

Victim Services and VOM Programs: Can They Work Together

A Careful Consideration of Strategies to Understand Each Other

by Mary Achilles and Lorraine Stutzman Amstutz

This article was developed for a workshop titled "Collaborating with Victim Service Programs" at the 1998 Annual Victim Offender Mediation Association Conference (VOMA) in Tucson, Arizona.

Four issues became clear to both of us as we sat down to prepare for our workshop at the VOMA Conference:

- There is conflict between victim service programs and victim offender mediation programs;
- The conflict seems to arise from misperceptions that each have of the other;
- Victim service agencies and victim offender mediation programs have many goals;
- It seemed to us that from our experience in our respective fields we might be able to identify at least some of those misperceptions and craft some strategies for bringing these two entities together.

After laying out the misperceptions and strategies in the following sections, the bottom line

Mary Achilles is the Governor-appointed Victim Advocate for the Commonwealth of Pennsylvania; Lorraine Stutzman Amstutz is the Director for the Mennonite Central Committee, Office on Crime and Justice, and a VOMA Board member.

can be viewed as a need for both victim service programs and victim offender mediation programs to learn about each other, to respect each other, and to promote the services that each provides within the community.

For Victim Services Programs:

We need to recognize that acknowledging the humanness of the offender and working with programs that view the offender as a client is a new and

"The bottom line can be viewed as a need for both victim service programs and victim offender mediation programs to learn about each other, to respect each other, and to promote the services that each provides."

challenging task for many of our colleagues. We need to recognize that the movement that started and developed these opportunities for victims was someone else's movement. We also need to acknowledge that victims are asking to meet with the person who caused the harm and that a mechanism for this dialogue to happen should be available in the community. Also, shall we dare say that this should be considered as an element of basic services available in a community for victims? Therefore, we need to work closely with victim

offender mediation programs. We need to spend time understanding the work they do and continue to ask questions even if we do not like the answers so that we can build mutual respect.

For Victim Offender Mediation Programs:

The perceptions that are listed in this article are not necessarily true of all victim service programs but are issues that we have come across in our work.

As mediation programs we need to recognize that we are viewed by victim services as being offender-driven rather than by our own perception of being an

advocate for both victim and offender needs. We need to recognize that victim service providers have worked closely with victims in our cases from the initial trauma and bring a broader understanding of the victims' needs of which we are unaware. We need to recognize that to begin a victim offender program without victim service providers at the table is not only insensitive to victim issues but is antithetical to the practice of restorative justice within our communities. We need to continue building bridges to cross the information gap between victim offender programs and victim service programs in order to provide those services which best meet the needs of victims, offenders and communities.

See Working Together on page 11

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New to VOMA Connections!
The Research & Resource Review from
The Center for Restorative Justice and Peacemaking
University of Minnesota
School of Social Work

See Pullout Insert Between pages 6 & 7

VOMA Connections

VOMA Connections is published by the International Victim Offender Mediation Association. VOMA's mission is to provide inspiration, leadership and information-sharing in the development and support of various models of justice which create opportunities for dialogue between victims, offenders and their communities for the purpose of healing and restoration.

VOMA welcomes contributions, including short articles, literature reviews, case studies, program news and other interesting info. Photos and graphics are also needed. Views expressed within the VOMA Connections are those of the authors and not necessarily those of VOMA.

Publishing Schedule for VOMA Connections

Issue	Submissions Deadline
Spring 2000	December 1
Summer 2000	March 1
Autumn 2000	June 1
Winter 2000	September 1

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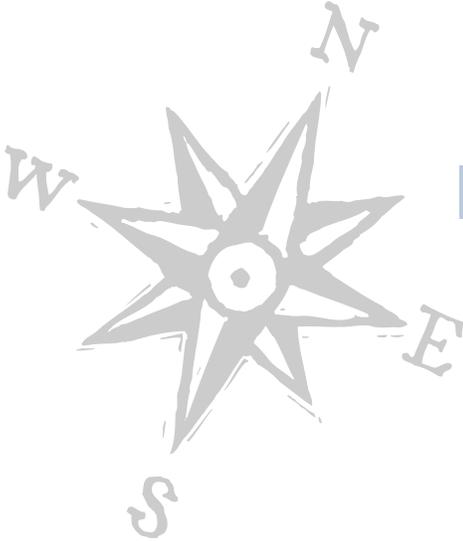
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VOMA by Region

VOMA has developed regional networks to better serve its members. Following is the United States, Canada and the world divided into seven Regions. After each Board member's name in the Directory on the preceding page, the assigned Region is listed. For information on issues of interest to VOMA members, please contact the Regional Board Representative.

Region I

Saskatchewan, Manitoba, North Dakota, South Dakota, Nebraska, and Minnesota

Region II

Wisconsin, Iowa, Missouri, Illinois, Michigan, Ohio, Indiana, West Virginia, Kentucky, and Tennessee

Region III

Ontario, Quebec, New Brunswick, Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, New York, Pennsylvania, New Jersey, Delaware, Maryland, and Washington, D.C.

Region IV

Virginia, North Carolina, South Carolina, Georgia, Alabama, Mississippi, and Florida

Region V

Arkansas, Louisiana, Kansas, Oklahoma, Texas, Colorado, New Mexico, and Arizona

Region VI

California, Nevada, Utah, Wyoming, Idaho, Oregon, Montana, Washington, Alaska, Hawaii, Alberta, and British Columbia

Region VII

International Members



Welcome to New Members

AGENCY MEMBERSHIPS

- ◇ Community Violence Prevention Network, PA
- ◇ Department of Corrections, NH
- ◇ Conflict Mediation Services of Downsview, Ont., CA
- ◇ Johnson County Community Mediation Center, KS
- ◇ Deschutes County Department of Community Corrections, OR

INDIVIDUAL MEMBERSHIPS

- ◇ Mary Pastorik, Criminal Justice Ministry, MO
- ◇ Dotty Larson, Office of Dispute Resolution, VA
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- ◇ Meg Bates, Department of Juvenile Justice, FL
- ◇ Therese Lajeunesse, Manitoba, CA
- ◇ Winnie Backlund, Montgomery County Mediation Center, PA
- ◇ Alice Price, San Luis Valley Victim Offender Reconciliation Program, CO

See New Members page 10

VOMA Welcomes Three New Board Members

Walter "Drew" Smith is the Statewide Restorative Justice Coordinator for New Jersey's Juvenile Justice Commission. He has served in the area of juvenile corrections since 1978 and has held a variety of positions including Regional Program Supervisor for the NJ Department of Corrections. Drew was listed in "Who's Who in the World of Corrections" in 1987-88 for his professional work and is also active in his community.



Hans Boserup, from Denmark, is an attorney at law (admitted to the supreme court). He is a founding member of World Mediation Forum, Danish Mediation, and Chairman of the Nordic Forum of Mediation (Denmark, Norway,

Sweden and Finland). Hans is a frequent lecturer throughout Europe and has published several books on mediation. He has formed a European e-mail network of more than 250 mediators.



