



Electronic Delivery Cover Sheet

NOTICE WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

This notice is posted in compliance with
Title 37 C. F. R., Chapter II, Part 201.14

Rapid #: -22808796

CROSS REF ID: **1734157**

LENDER: **INTARCHIVE (Internet Archive) :: Main Library**

BORROWER: **VPI (Virginia Tech) :: Newman Library**

TYPE: Article CC:CCL

JOURNAL TITLE: The Police chief

USER JOURNAL TITLE: The Police chief

ARTICLE TITLE: How police departments can benefit from referral to community mediation programs

ARTICLE AUTHOR: Coletta, Craig

VOLUME: 70

ISSUE: 8

MONTH: 8

YEAR: 2003

PAGES: 72-

ISSN: 0032-2571

OCLC #:

Processed by RapidX: 7/8/2024 10:30:40 AM

This material may be protected by copyright law (Title 17 U.S. Code)



Internet Archive Interlibrary Loan Fulfillment

Request on Monday, July 8th, 2024

The Police Chief 1953-2013

0032-2571

How police departments can benefit from referral to community mediation programs

Coletta, Craig

volume 70 issue 8 year 2003, month 8

pages 72-

Response from Internet Archive from: https://archive.org/details/sim_police-chief_2003-08_70_8

We hope this is helpful.



"I'm tracking your interlibrary loans ... ooo,
the truck just hit a pothole in Poughkeepsie."

Did we make your day? [Tweet us @internetarchive](#)

Please explore the [Internet Archive!](#)

- [Archive Scholar](#) for fulltext search of over 25 million research articles
- <https://archive.org/details/inlibrary> and [OpenLibrary.org](#) for books to borrow
- [Archive-it.org](#) for library curated web collections
- [Audio](#), [software](#), [TV News](#), and the [Wayback Machine](#) as well.

*The Internet Archive is a non-profit library with a mission to provide
Universal Access to All Knowledge.*

NOTICE: This material may be protected by Copyright Law (Title 17, U.S. Code)

info@archive.org

How Police Departments Can Benefit from Referral to Community Mediation Programs

By Craig Coletta, Coordinator, National Association for Community Mediation, Washington, D.C.

Since the early 1970s, community mediation centers have provided low-cost or free conflict resolution services. Growing from a handful of

centers to more than 500 today, these non-profit organizations have trained thousands of volunteer mediators to help resolve disputes in their communities and help resolve thousands of disputes each year. In some states, such as New York, community mediation has become a part of the official justice system with state-funded centers providing the mediation services. By most recent estimate, about 85 percent of cases that go to mediation reach some sort of resolution.

Despite the great upsurge of interest in mediation and its demonstrated effectiveness as a form of dispute resolution (and particularly of community mediation as a way of improving quality of life), few people refer their own disputes to mediation. A majority of the cases coming before community mediation centers arrive through an established referral relationships with courts, housing authorities, human service agencies, police departments, and other organizations. There is a

***The Storm is Coming.
The difference is night***

CX4 Storm

steady influx of cases coming before the organizations daily that might benefit from mediation. By referring appropriate cases to mediation centers, these agencies realize a number of benefits:

- They save resources, such as staff time and money, by sending complex, longstanding disputes to organizations that have more time and attention to devote to them.

- They prevent recurrences of conflicts by seeing that the core issues of disputes are resolved.

- They improve the quality of life for their constituencies.

These benefits are of particular value to police departments today, as budgets are reduced and calls for service and responsiveness to community needs increase.

What Is Mediation?

In mediation, parties to a dispute meet with a neutral third party who is trained to facilitate communication between them and help them to explore their options. The mediator does not make any decisions for the parties or make suggestions about how to resolve the dispute. Instead, the mediator helps the parties explain to each other their beliefs about the situation, their needs, and their ideas for solving

the problem. The parties then make their own joint decision about how they want to resolve their dispute.

Mediation enjoys such a high success rate for a number of reasons. First, mediation is confidential. By statute in most

Referral to mediation can be a budget saving response by police departments

states, mediation communications are considered privileged and not subject to discovery in court. This confidentiality encourages parties to be open and honest about their perspectives about the conflict and offer information they might not share with other officials. Often, mediators discover that the presenting issue (say for example, a noise disturbance) is only the tip of the iceberg, and that the true conflict-causing issues between the parties lie in their ongoing relationship.

