

## **ACTION NOW:**

### **Organizations, Task Forces and Leaders are Already at Work**

Achieving the Vision set out in this document will require a sustained effort from many people. This is a voluntary, collaborative, citizen-led initiative. There is no owner, no hierarchy, no new non-profit to support! Fortunately, many of the needed Action Steps are already under way.

The following table lists twenty-nine specific Action Steps, arranged by Objective. For each Action Step, the table shows:

1. New commitments by signatories of A Call to Action
2. Actions already under way by organizations and groups across the state;
3. The specific link between each Action Step and one or more elements of The Tennessee Vision for Mediation.

This is a *partial* listing. (*Any errors and omissions are the responsibility of the facilitator.*) It is also a *starting* list. We hope to see it expand dramatically in the months ahead<sup>1</sup> as others embrace the Vision and join the campaign to MAKE IT REAL.

List of Abbreviations and symbols:

AOC—Administrative office of the Courts, State of Tennessee

CMAT—Coalition for Mediation Awareness in Tennessee

CMC – Community Mediation Center (This is a generic term which is intended to cover all of the state’s VORP-funded non-profits).

ICM--The Institute for Conflict Management at Lipscomb University

TAPM—Tennessee Association of Professional Mediators

TF-CMCs Task Forces organized by CMC staff and volunteers

TAJC—Tennessee Access to Justice Commission

UTLaw--University of Tennessee at Knoxville School of Law

TAPVULS—The Advocacy Project at Vanderbilt Law School

---

<sup>1</sup> We hope to periodically update this list on the web site, [www.makeitrealtn.org](http://www.makeitrealtn.org), assuming the continued availability of volunteer web masters. Want to join us? Want to add an activity you are involved with to the table? Send an email to [info@makeitrealtn.org](mailto:info@makeitrealtn.org).

## THE ACTION PLAN—A PROGRESS REPORT

Objectives and Action Steps	Signatories	Others	Connects to Vision
<b>I. Mediators can readily articulate to stakeholders and parties the scope of their expertise and the type of services offered.</b>			
1. Develop capacity for the mediation community to acknowledge and/or certify individual mediators who have proven track records and/or or specialized expertise (same as 26).	Tamara Losel, Larry Bridgesmith, Jackie Kittrell, Jim Karney, Doris Brocker		<b>1. Knowledge 2. Access 3. Choice 4. Quality 5. Self-determination</b>
<b>II. CMCs receive sufficient local, state and federal funding for program sustainability and quality services in every judicial district.</b>			
2. Organize to support amendment to "dollar bill" to expand amount.	TF-CMCs <sup>1</sup>		<b>2. Access 3. Choice 5. Self-determination</b>
3. Renew plan to create a statewide organization.	TF-CMCs <sup>2</sup>		<b>2. Access 4. Quality</b>
4. Develop and share tools for reporting, case management and other administrative functions.	Keith Dale (TF-CMC)		<b>4. Quality</b>
5. Secure new regular funding streams for CMCs.	TF-CMCs <sup>3</sup>		<b>3. Access 4. Quality</b>
6. Pay for travel expenses for volunteer mediators to travel to underserved communities.			<b>3. Access</b>
7. Develop protocol and standards to allow CMC volunteers to secure appropriate waivers from Rule 31 fees and certification requirements.	TF-CMCs		<b>3. Access 4. Quality</b>
<b>III. Mediation is a respected and economically viable career path.</b>			
8. Develop an improved means for potential clients to find an appropriate mediator	ICM	AOC	<b>1. Knowledge 2. Access</b>

<sup>1</sup> Task Force Members as of 12/03/2009: Jackie Kittrell, Tamara Losel, Linda Seely, Doris Brocker, Laurie Jewett, Mary Ellen Bowen.

<sup>2</sup> Task Force Members: Mary Ellen Bowen, Luis Oré, Jackie Kittrell, Linda Seely, Tamara Losel, Doris Brocker.

<sup>3</sup> Task Force Members as of 12/3/2009: Jackie Kittrell, Tamara Losel, Mary Ellen Bowen, Linda Seely, Doris Brocker.