Bobbie Boland is a Registered Social Worker in Newfoundland. She is in private practice in clinical work, consulting and training. Bobbie has been involved in conflict resolution work for the past six years. As a contractual trainer with Community Mediation Services, Bobbie is involved in various restorative justice initiatives, and is particularly interested in nurturing processes through which the philosophy of restorative justice is informed by the voices that ensure it remains committed to supporting communities, women and children.

VOMA Board Thanks Past Leadership... And Looks Forward To The New Millennium

*by Kathy Elton and David Doerfler
Board Co-Chairs*

At the Annual VOMA Board Meeting in September 1999, new Board Co-Chairs were elected: David Doerfler from Austin, Texas and Kathy Elton from Salt Lake City, Utah.

To begin this new phase in VOMA leadership it is important to first acknowledge the foundation which has been laid to bring VOMA to its present status of strength and stability. The Co-Chairs wish to extend our deepest appreciation for all the time, energy, and dedication that has been given by the past Co-Chairs, Lorraine Stutzman-Amstutz and Bruce Kittle. Lorraine and Bruce's leadership was truly visionary, modeling for the Board and all VOMA members an inspiring commitment to our mission of healing, restoration, and justice.

We also want to recognize the wonderful contributions of outgoing Board members Kim Fink-Adams, Mike Llado, Dorothy Barg-Neufeld, Sandy Snyder, and Marty Price. All of these people have demonstrated the sharing, collaboration, cooperation, and mutuality that is at the heart of the VOMA family.

In this spirit, additional recognition should go to the 1999 Pennsylvania Conference site committee. A lot of hard work happened behind the scenes before and during the Training Institute and Conference to make our gathering the epitome of what VOMA is about. We thank Jane Riese, Lorraine Stutzman-Amstutz, Winne Backlund, Trish Charo, Marcia Drew, Mandy Yoder, Julie Tice, Beth Gardner, Kelly Walters, Susan Blackburn, and all the others who gave of themselves so that our experience together could be successful and growth-producing.

The Board of Directors would also like to welcome three new Board Members: Hans Boserup from Sonderborg, Denmark; Walter "Drew" Smith from Trenton, New Jersey; and Bobbie Boland from Torbay, Newfoundland. We look forward to the new ideas and energy these three will bring to the VOMA

Board! We encourage you to contact them and/or your regional Board representatives so that we can continue strengthening our connections to each other.

As VOMA moves into the next millennium we look forward to continued growth in the field of victim-offender mediation/conferencing and the restorative justice movement. VOMA's mission is "to provide inspiration, leadership, and information-sharing in the development and support of various models of justice." The VOMA Board of Directors are committed to this vision and the future success of VOMA.

The Executive Committee

Co-Chairs: Kathy Elton and David Doerfler
Secretary - Kathy Hall
Treasurer - Sue Wiese
Lorraine Stutzman Amstutz

Conference Program Committee

Co-Chairs: Bruce Kittle, Lorraine Stutzman Amstutz
Sue Wiese
Doris Luther

Conference Site Committee

Co-Chairs: Carolyn McLeod, Ann Warner Roberts

Electronics Committee

Co-chairs: Beverly Moore, Ann Warner Roberts
Marty Price

Ethics and Standards of Training

Co-Chairs: Doris Luther, Hans Boserup, Sue Wiese

Fundraising Committee

Chair: Kathy Hall
Ann Warner Roberts, Carolyn McLeod

Membership/Nomination Committee

Co-chairs: Drew Smith, Barbara Schmidt

Public Relations Committee

Chair: Jan Bellard

Publications Committee

Co-chairs: Beverly Moore, Ann Warner Roberts

Scholarship Committee

Chair: Doris Luther

VOMA On-Line

VOMA has three different ways members can electronically communicate and acquire information using e-mail and the internet:

1. VOMA maintains a web site at www.voma.org. The web site contains information on the Association, upcoming training and conferences, current and past issues of VOMA newsletters, and links to related sites. If you join VOMA as an agency, you are entitled to a free web page on the VOMA web page. To take advantage of this benefit send your agency information to duanerh@fresno.edu.
2. VOMA provides a list-serve, intended to provide a medium for networking and sharing of relevant information, resources, and diverse ideas between VOMA members. The list-serve is an e-mail-based discussion group in which list-serve subscribers receive messages sent to all subscribers. This forum allows VOMA members to discuss issues related to victim offender mediation/conferencing, restorative justice, and activities of VOMA. The VOMA list-serve is a benefit for members only. To subscribe to the VOMA list-serve, send an e-mail to duanerh@fresno.edu with the message: subscribe vomalist.
3. VOMA offers members with e-mail addresses the opportunity to receive announcements and information from the Association and Board of Directors via e-mail. To subscribe to the e-mail announcement list send e-mail to duanerh@fresno.edu with the message: subscribe VOMA e-mail announcement list.

VOMA 2000 Seeking Workshop/Training Proposals For 17th Annual Training Institute and Conference

Conference 2000 Site Promises Special After-Hour Activities

VOMA is looking forward to hosting the 17th Annual VOMA Training Institute and Conference in Minnesota, September 12-16, 2000. The Conference will be held at the beautiful Ramada Plaza West hotel, 11 miles from downtown Minneapolis.

This hotel is uniquely situated near a wetlands preserve that's abundant in wildlife and walking/jogging paths. A special point of interest near the hotel is one of the largest of Minnesota's more than 10,000 lakes. The site committee is hoping people will take advantage of the beautiful fall weather to schedule a charter boat ride on Lake Minnetonka.

In addition, there is always something fun and exciting happening after Conference hours in this area of Minnesota:

- A "Y" is nearby for those who want more of a pool and exercise room than the hotel offers;
- There is a fairly large shopping Mall within walking distance;
- There are approximately 50 restaurants within a 10-mile radius of the hotel;
- There are many theatres, orchestra halls, or playhouses that might peak your interest if you will be staying over Saturday night;
- And last but not least, the Mall of America is not far...and neither is the Minnesota Zoo.

Hope to see you in Minnesota in September of 2000!

The Victim Offender Mediation Association (VOMA), is seeking proposals for trainings, and workshops at its 17th Annual International Training Institute and Conference. The conference theme is "Innovative Practices in Victim Offender Mediation and Conferencing." Together, the Institute and Conference will present the leaders and innovators in the areas of restorative justice, VOM, and conferencing.

The Training Institute will be held Tuesday, September 12 through Thursday, September 14, 2000, and will offer training in basic and advanced VOM/conferencing, as well as other related restorative justice topics. Training proposals should be in one-half to three-day sessions.

The Conference will be held Friday, September 15 and Saturday, September 16, 2000. The Conference will offer workshops covering a variety of RJ, VOM, and conferencing issues, and will also include an Open Space Technology Tract, allowing participants to develop their own workshop issues. Workshops should generally fit into one and a half hour sessions, with the possibility of a few workshops extending to 3 hours.