Second, by giving the parties to a dispute (the people who have to live with the

outcome) the power to create their own solution, mediation encourages creativity and commitment to parties' agreements. Unlike court decisions in which one party wins and the other loses, mediated agreements allow each party the chance to walk away with a reasonable proportion of their needs met.

What Cases Are Appropriate for Mediation?

Conflicts involving any subject can be mediated, but certain types are most appropriate for police to refer to mediation:

- Disputes in which neither disputant has committed a citable offense when police are called but which seem likely to continue and become enflamed after officers leave

- Disputes in which both parties have roughly equal claims to being "right" or "wrong"

- Longstanding disputes that have resulted in multiple calls for police services over time

- Disputes in which no criminal offenses have been committed

- Disputes in which the parties will continue to live or work in close proximity



and day

THE NEW Cx4 STORM FROM BERETTA.

COMPATIBLE WITH BERETTA'S 9mm, 40 S&W AND 45 ACP MAGAZINES, THE STORM'S MODULAR, LIGHTWEIGHT DESIGN IS THE NEW STANDARD FOR LAW ENFORCEMENT FIREARMS THAT CAN BE CUSTOMIZED FOR BOTH DAY AND NIGHT SHIFTS. WEIGHING ONLY 5.75 POUNDS, ITS OPERATING CONTROLS AND EJECTION ARE REVERSIBLE FOR RIGHT AND LEFT-HANDED SHOOTERS. ITS 18.5" LENGTH HAS A FLEXIBLE BARREL AND LONG RIGID RADIUS FOR INHERENT ACCURACY. FOR MORE INFORMATION ON THE NEW Cx4 STORM FROM BERETTA, CALL 1.800.545.9307

BERETTA

WWW.BERETTAUSA.COM

Lockable handgun vaults are available for purchase from Beretta U.S.A.'s Service Department for any sidearm not provided with a tabby lock.

See us at booth 533

Cases that typically meet these criteria include trespassing, vandalism, noise or other disturbances, and property line disputes.

In addition, many mediation centers across the country have special programs for mediating disputes involving worthless checks and shoplifting and other disputes between consumers and merchants. A police department that has a good working relationship with its local community mediation center can develop a more comprehensive list of cases appropriate for referral in a particular locale.

Cases that do not fit these criteria exactly may still be amenable to mediation; this can be determined on a case-by-case basis by police and mediation center staff.

Most police departments encounter substantial numbers of cases in these categories each month. The extent to which they refer cases to community mediation varies. In San Francisco, the police department refers an average of 18 cases per month to its local community mediation center and has entered into a three-city partnership to promote the use of community mediation in northern California.

In New York, where state law mandates that all communities have access to mediation services and mediation centers are partially state funded and well supported by the courts, referral rates are much higher. In fiscal year 2001-2002, police in New York City referred 4,862 cases to mediation.

In Washington, D.C., the police department has referred to mediation 42 cases in which citizens have filed language or conduct complaints against officers. Thirty-one of these cases have resulted in mediated agreements that led citizens to drop their complaints and reconcile with officers.

Put the STINGER on Vehicular Theft!

• Designed for Law Enforcement with Law Enforcement

"The HGI Stinger" system has been a success in the apprehension and prosecution of auto thieves. We are thankful for HGI's ongoing support and dedication to our bait vehicle programs. We are extremely happy with the product and look forward to what the future has to bring in our on-going relationship.

Officer Wayne Johnson, Motor Vehicle Theft Program
Minneapolis Police Department, Minneapolis, MN

- Monitor, Track and Disable Vehicles
- Reduce High Speed Chases
- Audio/Video assists in Prosecution and Conviction

"HGI's experience with Law Enforcement is a priceless asset. We recently had our first activation and arrest using the product and it performed flawlessly, ensuring a safe and rapid apprehension of the suspect."

