

Trial Court  
List of Court-Connected  
Approved Programs  
for  
Alternative Dispute Resolution  
Services

**Effective 01/01/2010 to 12/31/2012**

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## OVERVIEW OF THE APPLICATION PROCESS

Court-connected ADR is governed by the *Uniform Rules on Dispute Resolution, Supreme Judicial Court Rule 1:18* (“Uniform Rules”) and took effect in 1999.

Pursuant to the Uniform Rules, each Trial Court Department has approved its respectively listed programs to receive referrals from judges and other court staff for ADR services. *Rule 4(a)* In order to be approved, programs must: agree to meet the operations standards in *Rule 7*; agree to ensure that the neutrals on their roster who provide court-connected dispute resolution services meet the qualification standards of *Rule 8*; and agree to ensure that the neutrals on their roster follow the ethical standards in *Rule 9* when providing court-connected dispute resolution services.

While litigants may seek ADR services from programs which are not court-connected, a primary benefit of obtaining services from approved programs is that a recognized threshold of quality has been met and continues to be monitored by these programs, which also monitors ongoing adherence to the ethical rules. *Rules 8-9*. Failure to maintain compliance with *SJC Rule 1:18* is a basis for the possible revocation of approval by the Chief Justice. *Rule 4(a), 4(f)*.

**Current programs are approved from January 1, 2010 through December 31, 2012.**

# OVERVIEW OF ADR IN THE TRIAL COURT

## Court-Connected ADR: An Alternative in Every Department

Alternative Dispute Resolution (ADR) is a generic term used to describe certain processes in which an impartial third person assists parties in settling a case without the need for trial. ADR has developed because in some cases a non-adjudicatory result is quicker, less expensive and more satisfying. Court-Connected ADR is governed by the *Uniform Rules on Dispute Resolution, Supreme Judicial Court Rule 1:18*, which took effect in 1999 and are designed to offer litigants more options in resolving disputes. There are seven ADR processes defined in the Uniform Rules: arbitration, conciliation, case evaluation, dispute intervention, mediation, mini trial and summary jury trial. The best known and most used ADR process is mediation.

**The Trial Court Standing Committee on Dispute Resolution** advises the Chief Justice for Administration and Management of the Trial Court with respect to the implementation and oversight of court-connected dispute resolution services in the Trial Court.

**Each Trial Court Department** has designated a person to be responsible for the administration of ADR services within that department. In addition, each division in every Trial Court Department has designated someone to be the local dispute resolution coordinator to maintain information about ADR and assist the public in using those services.

There are **54 individual court-approved programs** providing alternative dispute resolution services in the seven Trial Court Departments. Pursuant to Rule 4(a) of the Uniform Rules, programs are approved by the Chief Justice of each of the Trial Court Departments, and most are approved in more than one department. Overall these 54 programs account for 99 program approvals across the seven departments.

Of the 54 programs, **38 operate as primarily free or non-fee-based programs** in the Boston Municipal, District and Juvenile Court Departments. Many of these programs are also approved in the Land Court, Superior Court and Probate and Family Court Departments and charge fees for services in those Departments. The remaining 16 programs operate primarily as fee-based programs in the Land Court, Superior Court and Probate and Family Court Departments. Services provided by in-house providers and Bar sponsored programs are free to litigants.

**The Boston Municipal Court Department** has approved 7 free programs: a Civil Mediation program in the Central Division administered by the Clerk Magistrate in collaboration with the Boston Bar Association for civil cases, an in-house mediation program for minor criminal and civil cases in all divisions and five community mediation programs providing services in seven divisions.

**The District Court Department** has approved **24** programs providing free mediation services in small claims, summary process and minor criminal cases in 56 of the 62 Court divisions by volunteer mediators.

**The Housing Court Department** has approved **2** programs, an in-house ADR program (office of the Housing Specialists) and an outside program that provides specific services. The Housing Specialists are approved in all five court divisions to provide free mediation and dispute intervention services; they resolve hundreds of summary process and landlord/tenants disputes weekly. REBA Dispute Resolution, Inc. has been approved as an outside provider for cases requiring subject matter expertise in the areas of lead paint, mold and asbestos, zoning litigation and environmental litigation.

**The Juvenile Court Department** has **19** approved programs offering mediation of Permanency, CHINS and Parent-Child cases. Permanency Mediation is an alternative to a contested proceeding seeking to terminate parental rights and is offered statewide in both the Juvenile and Probate and Family Court Departments.

**The Land Court Department** has **5** approved programs providing ADR services. Additionally, the Land Court has an active case conferencing program which promotes ADR to litigants.

**The Probate and Family Court Department** has **24** approved programs offering ADR services. This includes “in-house” dispute intervention services administered by the Office of the Commissioner of Probation and conducted by probation officers in each of the 14 court divisions. This department also approves programs to provide permanency mediation.

**The Superior Court** has approved **14** programs offering ADR services and has an in-house program which screens cases for use of ADR and mediates pro se cases.

## LIST OF APPROVALS BY DEPARTMENT/DIVISIONS

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### BOSTON MUNICIPAL COURT DEPARTMENT

**Overview of Services:** The Boston Municipal Court Department has seven approved programs: 2 in-house programs, one by the Boston Bar Association in the Central Division for civil cases, and the Administrator of Mediation Services provides mediation services in all divisions for civil and minor criminal cases; 5 community programs provide mediation services across the other 7 divisions for civil, summary process, small claims and minor criminal cases.