Selection criteria and requested topics:

Proposals in all areas of restorative justice, VOM, and conferencing are invited. Proposals will be selected on the basis of relevance to the conference theme, the topics listed below, and the mission of VOMA. The Conference Program Committee is specifically interested in trainers and workshop presenters for the following topics and issues:

- Basic, intermediate, and advanced VOM
- Indigenous forms of mediation and justice
- Small & large group conferencing
- Community empowerment & RJ/VOM
- Use of circles in sentencing & mediation
- Victim and offender sensitivity training
- RJ/VOM & lawyers, how to make it work
- Victim empathy and impact panels
- Mediating serious and violent offenses

- Transforming systems through RJ/VOM
- Community mediation programs & VOM
- RJ/VOM applications in corrections
- Foundational RJ values and philosophies
- Volunteer recruitment and development
- Cross-cultural issues in mediation
- Issues in starting a VOM program
- Program evaluation and review
- Research results on RJ/VOM programs
- Case tracking methods (e.g., software)
- Increasing referrals and fund raising
- International approaches to RJ and VOM
- Collaborating with Victim Services

Mail proposals to:

Bruce Kittle
Restorative Justice Project
University of Wisconsin Law School
975 Bascom Mall
Madison, WI, 53706

Proposals should include:

1. Name, address, phone, e-mail, and resume of presenters,
2. Description of topic and presentation,
3. Short bio (one or two sentences) of presenter(s) for inclusion in brochure,
4. Time required for presentation, and
5. A/V needs.

The deadline for proposals is January 20, 2000. Receipt of proposals will be confirmed by written notice after they are received. Presenters will be informed as soon as selections are made, but no later than March 1, 2000.

For complete RFP see www.voma.org. For questions and additional information about honorarium policies and related information, contact Bruce Kittle at:

(608) 262-4013
or email: bakittle@facstaff.wisc.edu.

VOMA Members And Friends Have A 16th Annual VOMA Training



- 1. ?
- 2. ?
- 3. ?
- 4. ?
- 5. *Martin McAnallen*
- 6. ?
- 7. *Mark Yantzi*
- 8. ?
- 9. *Hans Boserup*
- 10. *Dorothy Barg-Newfeld*
- 11. ?
- 12. ?
- 13. *Dagmar Rasmussen*
- 14. *Shadell Permanend*
- 15. *Greg*
- 16. *Mark Umbriet*
- 17. *Howard Zebr*
- 18. *Mark Yantzi*
- 19. *Mary Achilles*

NOTE: We apologize for not being able to identify all the photos above. If you can identify any of the unnamed photos please contact the VOMA Connections and we will print their names in the next issue.



Welcome to the first addition of Research & Resources Review of the Center for Restorative Justice & Peacemaking at the University of Minnesota. We recently modified the name of the Center to include the term "peacemaking" rather than mediation in order to reflect a broader and more transformative framework for facilitating dialogue among crime victims, offenders, family members and other affected community folks. R&RR will offer brief reviews of current and upcoming research initiatives in restorative justice, as well as highlight important new written and video resources. Training opportunities offered by the Center will also be listed. Comprehensive charts that briefly describe all of the forty known victim offender mediation empirical studies (grounded in data, not just theory) and six known family group conferencing are presented in this issue. A bit more detailed description and key findings on selected more recent studies will be presented in future issues of R&RR. We hope this provides a helpful foundation, or road map, to the rich 25 year history of VOM practice and research, representing the oldest, most empirically grounded, and most widely dispersed expression of restorative justice, as well as the more recent development of family group conferencing. Far more thorough monographs and articles related to these studies are available through the Center's web-site.

Mark Umbreit, Ph.D., Director
Center for Restorative Justice & Peacemaking

Table 1
VICTIM OFFENDER MEDIATION EMPIRICAL STUDIES

(Compiled by Mark S. Umbreit, Ph.D. and Robert B. Coates, Ph.D.)

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
1. Davis, R. et. al. (1980). Location: New York City	Random assignment of those eligible for mediation. Post intervention measures.	Disputants known to each other; conflict resulted in felony arrest.		Participants believed had more opportunity to participate in mediation than in court. Believed outcome more fair. No evidence that mediation reduced levels of future conflict.
2. Collins, J.P. (1984). Location: Grand Prairie, Alberta, Canada.	Purposive sample Post intervention measures	About 30% of youth with charged offenses in jurisdiction referred to reconciliation project. Typical offender: 15, male, one offense, theft.	Interviews: Staff- 18 Victims-19 Offenders 22 Parents-16 Community Workers 6	Process perceived as working extremely well. Most participants had more positive view of justice system. Most believed agreements to be fair and reasonable. Program more costly than other diversion projects.
3. Coates, R. and J. Gehm, (1985). Location: three programs in Indiana and one in Ohio.	1983-- Matched sample of Vorp and non-Vorp cases from three programs. 1984-- Availability sample in four programs. Post-intervention	1983--73 Vorp Offenders: age- 16; 78% juvenile; 92%white; 93% male; 93% no prior incarceration post conviction; 54% convicted on burglary charges	1983 Sample - record data, 1984 Interviews, Vic-tim- 37, Offender-23, Staff-22 CJS-27, Victim refusal-26 Observations-9	1983 Sample -60% of eligible case resulted in meetings -98% meetings yielded contracts -87%contracts inc. restitution -Vorp offender less jail time 1984 Sample High levels of satisfaction were reported. Complaints regarding time delay.
4. Schneider, A. (1986). Location: Washington, D.C.	Random assignment. Post-intervention measures.	Typical offender: full time student, black, male, repeat offender, referred for felony , avg. age 15.4. VOM 143 Ref. but refused 131 Probation 137	Record Data	Forty percent referred to VOM refused on advice of lawyers. Offenders referred have statistically significant lower recidivism than those in probation group. Those participating in VOM have lower rates than those on probation.
5. Perry, L., T. Lajeunesse, and A. Woods (1987). Location: Winnipeg, Manitoba	Post Intervention Measures 465 of the 1021 referred in 1984 & 1985 resulting in mediation. Purposive Sample: 45 respondents; 67 complainants.	Types of cases: community disputes 20%;diversion 65%; post plea 15%. First time offender; summary conviction type cases; identifiable victim; relationship between complainant and respondent.	Record data on those referred to mediation. Telephone interviews with 112 participants.	77% increase in cases referred between 84 and 85. 65% in both years were for diversion. 45% referrals reached mediation. In nearly 40% of cases, victims were not willing to meet. 88% of mediations reach agreements. Sub-sample: Good to excellent service: 84% offenders and 91% victims.

