

## MISSION STATEMENT

To help individuals, groups and communities in Montgomery County constructively manage conflict by offering collaborative problem solving services such as mediation, facilitation, community conferencing and training.

In pursuing its mission, CRCMC is committed to:

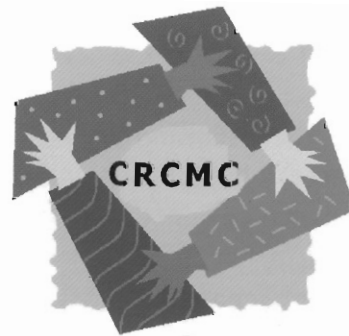
- Making its services accessible to all County residents
- Promoting positive relationships among the many diverse groups within the County

**Conflict Resolution Center  
of  
Montgomery County, Inc.**

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*"Strengthening our communities  
peace by peace."*



**Tel: 301/942-7700**

## About the Conflict Resolution Center of Montgomery County

The Conflict Resolution Center of Montgomery County, Inc. is a non-profit organization dedicated to providing quality dispute prevention and resolution services and education to individuals and communities. Most services are free of charge to County residents.

### What can dispute resolution do?

- Foster interpersonal understanding
- Open communication doors
- Help people discover what works and how to let go of what does not
- Save time and money compared to going to court.

### We offer the following services:

- Mediation in English and Spanish
- Community Conferencing
- Facilitation of public meetings
- Neighborhood problem solving
- Training



In *Mediation* two or more parties in dispute get together with the help of mediators who assist them to develop their own solution. In mediation both sides can win, while in court only one side will win.

***Mediation is voluntary and confidential, and the mediators are neutral.***

We mediate the following kinds of disputes:

- neighbor-to-neighbor;
- employer-employee;
- business-client;
- family members;
- small claims;
- roommates-housemates;
- friendships in trouble.

***Community Conferencing*** is a facilitated meeting between people who caused harm and people who have been harmed, and the supportive communities of both. All participants listen to what happened, how everyone has been affected, and then they work together to agree on how things can be made better. CRCMC receives referrals for Community

Conferencing to address youth offenses from the Juvenile Justice System and from several County Public Schools.

***Facilitation.*** In a facilitated meeting facilitators offer a productive group process by focusing on the task, stimulating constructive debate, promoting equal member participation, and helping team building. Facilitators maintain order and keep a timetable, ensuring completion of the agenda. Facilitators are neutral, and focus on the group process rather than content.

***Facilitation of public meetings*** involves the participation of large communities in public policy issues, such as re-districting and site plans.

***Neighborhood problem solving*** is a series of facilitated meetings among a small number of neighbors to solve a specific problem of a neighborhood.

**CRCMC offers training** in mediation, facilitation, and other means of improving communication and resolving conflicts.

*Some of our Collaborative Partners  
include:*

- African Immigrant & Refugee Foundation
- Bethesda-Chevy Chase Regional Services Center
- Commission on Common Ownership Communities
- Community Conferencing Center
- Department of Juvenile Services
- District Court of Maryland
- Diversity Management Institute-Mont. College
- Eastern Montgomery Regional Services Center
- HHS - Community Action Agency
- Juvenile Justice Family Advocacy Initiative  
& Resources
- MD Assn. of Community Mediation Centers
- MD Mediation and Conflict Resolution Office
- Mid-County Regional Services Center
- Mont. County Collaboration Council
- Mont. County Office of Human Rights
- Mont. County Public Schools
- Nat'l Assn. for Community Mediation
- Remede— Spanish Speaking Mediator Network
- Search for Common Ground – USA
- Several Montgomery County Public Schools
- UpCounty Regional Services Center