#### Central Division:

##### ***-Boston Bar Association - Civil Mediation Program***

Boston Bar Association  
16 Beacon Street  
Boston, MA 02108  
Services are arranged through the Office of the Clerk Magistrate - Boston Municipal Court  
Phone: (617) 742-0615  
Email: [bmcdr@jud.state.ma.us](mailto:bmcdr@jud.state.ma.us)

##### ***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: [cynthia.brophy@jud.state.ma.us](mailto:cynthia.brophy@jud.state.ma.us)  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

#### BRIGHTON DIVISION:

##### ***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: [cynthia.brophy@jud.state.ma.us](mailto:cynthia.brophy@jud.state.ma.us)  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

***-Dispute Resolution and International Relations - University of Massachusetts, Boston***

Roni Lipton, Associate Director  
University of Massachusetts Boston  
100 Morrissey Boulevard  
Boston, MA 02125-3393  
Phone: (617) 287-7415  
Fax: (617) 287-7412  
Email: roni.lipton@umb.edu  
Roster: 23 Neutrals  
Services: Mediation

**CHARLESTOWN DIVISION:**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: cynthia.brophy@jud.state.ma.us  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Services: Mediation

***-Mediation Works, Incorporated***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800)348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL.  
Services: Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

**DORCHESTER DIVISION:**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: cynthia.brophy@jud.state.ma.us  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

***-Dispute Resolution and International Relations - University of Massachusetts, Boston***

Roni Lipton, Associate Director  
University of Massachusetts Boston  
100 Morrissey Boulevard  
Boston, MA 02125-3393  
Phone: (617) 287-7415  
Fax: (617) 287-7412  
Email: roni.lipton@umb.edu  
Roster: 23 Neutrals  
Services: Mediation

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Services: Mediation

**EAST BOSTON DIVISION:**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: cynthia.brophy@jud.state.ma.us  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Mediation Works, Incorporated***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation

**ROXBURY DIVISION:**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: [cynthia.brophy@jud.state.ma.us](mailto:cynthia.brophy@jud.state.ma.us)  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495 -1854  
Fax: (617) 496- 2294  
Email: [mgriffin@law.harvard.edu](mailto:mgriffin@law.harvard.edu)  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Mediation

**SOUTH BOSTON DIVISION:**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: [cynthia.brophy@jud.state.ma.us](mailto:cynthia.brophy@jud.state.ma.us)  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Mediation Works, Incorporated***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: [mwi@mwi.org](mailto:mwi@mwi.org)  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation

**WEST ROXBURY DIVISION**

***-Boston Municipal Court - Mediation Services***

Cynthia A. Brophy, Administrator of Mediation Services  
Administrative Office of the Boston Municipal Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street, 6th Floor  
Boston, MA 02114  
Phone: (617) 788-8710  
Fax: (617) 788-8747  
Email: [cynthia.brophy@jud.state.ma.us](mailto:cynthia.brophy@jud.state.ma.us)  
Roster: 1 Neutral  
Services: Mediation for civil and minor criminal cases

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org)  
Roster: 58 Neutrals  
Services: Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: [joshua.jacks@metromediation.org](mailto:joshua.jacks@metromediation.org)  
Roster: 35 Neutrals  
Services: Mediation

## DISTRICT COURT

**Overview of Services:** Programs approved to provide services in the District Court Department are not permitted to charge fees for service. See Rule 1 (b) (iii). The District Court Department has approved twenty-four programs providing free mediation services in small claims, summary process and minor criminal cases in fifty-six of the sixty-two Court divisions by volunteer mediators.

### **BARNSTABLE COUNTY:**

#### **Barnstable:**

***-Cape Cod Dispute Resolution Center, Inc.***

Nancy Fleming, Executive Director  
80 Route 6A, Unit 3  
P.O. Box 193  
Orleans, MA 02653  
Phone: (508) 240-1717  
Fax: (508) 240-1717  
Email: nancy@capemediation.org  
Roster: 52 Neutrals  
Services: Mediation

#### **Falmouth:**

***-Cape Cod Dispute Resolution Center, Inc.***

Nancy Fleming, Executive Director  
80 Route 6A, Unit 3  
P.O. Box 193  
Orleans, MA 02653  
Phone: (508) 240-1717  
Fax: (508) 240-1717  
Email: nancy@capemediation.org  
Roster: 52 Neutrals  
Services: Mediation

#### **Orleans:**

***-Cape Cod Dispute Resolution Center, Inc.***

Nancy Fleming, Executive Director  
80 Route 6A, Unit 3  
P.O. Box 193  
Orleans, MA 02653  
Phone: (508) 240-1717  
Fax: (508) 240-1717  
Email: nancy@capemediation.org  
Roster: 52 Neutrals  
Services: Mediation

**BERKSHIRE COUNTY:**

**Northern Berkshire:**

***-Berkshire County Regional Housing Authority - Mediation Program***

Brad Gordon, Executive Director/Staff Attorney  
150 North Street, Suite 28  
Pittsfield, MA 01201  
Phone: (413) 443-7138  
Fax: (413) 443-8137  
Email: bcrha@berkshire.net  
Roster: 11 Neutrals  
Services: Mediation and Conciliation

***-Berkshire Mediation Services***

Virginia K. Ford, Director  
P.O. Box 3822  
Pittsfield, MA 01202-3822  
Phone: (413) 499-2792  
Fax: (413) 447-9976  
Email: berkshireremediation@juno.com  
Roster: 8 Neutrals  
Services: Mediation

**Pittsfield:**

***-Berkshire County Regional Housing Authority - Mediation Program***

Brad Gordon, Executive Director/Staff Attorney  
150 North Street, Suite 28  
Pittsfield, MA 01201  
Phone: (413) 443-7138  
Fax: (413) 443-8137  
Email: bcrha@berkshire.net  
Roster: 11 Neutrals  
Services: Mediation and Conciliation

***-Berkshire Mediation Services***

Virginia K. Ford, Director  
P.O. Box 3822  
Pittsfield, MA 01202-3822  
Phone: (413) 499-2792  
Fax: (413) 447-9976  
Email: berkshireremediation@juno.com  
Roster: 8 Neutrals  
Services: Mediation

**Southern Berkshire:**

***-Berkshire County Regional Housing Authority - Mediation Program***

Brad Gordon, Executive Director/Staff Attorney  
150 North Street, Suite 28  
Pittsfield, MA 01201  
Phone: (413) 443-7138  
Fax: (413) 443-8137  
Email: bcrha@berkshire.net  
Roster: 11 Neutrals  
Services: Mediation and Conciliation