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
6. Umbreit, M. (1988). Location: Minneapolis & St. Paul, MN.	Availability sample: all referred to program in 85-86. Purposive sample: sub-sample of participants for interviewing. Post-intervention measures.	183 offenders & 179 victims referred to VOM in 1985 & 86. Most referred post-adjudication; some diversion. Typical offense: burglary.	Records Interviews: Victims -31 Offenders- 11	54% of victims and 64% of offenders went to mediation. 79% of restitution agreements were completed. Monetary: \$11,376 Personal service: 127 hrs Community service 489 hrs Client Satisfaction (Interviews): Restitution agreement fair-- 93% victims; 100% offenders
7. Umbreit, M. (1989). Location: Minneapolis, MN.	Purposive sample. Post-intervention measures.	50 victims of burglary; 62% in VOM.	Face-to-face interviews.	Attempting understand victim sense of fairness, three dimensions were discovered: rehabilitation, compensation, punishment. Victim participation regarded as critical across all types of victims. 80% VOM participants experience fairness compared with 38% of non-VOM.
8. Umbreit, M. (1989) "Location: Genesee County, New York and southern Wisconsin.	Purposive sample of four individual cases studies.	Cases: armed robbery, assault of a police officer, negligent homicide, sniper shooting	Interviews with victims, offenders, mediators and referral sources.	Victims of violent crimes have needs which, with considerable sensitive care, can be addressed through face to face mediation. The traditional VORP model developed for property kinds of crimes can be expanded as a framework for working the cases involving violent crime.
9. Galaway, B. (1989) . Location:Minneapolis-St. Paul, MN.	Purposive sample. Post-intervention measures.	Eighty-seven persons who participated in VORP over a two year period.	Records High # agreements for participants!	54% of those referred participated 128 agreements were reached 44% monetary restitution 17% personal service 16% personal ser & monetary 10% community service 79% of agreements were fulfilled
10. Gehm, J. (1990). Location: six VORPs in Indiana, Wisconsin, Oregon	Availability sample. Post-intervention measures.	All individuals referred from July 1, 1985-Oct. 1, 1987 Eligible cases: 555	Records	Of 555 eligible, 250 meetings were held, 228 contracts agreed to and 203 successfully completed. 53% of victims unwilling to participate. More likely to meet if offender was white, offense was misdemeanor, and victim was representing an institution.
11. Marshal, T. (1990). Location: sites in Coventry, Leeds, North East Essex and Wolverhampton-- England.	Availability and purposive sample. Post-intervention measures.	Little descriptive sample information. Coventry-30% violent cases; Leeds-35% burglary; Wolverhampton most minor offense referrals and 55% corporate victims.	Records on all participants. Samples interviewed.	Police-based programs more perfunctory than court based. Corporate victims seemed less willing to meet and to reach agreement. Moderate influence on sentence. Majority of participating victims would do it again.
12. Dignan, J (1990). Location: Kettering, England	Availability and purposive samples. Matched sub-sample. Pre and post-intervention measures.	1987-89 C 291 referrals primarily from police. 74% accepted. Age-17+, no court record, admission of guilt, eligible for prosecution.	Record Sample interviewed: 50 offenders, 45 individual victims, 45 corporate victims	Comparing matched samples: -60% diversion -13% widening net -recidivism slightly lower for Kettering; 15.4% for face to face mediation vs. 21.6% for go between. Increase 32%-43% face to face mediations between year 1 & 3.
13. Hughes, S. and A. Schneider, (1990). Location: Restitution sites across the United States.	Purposive and random sampling. Post-intervention measures	Surveys sent to 342 organizations across the US. 240 responded. 79 of those had victim offender mediation programs.	Record Surveys	Mediation programs were found in counties from 3,000 to 2 million. Most often governed by private sector with referrals from courts. VOM regarded as functioning well with most respondents favorably disposed.

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
14. Umbreit, M. (1991) Location: Minneapolis/St.Paul	Availability sample for record data. Purposive sample for interview. Post-intervention measures.	379 cases referred CVOM in 1989. 228 victims 257 offenders (56% were misdemeanor offenses). Vandalism most frequent.	Record data. Interviews: 51 victims and 66 juvenile offenders.	50% of referred cases led to face to face meetings. These resulted in restitution agreement 96% of the time. 81% of agreements were completed. 86% of victims said it was helpful to meet the offender. 94% of offenders felt the same.
15. Umbreit, M. and R. Coates, (1992). Location: Albuquerque, NM; Minneapolis, MN; Oakland, CA; and Austin, TX.	Availability & Purposive samples Two comparison groups. Pre & post intervention measures	2,799 victims & 2,659 offenders referred; avg. age-15; gender-86% male; Caucasian-54%; most frequent offense-burglary	Records. Pre-interviews by telephone; post interviews in person. Observations.	High levels of client satisfaction: 79% offenders and 87% victims. VOM offenders more likely (81%) to complete agreements than similar youth in program without mediation (58%). Both offenders and victims expressed importance of meeting with the other sharing pain, hearing stories, etc.
16. Warner, S. (1992). Location: Glasgow and Edinburgh, Scotland.	Availability sample. Randomly assigned comparison group. Post-intervention measures.	175 referrals from Oct. 89-Feb.90. 87% accepted; 174 victims & 185 accused; 77% individual victims; 2/3 violence or criminal damage; avg. age of accused: 30.2	Record data Interview or questionnaires with 1/3 of victims and 22% of offenders. Observations of decision-making process.	33% of cases accepted sent back primarily because of victim. Out of 103 cases, 84 reached agreement. Respondents highly satisfied. Few victims met face-to-face with accused and most did not want to. Mediation fair and just alternative to prosecution for minor offenders.
17. Clarke, S., E. Valente, Jr., and R. Mace (1992). Location: three counties in North Carolina	Availability & purposive sampling. Comparison counties. Post-intervention measures.	Court record data: sample of eligible 1,421 clusters. Mediation program data set: 544 clusters sent to the three mediation programs. Related party misdemeanor cases.	Record data Telephone interviews: 354 complainants randomly selected, 32 defendants.	58% of clusters received for mediation were mediated. Agreements were arrived at in over 90% of mediated cases. None of those reaching agreement went to trial. In one county, Henderson, number of trials resulting from these was reduced by 2/3. Length of process increased in two of the three counties.
18. Roy, S. (1993). Location: Elkhart, IN and Kalamazoo, MI.	Random sample of participants in each program. Post-measures.	Youth in face-to-face VOM compared to youth in court-based restitution program. Over half involved felonies.	Record data: 218 youth representing 50% of those participating in both programs.	No difference in rate of completion of restitution contracts. No difference in rate of recidivism.
19. Galaway, B. (1995). Location: New Zealand	Availability sample of six sites.	1,455 offenders, 1,672 cases involving monetary penalties, 22 district court judges, 341 probation officers	Record data, interviews, survey questionnaires	Reparation appropriate as sole sentence for offenders with minor or no prior criminal history who committed minor property offenses.
20. Nugent, W. and J. Paddock (1995). Location: Anderson County, TN.	Random sample of participants. Matched sample of time period preceding. Post-measures.	125 VORP & 150 matched from prior time period; all pled guilty to property offenses.	Records	VORP offenders less likely to offend than non-VORP: 19.8 vs.33.1; VORP offenders reoffenses were less severe than youth processed through traditional approaches.
21. Roberts, T. (1995). Location: Langley, British Columbia.	Availability sample. Pre & post-intervention measures.	130 referrals; 39 total cases accepted Violent offenders: 46% sexual assault; 18% murder; 23% armed robbery Avg. time from sentence to referral--3.7 years.	Personal or telephone interviews: 22 offenders; 24 victims; 23 CJS. Videos of some interviews and 15 mediations Record data	Involved showing victim and offender interviews to victim/offender counterparts before meeting. 56% cases had met face-to-face by end of study. Two VOM staff present & mediations last 3-5 hours. Unanimous support of program from all participants.
22. Umbreit, M. (1995). Location: Langley, British Columbia; Calgary, Alberta; Winnipeg, Manitoba; Ottawa, Ontario.	Purposive samples: mediation & non-mediation. Post-intervention measures.	4,445 referred to mediation. 39% met face to face. Offenders: 59% male, avg. age - 33, 86% Caucasian	Records Phone Interviews: 323 victims & 287 offenders. Observation: 24 sessions Interviews with staff & officials	93% of face-to-face mediations led to agreements. Victims participating in mediation were significantly more likely to be satisfied (78%) than those who did not (48%). Offenders in mediation also significantly more satisfied (74%) than those not in mediation (53%). Mediation contributes to an enhanced sense of justice.

