voluntary framework for people to have difficult conversations is at the heart of our work. Potential cases go through an intake process, and each mediation is staffed by two highly-trained volunteer mediators. Mediators listen, ask questions, and clarify what's important to each participant. We don't offer advice and we don't take sides. Every participant makes their own decisions and mediation is appropriate for every stage of conflict. It is never too late—or too early—to mediate. All mediations are offered at no cost.

Training

We teach people how to resolve conflict. In addition to extensive training for our volunteer mediators, we offer customized trainings to community groups, businesses, and every type of organization. Topics include inclusive listening skills, de-escalating conflict, and more. Training is offered on a sliding scale.

Facilitation

Our large-group facilitation can help transform systems and institutions. Most recently, we've pioneered Youth/Police Dialogue circles which have brought together over 200 youth and officers to unpack implicit bias and humanize one group to another. Our work in Gilmore Homes, specifically, has led to the creation of community policing guidelines that will be piloted by the Western District.

"In order to start changing things I think we have to start seeing things from a different perspective and try to understand that cops are people, too...Before the dialogue I didn't really like cops because I had a really bad incident but once I found common ground, something we both liked, I started to open up more. ...I like the fact that the cops came and sat and talked to us because I never had that happen before. Because they came in it shows that they want change just like we do. I really respect that."

– Youth Participant



"Doing this job for a long time you can get one-sided. When you sit down and talk to youth, you can relate and sympathize about some issues."

– Officer Participant

Services

Mediation is a city-wide effort.

Baltimore Community Mediation Center partners with organizations across Baltimore City.

Community

Organizations in the community give Baltimore City residents space to have difficult conversations. We're grateful to have over 125 partner sites, from Enoch Pratt Public Library branches to churches, to recreation centers that support the mission of a more peaceful Baltimore City. Mediations are held in every zip code in the city, close to where participants live and work.

We present to homeowner associations and community groups across the city, and spread the word about mediation and conflict resolution training through resource fairs, block parties and other outreach events.



"Intersection of Change chose to become a mediation site because we see the organization and its services as a great resource for helping people and organizations push through challenges.

We recognize that when people get stuck in disagreements there can be great value in having mediators that can help support ongoing conversation and assist with guidance towards common ground and resolution.

We think this is a great reflective approach for people to resolve challenges and are excited to partner with Baltimore Community Mediation Center with the goal of giving more of our community members access to this valuable resource."

-- Todd Marcus, Executive Director, Intersection of Change

901 Arts loves being a host site for Baltimore Community Mediation Center because we value people being able to access professional help for resolving conflicts that honors people's humanity and our collective ability to problem-solve together.

Not all conflicts need or are best resolved with state or legal intervention. A neutral 3rd party can play a crucial in providing assistance during challenging times.

901 Arts appreciates the work BCMC does to make mediation available at no cost to the participants so that money does not become a barrier nor a part of the power imbalance/relationship to the issue being worked out. We also deeply value that mediations be held in neutral locations, convenient to participants, in community settings, so we love an opportunity to provide a space for that.

- Sarah Tooley, Executive Director, 901 Arts



Schools

Although we may mediate in any school in the city, we specifically partnered with six schools last academic year to provide conflict resolution workshops, general conflict mediation, and attendance mediation services. We also provided Individualized Education Program facilitation for schools around the city.

Through long-standing relationships with local colleges, we continue to provide internship opportunities to students at Coppin State University, Goucher College and Loyola University.



"I have worked with youth and young adults in Baltimore for 20 years with no real clue of how to bring healing to the broken relationship between our youth and the Police Department. After working with Community Mediation in a Police/Community workgroup, I realized that I needed to repair my own ideas about law enforcement.

Thanks to Community Mediation, the Police Department has become a great resource in my mission to serve our youth and young adults and my work has given police an option and alternative to arrest for many youth and young adults."

-Marvin McKenstry, YO! Baltimore

Criminal Justice

Whether it is mediating cases referred from the State's Attorney's Office, educating criminal justice professionals about our services, or mediating Civilian Review Board cases, we are transforming the system with conflict resolution skills. Our mediators help returning citizens and their families make plans for the future as they prepare for release. Mediation provides a framework for participants to address the conflicts of the past and present, all in a neutral setting that doesn't blame or take sides.

BCMC has also worked closely with the City of Baltimore and the U.S. Department of Justice by moderating and facilitating community forums on the consent decree.

"Mediation partnerships help build a better Baltimore. By working together, Community Mediation and FreeState Justice are using their respective expertise to offer affirming conflict resolution dialogue between the LGBTQ community and its allies, law enforcement, and community associations.



This partnership will ensure that the LGBTQ community is heard and represented in a complex situation that must be addressed in order to improve community relations in Baltimore."

— Laura McMahon DePalma Staff Attorney, Free State Justice



"The Baltimore Police Department believes that Baltimore Community Mediation Center is uniquely positioned to help repair the breach between Baltimore residents and law enforcement as our city moves forward."

—Kevin Davis, Commissioner, Baltimore Police Department

Partners

Everyone can be part of peace work.

Most of our mediations are performed by volunteers and the impact of the work is magnified by their efforts.