***-Berkshire Mediation Services***

Virginia K. Ford, Director  
P.O. Box 3822  
Pittsfield, MA 01202-3822  
Phone: (413) 499-2792  
Fax: (413) 447-9976  
Email: berkshireremediation@juno.com  
Roster: 8 Neutrals  
Services: Mediation

**BRISTOL COUNTY:**

**Attleboro:**

***No Approved Program***

**Fall River:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**New Bedford:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**Taunton:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**DUKES COUNTY:**

**Edgartown:**

***- Martha's Vineyard Mediation Program, Inc.***

Elena Mecurio, Program Coordinator  
P.O. Box 761  
Vineyard Haven, MA 02568  
Phone: (508) 693-2999  
Fax (508) 693-2199  
Email: info@mvmmediation.org  
Roster: 12 Neutrals  
Languages: Brazilian Portuguese  
Services: Mediation

**ESSEX COUNTY:**

**Gloucester:**

***-North Shore Community Mediation Program***

Cynthia McClorey, Executive Director  
100 Cummings Center - Suite 307 - J  
Beverly, MA 01915  
Phone: (978) 232-1212  
Fax: (978) 232-0060  
Email: info@nsmediation.org  
Roster: 51 Neutrals  
Languages: Spanish, Greek and Portugese  
Services: Mediation

**Haverhill:**

***-North Essex Mediators of Community Action, Inc.***

Thomas Joy, Director  
145 Essex Street  
Haverhill, MA 01832  
Phone: (978) 373-1971, Ext. 241  
Fax: (978) 373-8966  
Email: tjoy@communityactioninc.org  
Roster: 31 Neutrals  
Languages: Spanish, Sign Language and TDD  
Services: Mediation

**Ipswich:**

***- North Essex Mediators of Community Action, Inc.***

Thomas Joy, Director  
145 Essex Street  
Haverhill, MA 01832  
Phone: (978) 373-1971, Ext. 241  
Fax: (978) 373-8966  
Email: tjoy@communityactioninc.org  
Roster: 31 Neutrals  
Languages: Spanish, Sign Language and TDD  
Services: Mediation

**Lawrence:**

***-North Essex Mediators of Community Action, Inc.***

Thomas Joy, Director  
145 Essex Street  
Haverhill, MA 01832  
Phone: (978) 373-1971, Ext. 241  
Fax: (978) 373-8966  
Email: [tjoy@communityactioninc.org](mailto:tjoy@communityactioninc.org)  
Roster: 31 Neutrals  
Languages: Spanish, Sign Language and TDD  
Services: Mediation

**Lynn:**

***-Essex County Bar Association, Lynn District Court Pro Bono Conciliation Program***

Pamela L. Davis Surette, Executive Director  
45 Congress Street  
P.O. Box 8714  
Salem, MA 01970  
Phone: (978) 741-7888  
Fax: (978) 741-1348  
Email: [p.surette@essexcountybar.org](mailto:p.surette@essexcountybar.org)  
Roster: 19 Neutrals  
Services: Conciliation

**Newburyport:**

***-North Essex Mediators of Community Action, Inc.***

Thomas Joy, Director  
145 Essex Street  
Haverhill, MA 01832  
Phone: (978) 373-1971, Ext. 241  
Fax: (978) 373-8966  
Email: [tjoy@communityactioninc.org](mailto:tjoy@communityactioninc.org)  
Roster: 31 Neutrals  
Languages: Spanish, Sign Language and TDD  
Services: Mediation

**Peabody:**

***-North Shore Community Mediation Program***

Cynthia McClorey, Executive Director  
100 Cummings Center - Suite 307 - J  
Beverly, MA 01915  
Phone: (978) 232-1212  
Fax: (978) 232-0060  
Email: info@nsmediation.org  
Roster: 51 Neutrals  
Languages: Spanish, Greek, and Portugese  
Services: Mediation

**Salem:**

***-North Shore Community Mediation Program***

Cynthia McClorey, Executive Director  
100 Cummings Center - Suite 307 - J  
Beverly, MA 01915  
Phone: (978) 232-1212  
Fax: (978) 232-0060  
Email: info@nsmediation.org  
Roster: 51 Neutrals  
Languages: Spanish, Greek and Portugese  
Services: Mediation

**FRANKLIN COUNTY:**

**Greenfield:**

***-The Mediation and Training Collaborative***

Elizabeth Williams, Co-Director  
277 Main Street, Suite 401  
Greenfield, MA 01301-3267  
Phone: (413) 774-7469  
Fax: (413) 774-7460  
Email: ewilliams@communityaction.us  
Roster: 35 Neutrals  
Languages: Spanish  
Services: Mediation

**Orange:**

***-Quabbin Mediation***

Sharon Tracy, Executive Director  
13 South Main Street  
Orange, MA 01364  
Phone: (978) 544-6142  
Fax: (978) 544-2165  
Email: sharon@quabbinmediation.org  
Roster: 25 Neutrals  
Languages: Spanish, Khmer and American Sign Language  
Services: Mediation

**HAMPDEN COUNTY:**

**Chicopee:**

***-Dispute Resolution Services***

Leo A. Florian, Executive Director  
115 State Street, Suite 400  
P.O. Box 30023  
Springfield, MA 01103-0023  
Phone: (413) 787-6480  
Fax: (413) 788-9685  
Email: drs.inc@verizon.net  
Roster: 45 Neutrals  
Languages: Spanish, Portuguese, Cambodian, French and Italian  
Services: Mediation

**Holyoke:**

***-The Mediation and Training Collaborative***

Elizabeth Williams, Co-Director  
277 Main Street, Suite 401  
Greenfield, MA 01301-3267  
Phone: (413) 774-7469  
Fax: (413) 774-7460  
Email: ewilliams@communityaction.us  
Roster: 35 Neutrals  
Languages: Spanish  
Services: Mediation

**Palmer:**

***-Quabbin Mediation***

Sharon Tracy, Executive Director  
13 South Main Street  
Orange, MA 01364  
Phone: (978) 544-6142  
Fax: (978) 544-2165  
Email: sharon@quabbinmediation.org  
Roster: 25 Neutrals  
Languages: Spanish, Khmer and American Sign Language  
Services: Mediation