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
23. Umbreit, M. and A. Roberts (1996). Location: Coventry and Leeds, England.	Availability sample Post-intervention measures.	70 victims and 53 offenders. Groups: direct mediation; indirect mediation; referred but did not participate.	Record data Phone and in person interviews System officials also interviewed	Majority of mediations were indirect C not face-to-face. Those participating in mediation more likely to express satisfaction and sense of fairness than those not. More benefits with face-to-face.
24. Flaten, C. (1996). Location: Anchorage, Alaska	Purposive sample. Post-intervention measures.	In-depth study of seven serious offense mediations including manslaughter.	Interviews with offenders, victims, victims advocates, offender counselors and mediators.	Mediation can be helpful with very serious cases. Six of seven victims believed mediation was successful. Offender felt meeting victim personalized the crime event. Preparation key to success.
25. Wynne, J. (1996). Location: Leeds, Eng.	Availability and purposive samples. Post-intervention measures.	For cases closed 1988-92: Most offender male and 21 or younger. Most frequent offenses: burglary & theft.	Record data	48% of referred cases result in direct or indirect mediation. Two cohorts followed for reconviction: 85-87 75% no conviction after one year; 89 78% no conviction after one year.
26. Niemeyer, M. and D. Shichor (1996). Location: Orange County, CA.	Availability sample and systematic random sample for recidivism comparisons. Post-intervention measures.	35% of juvenile cases referred graffiti/tagging; 24% serious personal; 16% serious property	Record data. Questionnaire	Over seventy percent of all victims and offenders chose face-to-face mediation. Victims refusing C not important enough to warrant participation. Agreements reached in 99% of mediated cases. Recidivism results: mixed
27. Winnimaki, L (1997) Location: Anderson, Putnam, Cumberland Counties, TN.	Random sample of participants. Matched sample of time period preceding. Post-measures.	203 VORP & 217 matched sample from prior time period; all pled guilty to property offenses.	Records	VORP offenders less likely to offend than non-VORP: 38.4% reduction associated with VORP participation..
28. Umbreit, M. and W. Bradshaw (1997). Location: Minneapolis, MN and Winnipeg, Manitoba.	Purposive sample. Post-intervention measures.	Minneapolis: 89 victims in juvenile VOM program. Winnipeg: 92 victims in adult VOM program.	Record data. Face-to-face interviews.	Victims in juvenile program more likely to feel that mediation helped them participate in the justice system than victims in adult programs. Both groups very satisfied with mediation. Victims of adults more fearful that offender will reoffend.
29. Carr, C. (1998). Location: Los Angeles County, CA.	Availability and purposive samples. Post-intervention measures.	632 juvenile referrals; 279 mediations from July of 1997 to July of 1998.	Record data Post-medn. interv: off-138; parent-135; vic-133.3 month follow up interv: 51 youth; 49 parents/guardians.	Offenders, parents and victims highly satisfied with mediation results and felt mediators were fair. Nearly all were pleased they chose to take part and would recommend the program to others. A minimum six month follow-up indicated 89% had not recidivated.
30. Roberts, L. (1998). Location: Tucson, AZ.	Availability sample. Post-intervention measures.	483 juvenile referrals FY 96 & 97. Mediations: 196. Agreements: 189.	Record data Phone interviews: 53 offenders ?? victims	Nearly 90% of offenders and victims felt it was helpful to meet the other party. Nearly all participants felt the mediator was fair to all parties. 79% did not recidivate within year following mediation.
31. Umbreit, M. and Greenwood, J. (1999). Location: United States	Nationwide survey. Availability sample	289 VOM programs 116 interviewed 43% private 23% church-based 16% probation	Phone interviews	Who refers? 29% probation; 23% judges; 15% prosecutors. Offense frequency: vandalism, minor assaults, thefts, burglaries. Mediation occurs: 34% as diversion, 56% post-adjudication. 81% of programs work with juvenile cases.
32. Stone, S., W. Helms, and P. Edgeworth (1998). Location: Cobb County Juvenile Court, Georgia	Availability sample; matched comparison sample. Post-intervention measures.	799 court based mediated cases 93-96; comparison 1,045 from 90-92. Mediation sample: Avg. age - 13.9; 71% male, 72% white; avg. prior court contact .16.	Court record data.	No difference in return to court rates between mediated and non-mediated youth. Mediated cases required 1/3 the time to process. 75% of the returns to court involved violation of conditions of mediated agreements. More experienced mediators tended to get better results.

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
33. Bradshaw, W. and Umbreit, M. (1998). Location: Minnesota, California, New Mexico, Texas.	See # 15 for design and sample descriptions.		Secondary analysis.	Stepwise multiple regression shows feeling good about mediator, believing restitution agreement fair, and having a strong desire to meet offender explains much of victim satisfaction.
34. Umbreit, M., R. Coates and A. Roberts (1998). Location: US, Canada, England.	See #s 15,22,and 23 for design and samples.		Secondary analysis.	Comparing victim-offender satisfaction rates across countries shows high levels of satisfaction. Lowest level were found in England where the majority of case are processed with indirect mediation.
35. Nugent, W., M. Umbreit, L. Wiinamaki, and J. Paddock (1999). Location:US	Reanalysis of recidivism data from three studies.	Samples of juveniles VOM & non-VOM in four Tennessee counties, Minneapolis, Albuquerque, Austin and Oakland. Total sample of 1,298 juveniles.	Record Data	Youth participating in VOM are significantly less likely to recidivate than non-VOM youth: a 32% reduction. VOM youth who recidivate do so at significantly less serious level than do comparable non-VOM youth.
36. Fercello, C. and Umbreit, M. (1999).	Availability sample. Post-intervention measures.	33 juvenile offenders 37 crime victims	Phone interviews	High level of satisfaction with the victim offender meeting process and outcomes.
37. Umbreit, M. and W. Bradshaw (1999). Location: Winnipeg, Manitoba.	See # 22 for design and samples.		Secondary analysis.	Regression analysis suggests that feeling good about mediator, sense of fairness of restitution agreement, and desire to meet offender explain much of victim satisfaction.
38. Umbreit, M., W. Bradshaw, and R. Coates (1999). Location: US	Purposive selection. Post intervention data.	2 case studies resulting from mediation with survivors of violent crime & offender/inmate.	In person interviews; video tapes of meetings.	Description of process of mediation/dialogue with participants in two murder cases. Participants expressed various reasons for being very satisfied with process.
39. Umbreit, M. and K. Brown (1999). Location: Ohio.	Purposive selection. Post intervention data.	2 case studies resulting from mediation with survivors of violent crime & offender/inmate.	In person interviews.	Description of process of mediation/dialogue with participants in violent cases. Participants expressed reasons for being very satisfied with process.
40. Umbreit, M. and Vos, Betty (2000) Location: Texas	Purposive selection. Post intervention data.	2 case studies resulting from mediation with survivors of capital murder & inmate.	In person interviews.	Description of process of mediation/dialogue with participants in two death row cases. Participants expressed reasons for being very satisfied with process.

