The Call-To-Action 2020 Community Mapping Process Summary

The use of the Call-To-Action model employs the JAMS Foundation-funded State of Community Mediation Report as a starting place from which CMCs can begin to assess and map a community capacity and need to address issues of inequity, violence, or conflict. This has led to the initial steps toward change in 9 distinct communities served by 9 different CMCs, each creating a space for listening and weaving together the work of disparate efforts, and helping their communities develop a path forward toward cohesion and security. Below is a snapshot of the impact of this mapping and planning process, reported to us through a survey with the CMC lead and separated according to those serving predominantly urban areas, predominately compact city/micro-urban areas and predominately rural or exurban areas.

Rural/Exurban areas.

For these members, the Call-To-Action was:

- enlightening because of the many Ah-ha moments that came from reaching out to the community and the small groups done with other centers.
- strategic, because while different organizations have their own roles and placements, there is a way to make a cohesive game plan with everyone using a model that is easy to follow.
- helpful in to get the word out about the center.

Impact
- Continued desire for funding the need that was revealed during the process.
- Desired to use updated technology.
- Equipped the center and volunteers with needed process mapping skills.
- Extended the reach with the community and also on the state level.
- Facilitated meaningful conversations internally about what does this mean to be a community mediation center.
- Reached out to the school system as a new focus for the center’s work.
- Revealed that the center needs to create an intentional space for creating community conversations.
- Strengthened contact with the police, and next steps and plans are emerging.

Microcities areas

For these members, the Call-To-Action was:

- a help to identify a need, high conflict situations, and then led to quickly forming teams and plans to address the need based on what our local teams could do.
- liberating because the tool allowed the center to utilize new concepts and think more creatively.
- empowering by helping us to hear and learn from other community mediation centers having similar challenges and grow together.

Impact
- Commitment to continue this process is solid.
- Connected with the mayor was a huge accomplishment that increased broader community commitment.
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- Connected with the university to increase more training opportunities.
- Continued work with the youth has allowed for programs to be created.
- Created a huge shift in what the election committee does and is willing to do based on using this process.
- Created successful outreach to the police and government.
- Desired for funding to increase capability and more mediation options.
- Desired to expand the use of this tool.
- Expanded reach for the community mediation center through social media.
- Increased the community mediation center’s reach in the community.
- Increased voice of volunteers in the community mediation center.
- Needed to rebrand the community mediation center to increase knowledge about the work with the community.

Urban areas.

For these members, the Call-To-Action was:
- thought-provoking by giving us an opportunity to think about where we are going, not just this year, but for the future when all of there is a new team.
- a frame for a blossoming community of people growing together.
- insightful by the very newness of the tool and process that had not been done before; to look at community strengths through the lens of values.

Impact
- Expanded the project to the digital space which proved successful.
- Helped the community mediation center clarify their goals, connections, and how to establish in the digital space.
- Helped to bridge connections inside the community and with other community mediation centers.
- Helped us take an inside look and focus on how to improve on goals from the staff and volunteer side.
- Increased a community desire to fund more restorative justice programs.
- Increased positive connections with the community.
- Increased the knowledge about the community mediation center.
- Made connections to allow police and courts to refer small cases to the community mediation center.
- Provided the community with a clear focus and a clear process with which to work.
- Realized that the need to increase diversity is an ongoing process.

Please thank and recognize these nine community mediation center leads who completed the entire process: Charlotte-Mecklenburg Community Mediation Services, Charlotte, North Carolina; Clark County Community Mediation Services, Vancouver, Washington; Cleveland Community Mediation Services, Cleveland, Ohio; Dispute Resolution Institute, Murphysboro, Illinois; Mediation West, Scottsbluff, Nebraska; Midlands Mediation, Columbia, South Carolina; Piedmont Dispute Resolution Center, Warrenton, Virginia; Saint Stephens Community House, Toronto, Canada; and, The Mediation Center of the Coastal Empire, Savannah, Georgia.