Becoming a volunteer

We have different volunteer tracks to fit different people. The Center requires potential volunteers to work for a period of time as general office volunteers before doing outreach for the center. Volunteers may be invited to become community mediators. Mediators must complete 50 hours of Basic Mediation Training in the Inclusive Model™. Immediately after training, mediators enter into their apprenticeship, which involves participating in two mediations as observers before mediating regularly. On an ongoing basis, mediators seek additional training and support to be able to provide exceptional mediation services.

Certified mediators

We encourage all of our mediators to become certified through the Performance-Based Evaluation (PBE) process. Becoming an excellent mediator is a process and a journey, not an event. Mediators may be certified at various levels, and undergo mentoring and apprenticeships to strengthen specific skills. Twenty percent of our mediators are certified at a Level 4 or higher (on a six-step scale).



"I volunteer at Baltimore Community Mediation Center to provide people a safe, neutral, and confidential setting where they can settle feuds or resolve conflicts early, at the grassroots level, because it could go a long way in reducing crime rates."

—Susan Tejuosho, general volunteer



"I volunteer because I know the importance of wanting to be understood."

—Sammy Ndiyo, general volunteer



"With Baltimore having such a high crime rate, I believe that if more people tried mediation, they could defuse by talking through their feelings rather than reacting on impulse."

—Karen Palmer-Burt, volunteer mediator

"Baltimore is a city rich with conflict, which unfortunately results in much violence. Instead of shying away from this conflict, I want to help resolve it in a peaceful manner, which is achievable through mediation. This, will in turn, make Baltimore a safer place for all residents to call home."

—Emily Dame, volunteer mediator



**“Our city is riddled with so much conflict;
I want to be a part of the solution.”**

—Tasha Woodberry, general volunteer

“Communication is key to building relationships.”

—Ty Tyrone, general volunteer

Ongoing training and support

Once our volunteer mediators are mediating, we keep skills sharp by requiring each volunteer to fulfill an additional training requirement each year through in-service trainings. These focused sessions provide insight on the mediation process and help improve the quality of the services we provide. Baltimore Community Mediation Center also provides advanced training programs in areas such as parenting plans, re-entry services, IEP facilitations, and train-the-trainer sessions.

Volunteers

Statement of Activities & Changes in Net Assets

REVENUE

	2016	2015
Contributions	\$36,774	\$25,674
Grants & training	\$268,381	\$227,435
In-kind contributions	\$131,750	\$112,750
Interest & other income	\$1,113	\$286
Total Revenue & Support	\$438,018	\$366,145

EXPENSES

Program services, including in-kind volunteer mediation services of \$131,750 and \$112,750, respectively	\$383,114	\$295,586
Management & general	\$46,758	\$35,245
Fundraising	\$6,859	\$4,969
Total Expenses	\$436,731	\$335,800

CHANGE IN NET ASSETS

Net change in assets	\$1,287	\$30,345
Net assets, beginning of year	\$377,122	\$346,777
Net assets, end of year	\$378,409	\$377,122

Financial facts

Staff members | July 2016—June 2017

Shantay Guy, Executive Director
Samantha Baker-Carr, Volunteer Coordinator
Alyssa Bernblum, Schools Program AmeriCorps Member
Paul Bridgeford, Re-entry Program AmeriCorps Member
Alexa Del Piano, Community Intake/Mediation Coordinator
Julia Hammid, Office of the State's Attorney Mediation Coordinator
Michelle Herring, Police/Community Mediation Coordinator - CMM
Daniel Levine, Schools Mediation Coordinator
Carrie Meeder, Re-Entry Program AmeriCorps Member CMM
Patrice Shelton, Schools Program AmeriCorps Member
Jerri Thomas, Re-Entry Mediation Program Director - CMM
Vanessa Vosen, Re-Entry Program AmeriCorps Member

Board of directors | July 2016—June 2017

Rebecca Snyder, President & Secretary
Hasson Barnes, Vice President
Tom Dame, Treasurer
Chenire Harrell-Carter
Caroline Harmon-Darrow
John Rosicky
Ben Schuman
Brandon Scott
Rachel Wohl

Meet our Executive Director

Shantay Guy joined BCMC as its Executive Director in June 2016. Shortly after her arrival, she delivered an organizational needs assessment that would be used by the Board of Directors, staff and volunteers to create a 5-year roadmap.

In just over a year, Shantay has been able to significantly raise awareness of the organization, more than double the operating budget, and introduce new programs to benefit Baltimore.

Prior to joining BCMC, Shantay was an Assistant Vice President of Global Business Solutions & Technology at T. Rowe Price. She lives in Northwest Baltimore with her family and currently serves on several boards, including the Mervo Alumni Association Board and the Community Schools Steering Committee.