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Table 2
FAMILY GROUP CONFERENCING EMPIRICAL STUDIES
(Compiled by Mark S. Umbreit, Ph.D. and Robert B. Coates, Ph.D.)

AUTHOR, DATE, LOCATION	DESIGN	POPULATION SAMPLE	DATA	KEY FINDINGS
1. Maxwell, G. and A. Morris (1993). Location: New Zealand	Post-intervention measures. Six month recidivism follow-up.	All cases involving children and youth for 3 mo. period referred to FGC. Data gathered on five sites; four metro and one provincial. Youth referred older, history of previous offenses, and committed more serious offenses than those typically diverted.	Observation of 162 conferences; Interviews: Parents - 176; Youth -157; Victims -81. Records.	86% resolved matter in one meeting. 70% of cases resulted in apology 55% work in the community Avg. number of people attending--9 In only five percent of the cases was there no evidence of accountability. 48% of those referred to FGC had reoffended within six months. There were numerous differences across sites. Large numbers of children and youth were diverted from the courts.
2. Moore, D and L. Fosythe (no date, est. 1995) Location: Wagga Wagga, Australia.	Pre and post time periods for nine month recidivism checks. Post intervention measures.	Cases for 19 mos. before FGC is implemented and cases for 27 mos. after. Most frequent offenses: shoplifting	14 case studies Interviews with conference participants. Records.	Increased number of youth cautioned by police. Did not result in net widening. Increased diversion from court. Reprehension rates for court youth higher than FGC. Rates for the latter about the same as other diverted youth.
3. Rise Working Papers 1-4: A Series of Reports on Research in Progress on the Reintegrative Shaming Experiments (RISE) for Restorative Community Policing. (1997). Location: Australia	Post intervention measures with a control group.	Eligible offenders randomly assigned to court or FGC. 111 young offenders up to age 29; 437 "drunk" drivers. Young offenders offenses range from shoplifting to sexual assault. In most instances "drink" drivers had no specific "victim."	Observation of cases. Interviews with offenders. Interviews with sub-sample of victims.	Avg. length of FCG was 71 minutes. FGC yielded more reintegrative shaming than courts and evoked more expressions of remorse and forgiveness. Victims participating in conferences were ten times more likely to receive "repair" than court counterparts. 74% of FCG offenders felt outcome was fair compared with 54% processed in courts. 77% of FCG offenders felt they expressed their views compared with 54% in the courts.
4. Umbreit, M and C. Fercello, (1998). Location: Woodbury, MN.	Post intervention measures.	Availability sample : offenders and victims participating in Woodbury, Minnesota Police Dept. community conferencing programs for juveniles. 27 offenders; 20 parents of offenders and 11 victims.	Self-administered seven item questionnaires at close of conference.	Offenders, parents and victims reported high levels of satisfaction with the process. On a ten point scale: the mean level of satisfaction for all participants was 7.96. 82% of victims preferred conference to court-over 90% of the offenders and parents agreed.
5. McCord, P and B. Wachtel, (1998). Location: Bethlehem, PA.	Random assignment of eligibles control or treatment. Refusals comprised another control or comparison group. Post-intervention measures. One year recidivism checks.	Eligibility: youth who had not been through probation system; no felony level crimes; no drugs or alcohol, or sex offenses; include simple assaults (no weapons or serious injury) and thefts and property crimes of a misdemeanor summary violation level.	Surveys Observations Records	Typical police officers can be trained to coordinate FCGs consistent with due process and restorative justice. 92% of participating offenders, victims and police officers would recommend conferencing to others. Overall case processing of juvenile offenders was "largely unaffected." Preliminary recidivism checks: Control: "property" 21%; "violent" 35% Treatment Part. "property" 32%; "violent" 20% Treatment Not part. "property" 35%; "violent" 48%
6. Fercello, C. and M. Umbreit (1998). Location: 1st Judicial District of Minnesota.	Post intervention measures. (Pre intervention measures were planned but were obtained on about half of the sample).	Availability sample of eligibles. Eligibility: all cases between 5-97 and 9-98 referred to FGCs with at least one offender and one victim - 193. Offenders were juveniles; most common offense was shoplifting - 62%.	Post-conference telephone interviews: offenders-103 victims-105 support persons-130	High levels of satisfaction were reported. 93% of victims and 94% of support persons and offenders were satisfied. Nearly all participants would recommend FGC to others. 100 support persons were present to "support" the offender contrasted with 30 for victims.

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Good Time Sharing Ideas And Info At The Institute and Conference

photos by Carolyn McLeod



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- 20. Carolyn McLeod
- 21. ?
- 22. ?
- 23. Teresa Lajeunesse
- 24. ?
- 25. Ryck Kaiser
- 26. Brenda Wolfer
- 27. Marcia Drew
- 28. Trish Charo
- 29. Mandy Yoder
- 30. Benny
- 31. Jane Riese
- 32. Chris Baker
- 33. George Baker
- 34. ?
- 35. ?
- 36. ?
- 37. Claudia Henning
- 38. ?
- 39. Drew Smith
- 40. Kerry O'Donnell
- 41. David Doerfler
- 42. Kathleen Bird
- 43. Barbara Schmidt
- 44. Gerry



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Mexico Mediation Training Institute Includes Restorative Justice and VOM

Students Show Interest in Humanistic and Transformative Mediation Principles

by Marty Price

The process of mediation is relatively new in Mexico and the term restorative justice was virtually unheard of until this summer. The Mexican criminal justice system is even more punitive than the systems of the United States and Canada. But some Mexican visionaries imagined that there must be better ways to deal with conflict and crime.

This past summer's Mediation Training Institute was spearheaded by Dr. Jorge Pesqueira, a law professor at the University of Sonora and president of the Instituto de Mediacion de Mexico, along with Sr. Sergio Herrera Trejo, the president of the Tribunal Superior de Mexico (the Supreme Court.) They conceived a five-week training course (60 hours per week), to which they would invite justices, judges, prosecutors, lawyers and psychologists from every state in Mexico. The Mexican Federal Government agreed to partially finance the initiative. Most of the states were represented at the course (one state sent 10 trainees). The course was held at the Tribunal Superior in Queretaro City, just north of Mexico City.

The first four weeks of the training presented theory, principles and skills for community mediation, family mediation, workplace mediation and the mediation of civil litigation. The last module was mediacion penal and justicia restaurativa (criminal mediation and restorative justice).

Marty Price is the director of the Victim-Offender Reconciliation Program (VORP) Information and Resource Center, in Camas, WA. The Center provides training for juvenile and criminal justice programs, consulting and technical assistance, mediation in crimes of severe violence, including drunk driving deaths and other homicides, articles and literature and an information service on the World Wide Web.