**Springfield:**

***-Dispute Resolution Services***

Leo A. Florian, Executive Director  
115 State Street, Suite 400  
P.O. Box 30023  
Springfield, MA 01103-0023  
Phone: (413) 787-6480  
Fax: (413) 788-9685  
Email: drs.inc@verizon.net  
Roster: 45 Neutrals  
Services: Mediation

**Westfield:**

***No Approved Program***

**HAMPSHIRE COUNTY:**

**Eastern Hampshire:**

***-Quabbin Mediation***

Sharon Tracy, Executive Director  
13 South Main Street  
Orange, MA 01364  
Phone: (978) 544-6142  
Fax: (978) 544-2165  
Email: sharon@quabbinmediation.org  
Roster: 25 Neutrals  
Languages: Spanish, Khmer and American Sign Language  
Services: Mediation

**Northampton:**

***-The Mediation and Training Collaborative***

Elizabeth Williams, Co-Director  
277 Main Street, Suite 401  
Greenfield, MA 01301-3267  
Phone: (413) 774-7469  
Fax: (413) 774-7460  
Email: ewilliams@communityaction.us  
Roster: 35 Neutrals  
Languages: Spanish  
Services: Mediation

**MIDDLESEX COUNTY:**

**Ayer:**

***-Middlesex Mediation Program***

Kenneth A. Dunn, Program Director  
MCC Law Center, Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852-1987  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu  
Roster: 20 Neutrals  
Languages: Khmer, Vietnamese, Spanish and French  
Services: Mediation and Conciliation

**Cambridge:**

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Languages: Spanish  
Services: Mediation

***-Graduate Program in Dispute Resolution - University of Massachusetts, Boston***

Roni Lipton, Associate Director  
University of Massachusetts  
100 Morrissey Boulevard  
Boston, MA 02125-3393  
Phone: (617) 287-7415  
Fax: (617) 287-7489  
Email: roni.lipton@umb.edu  
Roster: 23 Neutrals  
Services: Mediation

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495-1854  
Fax: (617) 496-2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Mediation

**Concord:**

***-Framingham Court Mediation Services, Inc.***

Susan Ostberg, Executive Director  
600 Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
Email: info@framinghammediation.org  
Roster: 30 Neutrals  
Services: Mediation and Conciliation

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Program Director  
MCC Law Center, Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852-1987  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu  
Roster: 20 Neutrals  
Languages: Khmer, Vietnamese, Spanish and French  
Services: Mediation and Conciliation

**Framingham:**

***-Framingham Court Mediation Services, Inc.***

Susan Ostberg, Executive Director  
600 Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
Email: info@framinghammediation.org  
Roster: 30 Neutrals  
Languages: Spanish, Portuguese and Cantonese  
Services: Mediation and Conciliation

**Lowell:**

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Program Director  
MCC Law Center, Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852-1987  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu  
Roster: 20 Neutrals  
Languages: Khmer, Vietnamese, Spanish and French  
Services: Mediation and Conciliation

**Malden:**

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495-1854  
Fax: (617) 496-2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Mediation

***-Mediation For Results***

Elizabeth Winston, Director  
1035 Cambridge Street, Suite 12  
Cambridge, MA 02141  
Phone: (617) 494-0444 ext. 368  
Fax: (617) 494-8348  
Email: elizabethwinston@justastart.org  
Roster: 5 Neutrals  
Services: Mediation

**Marlborough:**

***-Framingham Court Mediation Services, Inc.***

Susan Ostberg, Executive Director  
600 Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
Email: info@framinghammediation.org  
Roster: 30 Neutrals  
Languages: Spanish, Portuguese and Cantonese  
Services: Mediation and Conciliation

**Natick:**

***-Framingham Court Mediation Services, Inc.***

Susan Ostberg, Executive Director  
600 Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
Email: info@framinghammediation.org  
Roster: 30 Neutrals  
Languages: Spanish, Portuguese and Cantonese  
Services: Mediation and Conciliation

**Newton:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

**Somerville:**

***-Somerville Mediation Program***

Alice Comack, Director  
81 Highland Avenue  
Somerville, MA 02143  
Phone: (617) 625-6600 ext. 6146  
Fax: (617) 629-4763  
Email: acomacksmp@yahoo.com  
Roster: 11 Neutrals  
Services: Mediation

**Waltham:**

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Languages: Spanish  
Services: Mediation

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Program Director  
MCC Law Center, Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852-1987  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu  
Roster: 20 Neutrals  
Services: Mediation and Conciliation

**Woburn:**

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Languages: Spanish  
Services: Mediation

***-Mediation For Results***

Elizabeth Winston, Director  
1032 Cambridge Street, Suite 12  
Cambridge, MA 02141  
Phone: (617) 494-0444 ext. 368  
Fax: (617) 494-8348  
Email: elizabethwinston@justastart.org  
Roster: 5 Neutrals  
Services: Mediation

***-Sheldon W. Rothstein, Esq. Memorial Mediation/Conciliation Program***

William O. Brien, Esq.  
c/o Association of Corporate Counsel, Northeast Chapter  
12 Edgemere Road  
Marblehead, MA 01945  
Phone: (617) 513-2607  
Email: obrienbi@comcast.net  
Roster: 71 Neutrals  
Services: Mediation and Conciliation

**NANTUCKET COUNTY:**

**Nantucket:**

***-Nantucket Mediation Program***

Hector MacDonald  
c/o Nantucket District Court  
P.O. Box 1824  
Nantucket, MA 02554  
Phone: (508) 228-1117  
Fax: (508) 228-6698  
Email: hectormacd@yahoo.com  
Roster: 4 Neutrals  
Services: Mediation

***-Cape Cod Dispute Resolution Center, Inc.***

Nancy Fleming, Executive Director  
80 Route 6A, Unit 3  
P.O. Box 193  
Orleans, MA 02653  
Phone: (508) 240-1717  
Fax: (508) 240-1717  
Email: nancy@capemediation.org  
Roster: 52 Neutrals  
Services: Mediation

