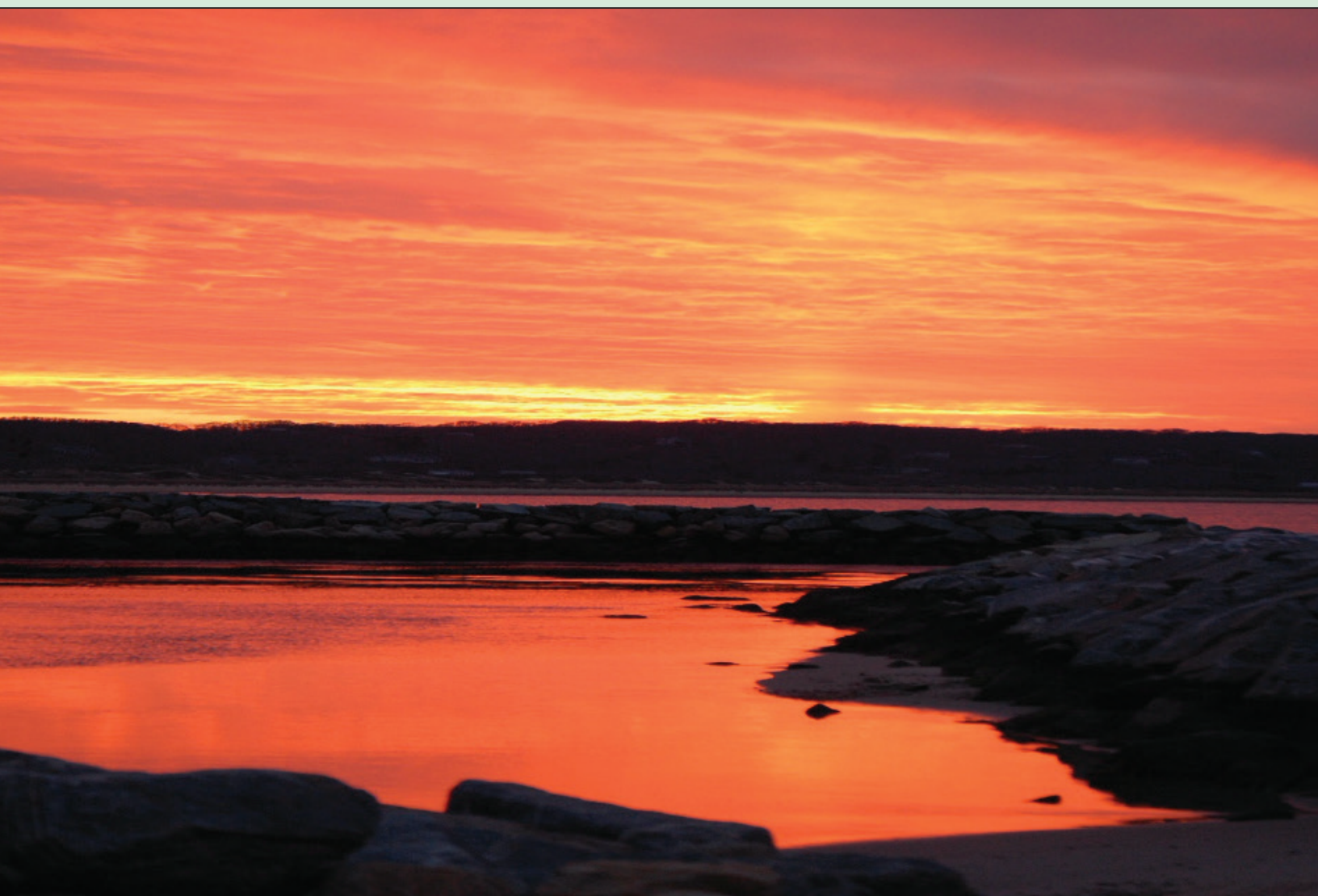


Martha's Vineyard Mediation Program

JULY 2021

ANNUAL REPORT



STORM

Martha's Vineyard Mediation has had much to be proud of this past year. From July 2020 to today, when we have hope in the promise of clear skies ahead, our organization has successfully risen to meet the challenge of many storms.

In the depths of the COVID crisis last summer, we were determined to keep our services available to those who needed them most. We learned to use teleconferencing, welcoming clients into our community from wherever they found private space. Talking to people sitting in their cars, sequestered in their attics, or out on the lawn - our mediators, coaches, and facilitators brought the optimistic MV Mediation attitude: *Whatever has brought you to mediation, we can work it out.*

"I can't come to mediation today, I have COVID," was the message from more than a couple of our community members. Storms may have been raging for many—the storms of compromised health, financial difficulties, unresolved conflicts exacerbated by co-existing in small spaces. Our work stayed focused on calmly and competently providing services to help those who came our way, to work towards peaceful outcomes.