I was the only gringo instructor/trainer. Most of the students spoke little or no English -- I speak barely passable conversational Spanish. The language barrier was overcome with simultaneous translation, heard through earphones. I spoke Spanish when I could. I also made use of some Spanish language video and printed materials from the Mennonite Central Committee Office on Crime and Justice.

When I arrived in Queretaro, I was welcomed warmly. But my welcome at the airport did not prepare me for the excitement and enthusiasm that greeted me when I entered the classroom. The students had been building their anticipation for an introduction to "mediacion penal." They were extremely open and more than willing to participate actively. So the course was very interactive, with lots of experiential exercises and discussion. I sensed no resistance to anything I presented.

During the course, many students indicated that my presentation was totally different than they had imagined. They were expecting a legalistic process -- my emphasis on humanistic and transformative principles and a spiritual dimension to mediation thrilled them. I developed friendships and collegial relationships with some extraordinarily dedicated and compassionate people.

At the end of the course, I asked students to talk about what they found meaningful and how they hoped to use it in their communities. They expressed excitement, hope and intentions to begin educating their communities, eventually starting restorative justice programs.

Much pomp and circumstance attended graduation from the course, with many news cameras, press photographers and reporters. Dignitaries and officials from every level of government made speeches and offered congratulations, many expressing sentiments that this course was part of the hope for a new Mexico. I felt honored to have made my contribution.

Mexican "Principle of Legality" Pendulum Swings Towards U.S.

My education in Mexican law included an understanding of the distinction between the "Principle of Legality" and the "Principle of Opportunity." The "Principle of Legality," which is a foundation of Mexican law, dictates that the letter of the law is followed without deviation. There is no prosecutorial discretion, no plea-bargaining, no judicial discretion and no probation or parole. All sentences are prescribed and a convicted person serves the full time required by the sentence.

Mexican legal scholars see the U.S. and Canadian criminal justice systems as founded in the "Principle of Opportunity," where prosecutorial and judicial discretion, plea-bargaining, etc., are used to make justice more humane. Advocates of legal reform in Mexico want to move their justice system away from the "Principle of Legality" and toward the "Principle of Opportunity."

It seems ironic to me that here, north of the border, the pendulum is swinging in the opposite direction, as evidenced by the recent deluge of laws prescribing mandatory sentences, mandatory minimums and laws that require children to be tried and punished as adults.

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Convenience Store Robbery Case Study

Both Victim and Offender Make a Personal Connection

by Doris Luther

A few years ago, along with co-mediator Sarah Rockwell, I mediated one of the first victim offender mediations (VOM) in Maine for the VOM Project of the Community Mediation Center (CMC) in Portland. The case involved a juvenile offender who robbed a convenience store. He was 15 at the time of the offense.

Imagine that night...it was mid-week, a slow night for the store. He entered with two friends who appeared to be armed, and demanded the money in the cash drawer. The owners remained calm and handed over about \$100.00 in cash. The boys left and divided up the cash.

End of story? Not in the least. The impacts of the crime included two victims who had been scared for their lives and totally invaded by the robbery and the aftermath of having to live in fear, and a 15-year-old boy committing the first of what could have turned into a life-time of criminal activities.

When we (the mediators) first met John (fictitious name) he was in the process of trying to turn his life around. He had completed his G.E.D., found a job, had an apartment, and now, at 17 with his criminal hearing pending mediation, was willing to face his victim and be accountable for his crime.

VOM is different from other mediation in that most of the mediator work is done before the parties are brought together. The volunteer

Doris Luther has been a mediator since 1990. She is a founding board member of the first Community Mediation Center and Victim-Offender mediation project in Maine, and continues working as a volunteer mediator. Doris is also a mediator for the Court Alternative Dispute Resolution Service and a VOMA Board Member.

mediators meet first with the offender to learn the facts and feelings of the offense. This meeting also provides the opportunity to screen the offender for participation, i.e., is he remorseful, willing to apologize, make amends, etc.

John seemed to be genuinely sorry, so we decided to proceed with the process. Next we met with the store owners, Ruth and Nathan (fictitious names). We asked them the facts of that night, what they were feeling, what they wanted to say to John, and, finally, if they would be willing to meet with him in a safe, mediated setting. Ruth was still quite upset about what had happened. "I'm a Republican," she said. "I don't believe in this stuff." But she decided to meet with John.

We brought the two together, and Ruth asked John to speak first. It was important for her to have some of her questions answered. Why did they pick her store? Was it worth the small amount of cash? Did he realize the impact on her? What was he doing with his life now?

She seemed relieved to learn that they had picked the store at random and that the crime definitely wasn't worth it. He had committed the robbery because he was broke, out on his own (having been kicked out of his house) and couldn't find work. It was a low point in his life, and he was desperate. He admitted that while he would never truly know what she had been through, he thought he had some understanding of her trauma.

The discussion flowed naturally from Ruth asking him questions to telling him what it was like for her. She had not known the weapons were not real guns at the time and had been paralyzed with fear. Thoughts of her orphaned children ran through her mind. She had always thought of Maine as a safe place, and now that was shattered. The impact of his violation would never go away. She needed to know that John was no longer committing crimes and would never do this to anyone else. As best he could, he assured her of that, and he apologized to her.

The conversation took a turn toward more personal issues. She related some of her struggles in

life, and they found some things in common. As we neared the end of the mediation, Ruth wanted to know what would happen next. Apparently, the judge was looking at some jail time, but first wanted to know the outcome of the mediation. Ruth expressed concern that John would lose his job if he had to go to jail, which would put him right back where he'd been 2 years ago. She agreed to attend John's hearing (which she did) and her testimony influenced the judge to suspend some of the jail sentence so that he wouldn't lose his job.

Perhaps the most important part of the mediation was that Ruth and John agreed that he would keep in touch with her by sending a note every 3 months to let her know how he was doing and specifically that he was staying out of trouble. He also agreed to work with other troubled juveniles.

Both parties came to the mediation with apprehension. John was terrified of meeting his victim face-to-face (most offenders never have to personally see or hear the effects of their crimes). Ruth was afraid of how angry she would be and what she might experience or re-live at the personal encounter with the offender.

The transformation was magical. Both victim and offender made a personal connection. Ruth became someone who had a positive impact on a young man's life - one that he will never forget.