**NORFOLK COUNTY:**

**Brookline:**

***-Graduate Program in Dispute Resolution - University of Massachusetts, Boston***

Roni Lipton, Associate Director  
Wheatley Hall, 4<sup>th</sup> Floor  
100 Morrissey Boulevard  
Boston, MA 02125-3393  
Phone: (617) 287-7415  
Fax: (617) 287-7489  
Email: roni.lipton@umb.edu or disres@umb.edu  
Roster: 23 Neutrals  
Services: Mediation

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495-1854  
Fax: (617) 496-2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, Chinese, French, Russian, German and various Asian  
Services: Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-4498  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

**Dedham:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

***-Sheldon W. Rothstein, Esq. Memorial Mediation/Conciliation Program***

William O'Brien, Esq.  
c/o Association of Corporate Counsel, Northeast Chapter  
12 Edgemere Road  
Marblehead, MA 01945  
Phone: (617) 513-2607  
Email: obrienbi@comcast.net  
Roster: 71 Neutrals  
Services: Mediation and Conciliation

**Quincy:**

***-Graduate Program in Dispute Resolution - University of Massachusetts, Boston***

Roni Lipton, Associate Director  
Wheatley Hall, 4<sup>th</sup> Floor  
100 Morrissey Boulevard  
Boston, MA 02125-3393  
Phone: (617) 287-7415  
Fax: (617) 287-7489  
Email: roni.lipton@umb.edu or disres@umb.edu  
Roster: 23 Neutrals  
Services: Mediation

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495-1854  
Fax: (617) 496-2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, Chinese, French, Russian, German and Various Asian.  
Services: Mediation

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**Stoughton:**

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

**Wrentham:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**PLYMOUTH COUNTY:**

**Brockton:**

***-Greater Brockton Center for Dispute Resolution***

Ron K. Fredey, Program Coordinator  
215 Main Street, Suite 207  
P.O. Box 7610  
Brockton, MA 02303  
Phone: (508) 897-2868  
Fax: (508) 897-2820  
Email: rfredey@gmail.com  
Roster: 20 Neutrals  
Services: Mediation

**Hingham:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**Plymouth:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**Wareham:**

***No Approved Program***

**SUFFOLK COUNTY:**

**Chelsea:**

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495-1854  
Fax: (617) 496-2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, Chinese, French, Russian, German and various Asian  
Services: Mediation

***-Mediation For Results***

Elizabeth Winston, Director  
1032 Cambridge Street, Suite 12  
Cambridge, MA 02141  
Phone: (617) 494-0444 ext. 368  
Fax: (617) 494-8348  
Email: elizabethwinston@justastart.org  
Roster: 5 Neutrals  
Services: Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: Mediation

**WORCESTER COUNTY:**

**Clinton:**

*No Approved Program*

**Dudley:**

***-Family Services of Central Massachusetts***

Suzanne Aymes, Director  
31 Harvard Street  
Worcester, MA 01609  
Phone: (508) 756-4646  
Email: saymes@fscm.org  
Languages: Spanish, Khmer, ASL and other languages as needed  
Services: Mediation

**East Brookfield:**

*No Approved Program*

**Fitchburg:**

***-Mediation Services of North Central Massachusetts, Inc.***

Elaine Sheerin, Executive Director  
100 Elm Street  
Fitchburg, MA 01420  
Phone: (978) 466-9595  
Fax: (978) 466-9522  
Email: mediation.ncm@verizon.net  
Roster: 74 Neutrals  
Languages: Spanish  
Services: Mediation

**Gardner:**

***- Mediation Services of North Central Massachusetts, Inc.***

Elaine Sheerin, Executive Director  
100 Elm Street  
Fitchburg, MA 01420  
Phone: (978) 466-9595  
Fax: (978) 466-9522  
Email: mediation.ncm@verizon.net  
Roster: 74 Neutrals  
Languages: Spanish  
Services: Mediation

**Leominster:**

***- Mediation Services of North Central Massachusetts, Inc.***

Elaine Sheerin, Executive Director  
100 Elm Street  
Fitchburg, MA 01420  
Phone: (978) 466-9595  
Fax: (978) 466-9522  
Email: mediation.ncm@verizon.net  
Roster: 74 Neutrals  
Languages: Spanish  
Services: Mediation

**Milford:**

***-Family Services of Central Massachusetts***

Suzanne Aymes, Director  
31 Harvard Street  
Worcester, MA 01609  
Phone: (508) 756-4646  
Email: saymes@fscm.org  
Languages: Spanish, Khmer, ASL and other languages as needed  
Services: Mediation

**Uxbridge:**

***No Approved Program***

**Westboro:**

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739 or (800) 348-4888  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: Mediation and Arbitration

**Winchendon:**

***- Mediation Services of North Central Massachusetts, Inc.***

Elaine Sheerin, Executive Director  
100 Elm Street  
Fitchburg, MA 01420  
Phone: (978) 466-9595  
Email: mediation.ncm@verizon.net  
Roster: 74 Neutrals  
Languages: Spanish  
Services: Mediation

**Worcester:**

***-Family Services of Central Massachusetts***

Suzanne Aymes, Director  
31 Harvard Street  
Worcester, MA 01609  
Phone: (508) 756-4646  
Email: saymes@fscm.org  
Languages: Spanish, Khmer, ASL and other languages as needed  
Services: Mediation

## HOUSING COURT

**Description of Services:** Programs operated by court employees do not charge fees for services, but all other approved programs are permitted to charge fees in the Housing Court Department. The Housing Court Department has 2 programs, an in-house ADR program (office of the Housing Specialists) and an outside program that provides specific services. The Housing Specialists are approved in all five court divisions to provide free mediation and dispute intervention services; they resolve hundreds of summary process and landlord/tenants disputes weekly. “Dispute Intervention” is a process used in the Housing Court in which Housing Specialists act as neutrals to identify the areas of dispute between the parties, and assists in the resolution of differences. *See Rule 2.* REBA Dispute Resolution, Inc. has been approved as an outside provider for cases requiring subject matter expertise in the areas of lead paint, mold and asbestos, zoning litigation and environmental litigation. Rule 8(b)(ii).