## THE ACTION PLAN—A PROGRESS REPORT

Objectives and Action Steps	Signatories	Others	Connects to Vision
			<b>3. Choice</b>
9. Expand opportunities for specialized and advanced training		AOC ICM UTLaw CMCs	<b>4. Quality</b> <b>5. Self-determination</b>
10. Expand opportunities for experienced mediators, including those from CMC community, to share expertise and provide advanced training for new private practice mediators.		CMCs TAPM	<b>4. Quality</b> <b>5. Self-determination</b>
<b>IV. Make the case for mediation.</b>			
11. Develop and implement a marketing plan to promote mediation	TAPM		<b>1. Knowledge</b> <b>3. Choice</b>
12. Publicize "success stories"		CMAT	<b>1. Knowledge</b>
13. Create "facts," data through studies		AOC	<b>1. Knowledge</b>
14. Generate a periodic report on all mediation activities showing different types and sources of activity in one document.	TF-CMCs <sup>4</sup> TAPVU	AOC	<b>1. Knowledge</b>
<b>V. Strengthen collaboration &amp; cooperation among key groups and institutional stakeholders.</b>			
15. Revive plan for a state non-profit to connect and serve CMCs	TF-CMCs <sup>5</sup>		<b>4. Quality</b> <b>5. Self-determination</b>
16. Improve communication and collaboration between CMCs and AOC.	TF-CMCs <sup>6</sup>		<b>2. Access</b> <b>4. Quality</b>

<sup>4</sup> Membership as of 12/3/2009: Keith Dale, Linda Seely, Luis Oré.

<sup>5</sup> Membership as of 12/3/2009: Mary Ellen Bowen, Luis Oré, Jackie Kittrell, Linda Seely, Tamara Losel, Doris Brocker.

<sup>6</sup> Membership as of 12/3/2009: Tamara Losel, Jackie Kittrell, Laurie Jewett, Mary Ellen Bowen, Linda Seely, Doris Brocker

## THE ACTION PLAN—A PROGRESS REPORT

Objectives and Action Steps	Signatories	Others	Connects to Vision
17. Create or strengthen mechanisms for communication, collaboration and conflict management between CMCs and private practice mediator community.	TF-CMCs <sup>7</sup> Jim Karney TAPM ICM	TAPVULS	<b>2. Access</b> <b>3. Choice</b> <b>4. Quality</b>
18. Strengthen capacity for communication and collaboration between the mediation community and the Bar, Courts and other institutional players.	ICM, Jackie Kittrell, Doris Brocker	CMAT TAPVULS	<b>1. Knowledge</b> <b>2. Access</b>
19. Restore/create the practice of an annual meeting/gathering of entire mediation community.	ICM, TAPM, ADRC, Jackie Kittrell		<b>1. Knowledge</b> <b>4. Quality</b>
<b>VI. Expand the scope of mandatory mediation legislation.</b>			
20. Encourage discussion of issue in Access to Justice Committee.	Larry Bridgesmith, Tamara Losel, Leigh Ann Roberts, Doris Brocker		<b>1. Knowledge</b> <b>2. Access</b>
21. Individual, group or task force to develop new legislative proposal and supporting report.	TF-CMCs <sup>8</sup>		<b>1. Knowledge</b> <b>2. Access</b>
22. Individual or task force to campaign for adoption of legislation.			<b>1. Knowledge</b> <b>2. Access</b>
23. Local task force to create a model program.			<b>1. Knowledge</b>
<b>VII. Strengthen quality and consistency of mediator performance.</b>			
24. Expand opportunities for specialized and advanced training	Larry Bridgesmith Jean Munroe	ICM CMCs TAPM	<b>2. Access</b> <b>3. Choice</b> <b>4. Quality</b>
25. Expand opportunities for experienced mediators, including those from CMC community, to share expertise and provide advanced training for new private practice mediators.	Doris Brocker	CMCs TAPM	<b>3. Choice</b> <b>4. Quality</b> <b>5. Self-determination</b>

<sup>7</sup> Membership as of 12/3/2009: Luis Oré, Tamara Losel, Jackie Kittrell, Doris Brocker, Linda Seely.

<sup>8</sup> Membership as of 12/3/2009: Jackie Kittrell

## THE ACTION PLAN—A PROGRESS REPORT

Objectives and Action Steps	Signatories	Others	Connects to Vision
26. Develop capacity for the mediation community to certify individual mediators who have proven track records and/or or specialized expertise (same as 1).	Tamara Losel, Larry Bridgesmith, Jackie Kittrell, Doris Brocker		<b>1. Choice</b> <b>2. Access</b> <b>3. Self-determination</b>
<b>VIII. Expand Educational Programs on Conflict and Dispute Resolution for all ages.</b>			
27. Expand educational programs in K-12 schools.	ICM, Jackie Kittrell	CMCs	<b>1. Knowledge</b> <b>5. Self-determination</b>
28. Expand educational programs at university level	ICM, Jackie Kittrell	UTLaw	<b>1. Knowledge</b> <b>2. Access</b> <b>4. Quality</b>
29. Develop training/education programs for schools, government agencies and large organizations, public and private.	ICM, Jackie Kittrell	CMCs TAPM	<b>1. Knowledge</b> <b>2. Access</b> <b>3. Choice</b> <b>5. Self-determination</b>