Board + Staff

Donors

\$100,000+

Maryland Mediation & Conflict Resolution Office

\$30,000-\$49,999

Office of the State's Attorney
Baltimore Housing: Community Development Block Grant
Department of Family Administration

\$10,000-\$29,999

Mary Catherine Bunting
Baltimore Community Foundation
Crane Family Foundation
JAMS Foundation
O'Neill Family Foundation

\$5,000-\$9,999

Abell Foundation

\$2,000-\$4,999

Macht Foundation
Pamela Paulk
Gallagher Evelius & Jones
Zuckerman Spaeder
Tom Dame

\$1,000-\$1,999

Saul Ewing
Rachel Wohl
Robert Mathias

\$500-\$1,000

Jewel Rucker Charitable Foundation
Hasson Barnes
John Rosicky
Rebecca Snyder
James Mathias
Shantay Guy

\$300-\$499

Katy Deitrick

\$200-\$299

Benjamin Schuman
Lin Lou
Margaret Allen/Philip Perkins
Charles Scheeler
John Griffith
Lee Sheller
Steven Levin

\$100-\$199

James Salvucci
Susan Rudy
Caroline Harmon-Darrow
Chenire Harrell-Carter
Marie Sennett
Max Properties
Zoh Hieronimus
Robert Kern
Joel Dewey
John Schuler
Penny Minna
Meret Muntinga

\$50-\$99

Jacque Perry
Jason Daniel Fair
Joseph Anastasio for Pat Halle
Kamini Reddy
Michael Pichini
Rebecca Hoffberger
Todd Elliott
Henry Rudo
Karen Van Meter
Jon Schladen
Greg Jacobs
Cynthia Gooding
Odeana R. Neal

\$25-\$49

Ometta Craig
Lamontre Randall
William Barry
3 anonymous donors
Daniel Levine
Yolanda Jenkins
Sista Tracy
Dusty-Vicki Rhoades
Alli Smith
Nicole TheBoss Watson
Angie Smith

Under \$25

Anna Chalker
Cheyandria Monks
Courtney Garrison
Deborah Randall
Joy Campbell
Shawnette Osbourne
Beth Bailey
Carrie Meeder
Cedric Petteway
2 anonymous mediation participants
Seanna C. Hunt
Darlene Robertson
Valarie Matthews
Patrice Daniels
Masika McCoy
Dawn Kennedy
Steph Schreckinger
Allison Leopard
Abdul Adedeji
Melissa Jencks
Greg Clark
Kristofer Burnett
Ukana McPherson
Heru Esoteric
Kiana Bizy Bee Jones
Makeda Crane

Ray Kelly
Katherine Younger
Kisha Tremble
Marc Avon Evans
Kim Connor Hess
Nicoleen Willson
Stacey Pelton Owens
Anitra Washington
Lora Powell-Haney
Cylia Lowe
Ericka McClammy
Mary Hess

Annual Celebration Silent Auction

Everyman Theatre
The Maryland Zoo
The Maryland Science Center
Baltimore Orioles
Stevenson University
Caroline Harmon-Darrow
Canton Kayak Club
Hippodrome Theatre
Weber Farm
Alexa Del Piano
Petit Louis
Baltimore Ravens
Cleveland Cavaliers
Barack Obama
Beyonce
Jay Z
Oprah Winfrey
Sting
Preservation Hall of Jazz
Macy's
ESPY
Rockefeller Center
Meritage Resort
The Tides Inn
Chateau Mont Royal
Cottages of Primland
Daniel Levine
CenterStage

In-kind donations

DLA Piper
Community Mediation Maryland
S3 Catering
Wal-Mart Foundation

Volunteers

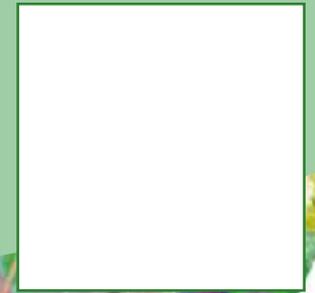
Michelle Adamson
Gloria Aderinokun
Cornell Anderson*
Elyshia Asetline
Alyssa Bernblum
Erricka Bridegford*
Paul Bridgeford
Thomas Carter
Lorig Charkoudian*
Florencia Cortes-Conde
Miriam Cummons
Annie Cure
Emily Dame
Tamrula Davis
Elizabeth Duverlie
Daniel Dykes*
Kayla Elson
April Foiles
Tracee Ford*
Letrice Gant
Mark Gilbert
Demetric Gillepsie*
Jill Goldberg
Janie Gordon
Bob Griscavage
Hidaya Hamilton
Sarah Hammack
Lydell Hills
Neva Ikner
Peggy Israel
Rebecca Jesada
Sharon Johnson
Hannah Kirschner

Caroline Harmon-Darrow*
Serena Hayes*
Akida Jones*
Alice Lium
Candice Long
Erika McClammy
Carrie Meeder
Joel Michael-Schwartz
Michele Moore
Michele Murphy
Sammy Ndiyo
Stacey Pelton Owens
Karen Palmer-Burt
Lamontre Randall
Sharon Reynolds
Jennie Rothschild
Aiesha Samples
Kemi Sanni
Patrice Shelton*
Rebecca Snyder*
Steve Sopol
Maryam Stringer
Ty Tyrone
Vanessa Vosen
Deb Weiner
Sadia White
Nicoleen Willson
Cheryle Wilson
Rachel Wohl

* PBE-Certified

July 17 Donors + Volunteers

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We're looking for trouble...join us!