### ***-Boston Housing Court - Housing Specialists***

Michael Neville, Chief Housing Specialist  
24 New Chardon Street  
Boston, MA 02114  
(617) 788-6536  
Services: Mediation and Dispute Intervention

### ***-Northeast Housing Court - Housing Specialists***

Patrick J. McDonough, Chief Housing Specialist  
Fenton Judicial Center  
2 Appleton Street  
Lawrence, MA 01840  
(978) 689-7833  
Services: Mediation and Dispute Intervention

### ***-Southeast Housing Court - Housing Specialists***

Suzette Fagan-Clarke, Chief Housing Specialist  
289 Rock Street, 2<sup>nd</sup> Floor  
Fall River, MA 02720  
(508) 677-1505  
Services: Mediation and Dispute Intervention

### ***-Western Housing Court - Housing Specialists***

Kevin R. Byrne, Jr., Chief Housing Specialist  
37 Elm Street  
Springfield, MA 01103  
(413) 748-7838  
Services: Mediation and Dispute Intervention

### ***-Worcester County Housing Court - Housing Specialists***

Michael O’Mara, Chief Housing Specialist  
225 Main Street  
Worcester, MA 01608  
(508) 792-0800  
Services: Mediation and Dispute Intervention

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: [cunningham@reba.net](mailto:cunningham@reba.net) or [adr@reba.net](mailto:adr@reba.net)

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

## JUVENILE COURT

**Overview of Services: Programs approved to provide services in the Juvenile Court Department are not permitted to charge fees for services. See Rule 1 (b) (iii).** The Juvenile Court Department has 19 approved programs offering mediation of Permanency, CHINS and Parent-Child cases. Permanency Mediation is an alternative to a contested proceeding seeking to terminate parental rights and is offered statewide in both the Juvenile and Probate and Family Court Departments.

When determining approval, the Juvenile Court has considered relevant subject matter expertise including, but not limited to, education and training in the areas of child and family welfare, permanency mediation and parent-child mediation. *Rule 8(b)(ii).*

### **Barnstable County:**

#### ***- Mediation Partners***

Christine M. Farrell, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (781) 925-8827  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4 Neutrals  
Services: Permanency Mediation

#### ***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: CHINS and Permanency Mediation

### **Berkshire County:**

#### ***-Berkshire County Regional Housing Authority***

Brad Gordon, Executive Director/Staff Attorney  
150 North Street, Suite 28  
Pittsfield, MA 01201  
Phone: (413) 443-7138  
Fax (413) 443-8137  
Email: bcrha@berkshire.net  
Roster: 11 Neutrals  
Services: CHINS

***-Berkshire Mediation Services, Inc.***

Virginia K. Ford, Director  
P.O. Box 3822  
Pittsfield, MA 01202-3822  
Phone: (413) 499-2792  
Fax: (413) 447-9976  
Email: berkshireremediation@juno.com  
Roster: 8 Neutrals  
Services: CHINS, Delinquency, Care and Protection and Permanency Mediation

**Bristol County:**

***- Mediation Partners***

Christine M. Farrell, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (781) 925-8827  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4  
Services: Permanency Mediation

***- The Mediation Group***

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: Chins and Permanency Mediation

**Essex County:**

***-North Shore Community Mediation, Inc.***

Cynthia McClory, Executive Director  
100 Cummings Center, Suite 307-J  
Beverly, MA 01915  
Phone: (978) 232-1212  
Fax: (978) 232-0060  
Email: info@nsmediation.org  
Roster: 51 Neutrals  
Languages: Spanish, Greek and Portugese  
Services: CHINS, Delinquency and Permanency Mediation

***- The Mediation Group***

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: CHINS and Permanency Mediation

**Franklin/Hampshire County:**

***-The Mediation and Training Collaborative***

Betsy Williams, Co Director  
277 Main Street, Suite 401  
Greenfield, MA 01301-3267  
Phone: (413) 774-7469  
Fax: (413) 774-7460  
Email: mediation@communityaction.us  
Roster: 35 Neutrals  
Languages: Spanish  
Services: CHINS, Delinquency, Care and Protection and Permanency Mediation

***-Quabbin Mediation Services***

Sharon Tracy, Executive Director  
P.O. Box 544  
Athol, MA 01331  
Phone: (978) 544-6142  
Fax: (978) 544-2165  
Email: sharon@quabbinmediation.org  
Roster: 25 Neutrals  
Languages: Spanish, Khmer and American Sign Language  
Services: CHINS, Delinquency, and Permanency Mediation

**Hampden County:**

***-Center for Human Development & Youth Mediation Services, Inc.***

Rhonda Young  
45 Willow Street  
Springfield, MA 01104  
Phone: (413) 781-6556  
Fax: (413) 781-6523  
Email: ryoung@chd.org  
Roster: 20 Neutrals  
Services: CHINS and Permanency Mediation

***-Dispute Resolution Services***

Leo Florian, Executive Director  
115 State Street, Suite 400  
P.O. Box 30023  
Springfield, MA 01103-0023  
Phone: (413) 787-6480  
Fax: (413) 788-9685  
Email: drs.inc@verizon.net  
Roster: 45 Neutrals  
Services: Delinquency

***-Hampden County Bar Association***

Noreen E. Nardi, Executive Director  
P.O. Box 559  
50 State Street  
Springfield, MA 01102  
Phone: (413) 748-7951  
Fax: (413) 732-6882  
Email: admin@hcbar.org  
Roster: 5 Neutrals  
Services: Mediation of Care and Protection and Guardianship cases

**Middlesex County:**

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495 -1854  
Fax: (617) 496- 2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Delinquency and CHINS

***-Community Dispute Settlement Center***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02138  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 58 Neutrals  
Languages: Spanish  
Services: CHINS

***-Framingham Court Mediation Services, Inc.***

Susan Ostberg, Executive Director  
600 Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
Email: info@framinghammediation.org  
Roster: 30 Neutrals  
Services: CHINS, Delinquency, Permanency Mediation and Care and Protection