Detective Chris Dengeles, Auto theft Unit
Arlington County Police Department, Arlington, VA

• Cost Efficient Turn Key Solutions

"The HGI Stinger" makes catching and prosecuting auto thieves like shooting fish in a barrel!"

Detective Michael Oliver, Auto/Cargo Theft Task Force
Memphis Police Department, Memphis, TN

**Specifically designed for your bait
and covert applications**

Put a STINGER[®] on your team!

HGI Wireless Inc.
Solutions For A Secure World

U.S.A.
88005 Overseas Highway Suite 10-130
Islamorada, Fl, USA 33036-6000
T:305-853-1762 F:305-853-1181
www.hgiwireless.com

Canada
160 Traders Blvd. Suite 200
Mississauga, Ontario, Canada L4Z 3K7
T:905-502-1599 F:905-502-5159

Establishing Relationships, Training, and Referring Cases

Before beginning to refer cases to community mediation, police departments should meet with mediation center staff in their city or town. These meetings will allow each group to better understand the needs, goals, policies, procedures, and day-to-day job realities of each organization. Following are some of the issues to be discussed during these meetings:

- Identifying the types of cases that should be referred to mediation
- Establishing policies and procedures on when and how referrals will be made
- Training officers to explain the mediation process, its intent, and its value to disputing parties
- Developing a system for putting disputants in contact with the mediation center
- Developing a means of tracking case outcomes and their impact on police time and resources

Both the police department and the mediation center should regularly review the effectiveness of the referral system and mediation program. Often, these meetings allow police and mediation center staff to identify seemingly minor issues that can greatly influence the success of a mediation referral program.

Some years ago, officers of the Pittsburgh, Pennsylvania, Police Department attempted to refer cases to mediation by explaining the process to disputing parties and giving them the business card of the local mediation center with instructions to call the center and schedule an appointment. As the mediation center staff and police examined the successes and failures of their relationship, they realized that disputants perceived this referral process as dismissive; the police were not interested in their problem and just dismissed it to another unknown organization. The disputing citizens felt no compelling reason to initiate the call and schedule an appointment. They were not interested in initiating the resolution; that was the job of the police. The citizens

Circle no. 33 on Reader Response Card

Saving lives with technology.



LAW ENFORCEMENT

CAD, Mapping, Inmate Management/Jail, Personnel Scheduling, Investigation, MDC/Field Based Reporting, NIBRS/UCR Compliant, Training, E911 Interface, Inventory/Fleet Management, Alphanumeric Paging, Alarm Billing, Imaging

FIRE/EMS

CAD, Mapping, Personnel Scheduling, Inspection Reporting, Fire (NFIRS) Reporting, EMS Reporting, MDC/Field Based Reporting, Training, E911 Interface, Inventory/Fleet Management, Alphanumeric Paging, Alarm Billing, Imaging

CAD, Mapping, MDC/Field Based Reporting, Training, E911 Interface, Inventory/Fleet Management, ProQA Interface, Alphanumeric Paging

COMPUTER-AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEMS

More than 100 agencies across North America trust Geac every day to optimize emergency communications and provide life-saving solutions. They know we have the most sophisticated, feature-rich systems that can be counted on in times of need. Geac also keeps them abreast of product enhancements created through advancements in technology. Call today or visit the Geac Public Safety web site to learn how your agency can have the tools it needs to save lives, protect personnel, and **WIN THE RACE AGAINST TIME®**.

www.publicsafety.geac.com • 813-207-6951

See us at booth 2147

 **Geac** *Performance at Every Level*

Circle no. 31 on Reader Response Card

intent & fear

If the "INTENT" is to create "FEAR"
then it's terrorism
no matter what the chemical



Now you can add
wireless capability



Photoionization Detectors (PIDs) are one of the best broadband gas detectors for measuring both Toxic Industrial Chemicals (TICs) and Chemical Warfare Agents (CWAs).