*She stood
in the storm
and when the
wind did not
blow her way,
she adjusted
her sails.*

— Elizabeth Edwards

RESILIENCE

Despite a year with incalculable challenges, MV Mediation thrived. We were able to expand services, double our staff, increase our budget, and widen our reach beyond the Island.

MEDIATION SERVICES

- Court, Family & Divorce, Consumer, Neighborhood, Estate, Elder & Sibling, Workplace
- New Housing Mediation Program—working in Dukes and Bristol Counties
- New Productive Conversations Program—helping multi-generational families to resolve conflicts
- Expanded Portuguese language mediation services

CONFLICT COACHING & FINANCIAL CONFLICT COACHING

- Helping individuals to set goals and self-improve

NEUTRAL FACILITATION

- Supporting groups and organizations to have successful meetings

COURSES AND WORKSHOPS

- Conflict Essentials—ten-week course focused on understanding conflict in everyday life
- Introduction to Mediation and Introduction to Mediation Intensive, teaching the basics of Mediation practice
- Mediators' Check-ins—weekly professional development for service providers in a collegial and supportive forum
- Youth Conflict Resolution and Pre-Mediation—eight-week course in the MV Charter School

And once the storm is over, you won't remember how you made it through, how you managed to survive... But one thing is certain. When you come out of the storm, you won't be the same person who walked in.

– Haruki Murakami



LISTEN

We know how to serve our community only if we are consistently listening. To understand the needs that our organization is able to fulfill, we push ourselves to be open to any and all possibilities.

When the Charter School asked for training for the students, we listened and created a middle school program. When MV Community Services' Family Center asked for a workshop on Financial Literacy and Conflict Management—in Portuguese—we listened and came up with a presentation that fit their request. When the Planning Boards on the Island asked for a facilitated retreat, we listened and made it happen. We held Listening Conversations with members of the Island's Brazilian Community, to find out what our organization needs to learn so that we can better meet the needs of this important segment of the Island and beyond. *Nós te ouvimos. Todos são sempre bem-vindos.*

Our mediators, coaches, facilitators, and teachers strive to be effective listeners—it is our strongest tool. Are we listening to you and your conflict resolution needs?



We could not have done this without the mediators. We were blown away by their friendly and thorough approach.

— Mediation Client

SUPPORT

FULLY FUNDED

For the first time in decades, MV Mediation was fully funded in the fiscal year 2021. Based upon solid projections, we anticipate being fully funded in FY 2022. The Commonwealth commitment to dispute resolution, the continued generosity of our solid donors, and the likely intake of fees for services and courses all lead us to conclude that our financial picture will be adequate. It's a great place to be, planning the year with solid financial footing so that we can concentrate our efforts on providing services—not raising funds.

FULLY STAFFED

We began the fiscal year as we ended, with two part-time staff, our Executive Director and Program Coordinator. By November the staff had doubled with two additional Coordinators—for Housing and Special Initiatives. Doubling our staff while adding new programs has had challenges. The result is clearly a better organization and an improved ability for MV Mediation to stay mission focused and continue to provide high-quality services.

NEW MEDIATORS AND COACHES

A real breakthrough in training and apprenticing new mediators and coaches has meant that the small handful of individuals who have been handling most cases are going to have new colleagues. 100% of those who finished the Introduction to Mediation courses indicated their interest in providing services to our community. Some new mediators and coaches with independent experience and training have joined our organization. We have a Portuguese-speaking mediator and an interpreter/translator to meet the service needs of those who are more comfortable having sessions conducted in their native language.

*Start by
doing what's
necessary;
then do
what's
possible; and
suddenly
you're
doing the
impossible.*