***- Mediation Partners***

Christine M. Farrell, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (781) 925-8827  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4 Neutrals  
Services: Permanency Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: CHINS and Delinquency

**Norfolk County:**

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495 -1854  
Fax: (617) 496- 2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Delinquency and CHINS

**- Mediation Partners**

Christine M. Farrell, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (781) 925-8827  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4 Neutrals  
Services: Permanency Mediation

**-Mediation Works, Inc.**

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: CHINS and Permanency Mediation

**-The Mediation Group**

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: CHINS and Permanency Mediation

**-Metropolitan Mediation Services**

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: CHINS and Delinquency

**Plymouth County:**

***-Greater Brockton Center for Dispute Resolution***

Ron Fredey, Program Coordinator  
215 Main Street, Suite 207  
P.O. Box 7610  
Brockton, MA 02303-7610  
Phone: (508) 897-2868  
Fax: (508) 897-2820  
Email: rfredey@gmail.com  
Roster: 20 Neutrals  
Services: Delinquency and CHINS

***-The Mediation Group***

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: CHINS and Permanency Mediation

**Suffolk County:**

***-Harvard Mediation Program***

Maureen Griffin, Program Administrator  
Harvard Law School, Austin Hall - 002  
1515 Massachusetts Avenue  
Cambridge, MA 02138  
Phone: (617) 495 -1854  
Fax: (617) 496- 2294  
Email: mgriffin@law.harvard.edu  
Roster: 101 Neutrals  
Languages: Spanish, French, German, Russian, Mandarin, Japanese, Korean and Uzbek  
Services: Delinquency and CHINS

***- Mediation Partners***

Christine M. Farrell, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (781) 925-8827  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4 Neutrals  
Services: Permanency Mediation

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Phone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 118 Neutrals  
Languages: Spanish, French, Russian and ASL  
Services: CHINS and Permanency Mediation

***-Metropolitan Mediation Services***

Joshua Jacks, Director  
40 Webster Place  
Brookline, MA 02445-7937  
Phone: (617) 241-0300  
Fax: (617) 734-6385  
Email: joshua.jacks@metromediation.org  
Roster: 35 Neutrals  
Services: CHINS and Delinquency

***-The Mediation Group***

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: CHINS and Permanency Mediation

**Worcester County:**

***-Parker Mediation Services***

Larry Tonelli Parker  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604-1607  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals  
Services: Permanency Mediation

***- Family Services of Central Massachusetts***

Suzanne Aymes, Director  
31 Harvard Street  
Worcester, MA 01609  
Phone: (508) 756-4646  
Email: saymes@fscm.org  
Neutrals: 43 Neutrals  
Services: Permanency Mediation

***- The Mediation Group***

Amy Gordon, Administrative Director  
3 Harvard Avenue  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 15 Neutrals  
Services: CHINS and Permanency Mediation

**Statewide:**

***-Children's Services of Roxbury, Massachusetts Families for Kids***

Julia Pearson, Program Director  
520 Dudley Street  
Roxbury, MA 02119  
Phone: (617) 989-9446  
Fax (617) 445-4796  
Email: jpearson@csrox.org  
Roster: 55 Neutrals  
Services: Permanency Mediation

## LAND COURT

**Overview of Services: Programs approved to provide services in the Land Court Department are permitted to charge fees for service.** *See Rule 7 (e).* The Land Court Department has approved five programs to provide ADR services. Additionally, the Land Court has an active case conferencing program which promotes ADR to litigants.

### ***-JAMS - The Resolution Experts***

Paul Gelinas, Business Manager

One Beacon Street, Suite 2300

Boston, MA 02108

Phone: (617) 228-0200

Fax: (617) 228-0222

Email: PGelinas@jamsadr.com

Roster: 14 Neutrals

Fees: Mediation for one to three days is \$275.00 per party, per day. The fee for arbitrations is \$400 per party, per day for one to three days. The fee for time in excess to initial 30 hours is 10% of the professional fee for both mediation and arbitration.

Services: Mediation and Arbitration

### ***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Phone: (617) 973-9739

Fax: (617) 973-9532

Email: mwi@mwi.org

Roster: 118 Neutrals

Fees: There is an administrative fee of \$150.00 per party. The hourly rate is \$225.00 per hour, per party. Reduced rates are available.

Services: Mediation and Arbitration

### ***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109-4075

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional non refundable administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director

60 Gore Street

Cambridge, MA 02141

Phone: (617) 876-5376

Fax: (617) 876-6663

Email: [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org)

Roster: 58 Neutrals

Fees: The fees for mediation range from \$35.00 per person, per hour to \$300.00 per person per hour depending on litigant's gross income. This fee includes administrative costs.

Services: Mediation

***-The Mediation Group***

Amy Gordon, Administrative Director

3 Harvard Avenue

Brookline, MA 02446

Phone: (617) 277-9232

Fax: (617) 277-1699

Email: [agordon@themediationgroup.org](mailto:agordon@themediationgroup.org)

Roster: 15 Neutrals

Fees: There is an administrative case management fee of \$250.00. The hourly rate is \$200.00 per party per hour. Multi-party rates range from \$150.00 to 175.00 per hour.

Services: Mediation and Arbitration

## PROBATE AND FAMILY COURT

**Overview of Services:** The Probate and Family Court Department has 24 approved programs offering mediation and other ADR services. These programs are permitted to charge fees, and their fee schedules provide for fee waivers or reduced fee services for indigent or low income litigants. *Rule 7* - Some programs approved in the Probate and Family Court, such as the bar association programs providing conciliation services, do not charge fees.

In addition to the programs offering mediation and conciliation, the Probate and Family Court Department has on-site dispute intervention services administered by the Office of the Commissioner of Probation and conducted by probation officers in each of the 14 court divisions. “Dispute intervention” is a process used in the Probate and Family Court in which probation officers act as neutrals to help the parties identify disputed issues and assist in the resolution of disputes. No fees are charged for this service, but a judge may require the parties to participate in dispute intervention. *Rule 2*.