**One instrument for the widest possible first-line response:
The MultiRAE Plus combines a PID with 4 other gas sensors and is used by
major HAZMAT and WMD responders worldwide.**



RAE Systems
1339 Moffet Park Drive | Sunnyvale, CA 94089
Tel: 877.723.2878

www.raesystems.com

See us at booth 206

Circle no. 66 on Reader Response Card

wanted the police to act, even if police officers were not the most appropriate service providers for the dispute. As a result, the referral process was changed: the police would complete an official police referral report and then refer the case from the station to the mediation center. The writing of a police report made the mediation process seem more official, and more clients then went to mediation.

Making the referral official is important.

Police and mediation center staff may want to engage in cross training, with mediators riding along with police officers on patrol and with police officers observing mediations. In some cities, community mediation centers have provided conflict resolution and communication training to police as part of the law enforcement in-service training program.

Once a referral program has been instituted, the police department and mediation center involved will want to track and quantify the impact of referring cases to mediation. In a 1995 study conducted in Harrisburg, Pennsylvania, so-called nuisance calls for service (repeated calls to the same address where little police action is possible) fell by 80 percent after 50 cases were successfully mediated. The mediation saved the city an estimated \$6,800 to \$11,700. Demonstrating the effectiveness of a program can help mediation centers

The U.S. Department of Justice Community Relations Service (CRS) has developed a 16-hour training program called Law Enforcement Mediation and Conflict Resolution Skills. The program is designed to teach officers how to resolve some disputes themselves. When they encounter complicated or longstanding disputes, officers trained in the program refer cases to a community mediation center. For information, call Timothy J. Johnson at CRS at 202-616-9791, or send an e-mail message to him at timothy.johnson@usdoj.gov.

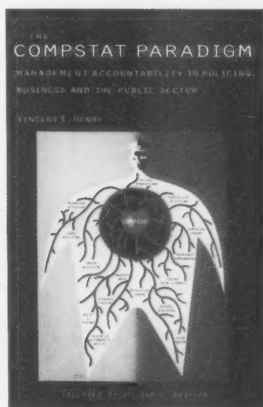
and police departments seek grant funding and other opportunities for new, innovative community partnerships.

More Information

Many community mediation centers throughout the country are linked together through membership in the National Association for Community Mediation (NAFCM), a Washington, D.C.-based organization dedicated to the promotion and advancement of community media-

tion. NAFCM publishes a print- and Web-based directory of community mediation centers, serves as a national voice for the community mediation field, and maintains an extensive library of resources on conflict resolution and training. NAFCM can provide advice and technical assistance to police departments looking to create partnerships with mediation centers. For more information contact NAFCM at 202-667-9700 or eacerra@nafcm.org, or review NAFCM's Web site at www.nafcm.org. ♦

New York Named Safest Big City... Again! Congrats, NYPD!



1-889031-15-1

\$39.95

A Dedicated Police Department + COMPSTAT = A Safe City

Since its 1993 implementation in N.Y.C., **COMPSTAT**, a powerful crime-fighting plan, has helped the NYPD reduce crime in one of the nation's largest and most potentially volatile cities by nearly 60%. An astounding achievement! Now it's your turn!

"Vincent Henry, as somebody who was there from the beginning, has been able to create the most accurate accounting yet published of the 'revolution' that occurred within the NYPD. . . and the impact of the Compstat Paradigm on not only that department, but on policing and criminal justice systems in the U.S. and abroad."

—William J. Bratton, NYPD Police Commissioner (Ret.)

Authored by Vincent Henry, one of the very creators of the COMPSTAT system.

A priceless blueprint to enhancing your crime-reduction efforts by teaching you, your management personnel and your line officers:

- Specific steps to take today to increase crime-fighting efficiency and effectiveness.
- How to immediately apply four simple, yet amazingly powerful, Compstat principles to ensure appropriate resources allocation.
- How to use daily crime interventions to ensure the prevention of future criminal activity...and much more!

For the safety of your community and the enhancement of your agency
be sure you're applying the proven principles of COMPSTAT.

The COMPSTAT Paradigm will show you how!

Quantity Discounts Available!

Request our Complete Catalog

Order Now Toll-Free 800-647-5547 9am-5pm EST
or online www.LooseleafLaw.com



43-08 162nd Street
Flushing, NY 11358
24-Hour Fax: 718-539-0941
See us at booth 2724

Circle no. 49 on Reader Response Card