VOM and Restorative Justice Trainings and Conferences

The Community Justice Institute at Florida Atlantic University will host the first **Restorative Justice Academy** May 1-12, 2000. The RJ Academy will include a wide variety of one to five-day introductory and advanced courses and workshops as well as a ten-day Basic Training for RJ Trainers. A tentative list of other courses includes: Introduction to RJ; Conferencing; Circles; Community Involvement; Working with Victim Services; Developing an Evaluation Approach; and Auditing Your System. For more information, contact:

Phyllis Bebko
Community Justice Institute
Florida Atlantic University
PO Box 3091
Boca Raton, FL 33431
tel: 954/762-5330 fax: 954/762-5693
e-mail: pbebko@fau.edu
web-site: www.fau.edu

The tentative schedule for the **2000 National Restorative Justice Training Institute** at the University of Minnesota is available. Trainings offered are one-day, three-day and four-day classes, and include Victims of Severe Violence Meet the Offender; Peacemaking and Spirituality; Restorative Justice in the 21st Century (Dangers and Opportunities); Victim Offender Conferencing (Multi-Method Approach) and Peacemaking Circles in Schools. For more information, contact:

Center for Restorative Justice & Peacemaking
School of Social Work
University of Minnesota
105 Peters Hall
1404 Gortner
St. Paul, Minnesota 55108-6160
Phone: (612) 624-4923
Fax: (612) 625-8244
e-mail: rjp@tlcmail.che.umn.edu
web site: http://ssw.che.umn.edu/rjp

Mark your calendars now! **Criminal Justice Sunday** will fall on February 13, 2000. The theme will be "Victims of Crime and the Criminal Justice System." This will be the first part of a three-part three-year series. The theme for 2001 will be "Offenders and the Criminal Justice System," and in 2002 the community's role in courts and prisons will be highlighted. For more information or to receive a copy of the Program Guide for CJ Sunday 2000 contact:

Criminal Justice Program
Presbyterian Church (USA)
100 Witherspoon Street
Louisville, KY 40202-1396
tel: 502/569-5803
fax: 502/569-8030

The **Summer Peacebuilding Institute (SPI)** at Eastern Mennonite University in Harrisonburg, Virginia, is again offering training courses in restorative justice, peacebuilding, conflict transformation. SPI 2000, which runs from May 8 to June 30, will have five sessions, each with three 7-day intensive courses running concurrently. These may be taken for academic credit or as professional training (non-credit). For more information contact:

Summer Peacebuilding Institute
Eastern Mennonite University
1200 Park Road
Harrisonburg, VA 22802-2462
tel: 540/432-4490 fax: 540/432-4449
e-mail: ctprogram@emu.edu
web-site: www.emu.edu/ctp/ctp.htm

The biennial **National Institute on Violence Intervention & Prevention**, focusing on youth and families is scheduled for March 23-25 in La Crosse, Wisconsin. For more information contact:

Dr. Gary Gilmore
tel: 608/785-8163
www.uwlax.edu/vip

Probation 2000 Conference, London, UK
January 26-28 2000

An international conference on the future of crime and punishment, featuring world class speakers, seminars and exhibits on innovative work (particularly restorative justice). For more information contact:

George Barrow
8/9 Grosvenor Place
London SW1X7SH, UK
tel: 011-44-171-823-2551
fax: 011-44-171-823-2553
e-mail: gbarrow@acop.org.uk



New Members

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- ◇ Lee Norton, PhD & Assoc., FL
- ◇ David Roth, Center for Community Justice, IN
- ◇ Melinda Persons, North Central Court Services, Inc., MA
- ◇ Peter Brustman, Community Corrections Office, Federal Bureau of Prisons, MN
- ◇ John Kreider, PA
- ◇ Jonathon Jackson, Middleman ADR, LLC, TN
- ◇ Phyllis Turner Lawrence, RJ Program, VA

STUDENT MEMBERSHIPS

- ◇ Carolyne Emerson, WA
- ◇ Donnel Brown, Messiah College, PA
- ◇ Andrea Bassin, Institute for Conflict Analysis and Resolution, VA
- ◇ Seth Kriegel, York College of PA
- ◇ Jeff Gingerich, University of Pennsylvania



Working Together
continued from page 1

Perceptions

Victim Services Perceptions of Mediation Programs

1. Mediation programs are single focused in that they deliver only one service to victims.
2. Mediation programs view the service that they provide as everything the victim needs - all encompassing - “making things right.”
3. Victim issues are not central to the program since mediation programs are also concerned about the offender.
4. Mediation programs are offender-driven. They seek “the beautiful things” and “everyone will love and forgive everyone.”
5. Mediation programs are offender-oriented.
6. You are not advocates for the victim - you are advocates for the offender. Many mediation programs are aligned with agencies that have liberal political and religious agendas.
7. Mediation programs are interested in victim involvement only to the extent that it benefits the offender.

Mediation Program Perceptions of Victim Services

1. Victim Service programs are single focused in that they are solely concerned with the victim.
2. Victim Service programs view the services that they provide, exclusive of mediation, as everything that the victim needs.
3. Opportunities for victims are limited to the services provided by the victim service program - they own the victim.
4. Victim Service programs are victim-driven at the expense of the offender.
5. The victim rights’ movement is about punishing the offender.
6. Victim Service programs are law enforcement tools.
7. Victim Service programs are not interested in any program that also works with offenders.

Strategies

Strategies for Working with Victim Service Programs

1. Familiarize yourself with the crisis and trauma of victimization.
2. Identify mediation as a service to victims.
3. Contact local victim service programs and ask to meet with them to familiarize yourself with their services.
4. Be committed to entering into a relationship with the victim service programs for the long haul.
5. Volunteer to go through their training.
6. Invite local victim service program to be represented on your advisory board, planning committee or board of directors.
7. Invite victim service programs to present part of your volunteer training on victim issues.
8. Invite victim service programs to go through your volunteer training on victim issues.
9. Take the high road - recognize the perceptions they may have of you and the need to prove to them that you have the best intentions for the welfare of victims at the heart of your program.
10. Participate in local and state victim rights/service networks.
11. Talk, Talk, Talk and keep talking.

Strategies for Working with Victim Offender Mediation Programs

1. Familiarize yourself with Victim Offender Mediation.
2. Recognize that this is an additional service to crime victims in the community.
3. Contact the local Victim Offender Mediation Program and ask to meet with them to familiarize yourself with their services.
4. Work with the Victim Offender Mediation Program to identify issues of common concern, find a common ground.
5. Volunteer to go through a victim offender mediation training as a participant.
6. Invite the Victim Offender Mediation Program to participate in activities of your agency.
7. Recognize that you, as a victim service agency, are viewed as single-focused (working solely with victim needs).
8. Recognize that Victim Offender Mediation Programs view themselves as multi-focused (working with the needs of victims, offenders and community).
9. Recognize that the mission and philosophical view of the Victim Offender Mediation Program is different than the mission of your agency (not better or worse, just different).
10. Invite the Mediation Program to participate in local and state victim service coalitions.
11. Talk, Talk, Talk and keep talking.

VOMA Membership

- Agency membership is available to any organization that has an interest in the mediation and conferencing process, the philosophy of restorative justice, or the criminal justice system. Annual agency dues are \$150.00.
- Individual membership is available to those persons interested and/or involved in victim offender mediation and conferencing programs. Annual individual dues are \$40.00.
- Student membership is available to full-time students. Annual student dues are \$25.00.
- Library and educational institution membership are available, which consists of a subscription to the newsletter. Annual library and educational institution dues are \$30.00.

VOMA membership benefits include the VOMA Connections, the Annual Directory of Members, access to VOMA resources, and agency discounts on the Annual Conference.

Membership Application

Name/Contact Person _____

Title _____

Program Name (if agency membership) _____

Mailing Address _____ e-mail _____

City _____ State/Province _____ Postal Code _____ Country _____

Tel _____ Fax _____ Amount Enclosed _____

Type of Membership (Full-time student membership, please list school name) _____

Agency Members: Would you like your agency contact information listed on the VOMA web page? Yes No



Victim Offender Mediation Association

4624 Van Kleeck Drive
New Smyrna Beach, FL 32169