— Francis of Assisi



SUCCESS

OUR GOALS 2020 - 2021

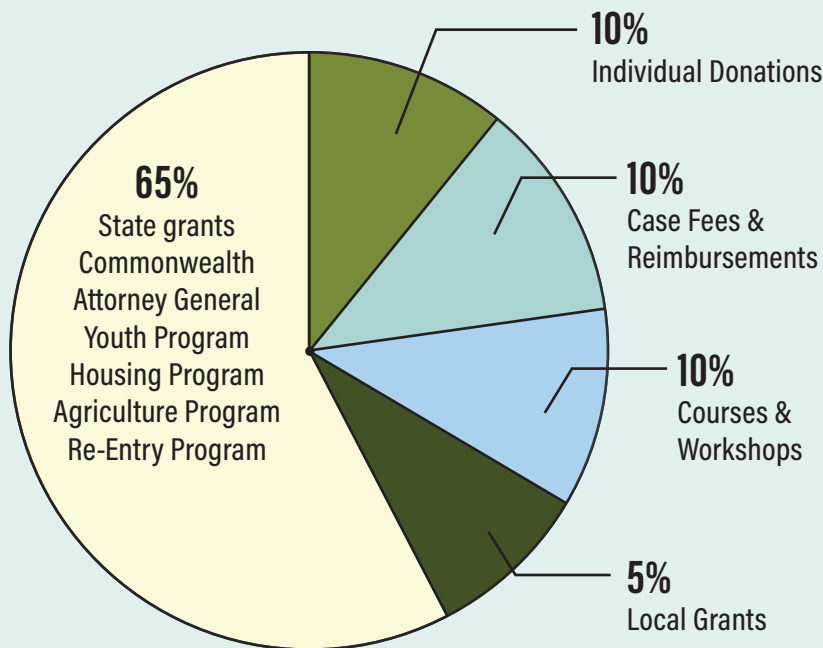
Solidarity Fund: We successfully raised \$10,000 to offset fees for those community members who needed our services and could not afford to pay even the reasonable sliding scale fees.

Diversity: We focused our attention on deepening our commitment to diversity, equity, and inclusion. Board members, staff and volunteers participated in various activities designed to uncover and address biases. Our organization continues this focus into FY 2022.

Aging: Our goal was to more closely focus our services toward the ever-expanding elder population. The Productive Conversation program is a result of this focus area.

Financial Conflict Coaching & Financial Literacy: This goal took two distinct and related paths: Financial Literacy workshops helped many participants, and Financial Conflict Coaching one-on-one sessions supported individuals with financial conflicts.

OUR BUDGET 2020 - 2021: \$204,000



In the middle of difficulty lies opportunity.

— Albert Einstein

COMMUNITY

ORGANIZATIONAL PARTNERS & FUNDERS

- Aquinnah Cultural Center
- Bristol County District Courts
- Cape Cod Five
- Commonwealth of Massachusetts
- Cronig's Markets
- Dept Housing Community Development-MA
- Dukes County District Court
- Dukes County Manager
- Edgartown Court
- Edgartown Public Library
- Elder Decisions
- Elder Services Task Force
- Farm Neck Foundation
- Housing Assistance Corporation
- Islandwide Youth Collaborative
- Oak Bluffs Library
- Martha's Vineyard Bank
- MA Cultural Council
- MA Office of Attorney General
- MA Office Public Collaboration
- MV Bank
- MV Center for Living
- MV Charter School
- MV Community Services
- MV Nonprofit Collaborative
- MV Rotary Club
- MV Substance Use
- MV Times
- MV TV
- MVY Radio
- MWI
- NeighborWorks Housing
- Newman's Own
- Parent Mediation Program-UMBoston
- Plummer Promise-Permanency
- Rockland Trust Foundation
- SCORE MV
- Disorder Task Force
- US Department Agriculture
- Vineyard Gazette
- West Tisbury Library
- YMCA MV

Like tiny seeds with potent power to push through tough ground and become mighty trees, we hold innate reserves of unimaginable strength. We are resilient.

— Catherine DeVrye

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Carol Vandal
Catherine Walthers
Barbara Watts
Berta Giles Welch
The Wells Family
Alfred Woolacott
Jill Woolacott
Judith Worthington
Beverly Wright
Deborah Zetterberg

REACH

We see the success of the past year as a starting place for 2022. Our daily mission is to bring peace to those with unresolved conflicts. To model good communication and facilitation. To assist with the creation of self-determined and durable agreements. To teach the meaning of neutrality and equitable negotiation toward resolution.

These are lofty goals, though we seek to keep our feet firmly planted. We reject elitism, discrimination and anything that does not support the advancement of all corners of the community. The organization is pragmatic. We know there is much to do and we may need to face our own weak points in order to solidify our organization as the trusted partner for conflict resolution.

We are willing to face the challenge. We will continue our work to reach forward toward becoming the best conflict resolution organization we can possibly be. Those who read this are welcome to join us in our work. We pledge to reach out as we climb.

OUR MISSION

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

OUR VISION

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

Peace is not the absence of conflict, but the ability to cope with it.

— Mahatma Gandhi