The Probate and Family Court Department also approves programs to provide permanency mediation which is a specialized form of mediation used in the context of adoption and open adoption.

When determining program approval, the Probate and Family Court Department considers the specialized training of a program’s neutrals, including such subjects as family law, family dynamics, child developmental issues, non-traditional families, complex financial issues (for example, business evaluation, retirement benefits, tax consequences of divorce and domestic violence). *Rule 8(b)(ii)*.

Many of the programs offer free initial sessions so that parties can learn about the process and determine whether or not it is useful to them. Parties and/or their attorneys may be required by a judge to attend a “screening” regarding court-connected dispute resolution services to determine whether or not such services are appropriate for the parties and to give the parties a chance to learn about the services. *Rule 6(b)*. As a condition of their approval, the listed programs have agreed to provide screening services without charge.

For more information about dispute resolution services in the Probate and Family Court Department, please contact:

Christine Yurgelun, Esq.  
Manager of Administrative Services  
Probate and Family Court Administrative Office  
John Adams Courthouse  
One Pemberton Square  
Boston, MA 02108  
Phone: (617) 788-6600  
Fax: (617) 788-8995

**Local Dispute Resolution Coordinators By County:**

Michael Stevens  
Barnstable Division  
Probate and Family Court Department  
3195 Main Street, P.O. Box 346  
Barnstable, MA 02630  
Phone: (508) 375-6718  
Fax: (508) 362-3662

Clement Ferris  
Berkshire Division  
Probate and Family Court Department  
44 Bank Row  
Pittsfield, MA 01201  
Phone: (413) 442-6941 ext. 7209  
Fax: (413) 443-3430

Tricia Poole  
Bristol Division  
Probate and Family Court Department  
505 Pleasant Street  
New Bedford, MA 02740  
Phone: (508) 999-5249 ext. 225  
Fax: (508) 822-9837

Julie Stiles Matuschak  
Essex Division  
Probate and Family Court Department  
36 Federal Street  
Salem, MA 01970  
Phone: (978) 744-1020 ext. 324  
Fax: (978) 741-2957

Jodie Nolan  
Franklin Division  
Probate and Family Court Department  
425 Main Street, P.O. Box 590  
Greenfield, MA 01302  
Phone: (413) 774-7011  
Fax: (413) 774-3829

Lynn A. Sears  
Hampden Division  
Probate and Family Court Department  
50 State Street, P.O. Box 559  
Springfield, MA 01102  
Phone: (413) 748-7782  
Fax: (413) 788-6664

Beth Crawford  
Hampshire Division  
Probate and Family Court Department  
33 King Street  
Northampton, MA 01060  
Phone: (413) 586-8500 ext. 259  
Fax: (413) 584-1132

Alison McCrone & Krishna Butaney  
Middlesex Division  
Probate and Family Court Department  
208 Cambridge Street  
East Cambridge, MA 02141  
Phone: Alison McCrone (617) 768-5843  
          Krishna Butaney (617) 768-5853  
Fax: (617) 494-6710

Edmund Harrington  
Norfolk Division  
Probate and Family Court Department  
35 Shawmut Road  
Canton, MA 02021  
Phone: (781) 830-4356  
Fax: (781) 830-4310

Kathleen Nagle  
Plymouth Division  
Probate and Family Court Department  
215 Main Street, P.O. Box 7277  
Brockton, MA 02303  
Phone: (508) 897-5487  
Fax: (508) 897-5435

Daniel Gibson  
Suffolk Division  
Probate and Family Court Department  
Edward W. Brooke Courthouse  
24 New Chardon Street  
Boston, MA 02114  
Phone: (617) 788-8359  
Fax: (617) 788-8362

Joan Arnold  
Worcester Division  
Probate and Family Court Department  
225 Main Street  
Worcester, MA 01608  
Phone: (508) 831-2200 ext. 2205  
Fax: (508) 720-0820

**Barnstable County:**

***-Barnstable County Conciliation Project***

Madeline Delorey  
3180 Main Street  
P.O. Box 718  
Barnstable, MA 02630  
Telephone: (508) 362-2121  
Fax: (508) 362-7604  
Roster: 22/28  
Fees: None. Services are provided *pro bono*.  
Services: Conciliation

***-Cape & Islands Mediation Group***

Kate Mitchell  
761 Main Street  
P.O. Box 160  
West Barnstable, MA 02668  
Telephone: (508) 362-1369  
Fax: (508) 362-1368  
Email: katemitchell@comcast.net  
Roster: 2/2  
Fees: \$225.00 to \$325.00 per hour. Discount fee available if combined incomes are less than 80% of the Barnstable County area median income.  
Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varies. Reduced fees or waivers may be available.  
Services: Mediation

***-Mediation Partners***

Christine M. Farrell O'Reilly, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (617) 688-9343 Cell or (781) 925-8827 Home  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4/4  
Fees: The fee is \$125.00 for the first 2 hours. The fee for each additional hour is \$100.00 per party per hour. Reduced fees are available on a sliding scale depending on Litigant's income.  
Services: Mediation

***-SSW Mediation Collaborative LLC***

Louisa Williams

95 State Road, #203

Vineyard Haven, MA 02568

Telephone: (508) 693-6090

Fax: (508) 693-6090

Email: [louisa@sswmediation.com](mailto:louisa@sswmediation.com)

Roster: 5/5

Fees: \$180.00 per hour per case (not per person). Reduction waiver may be available upon written request.

Services: Mediation

**Berkshire County:**

***-Berkshire Mediation Services, Inc.***

Virginia Ford, Director

P.O. Box 3822

Pittsfield, MA 01202-3822

Telephone: (413) 499-2792

Fax: (413) 447-9976

Email: [berkshireremediation@juno.com](mailto:berkshireremediation@juno.com)

Roster: 2/2

Fees: Fees are based on a sliding scale. Reduced fees and fee waivers may be available.

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.

c/o Lian, Zarrow, Eynon & Shea

34 Mechanic Street

Worcester, MA 01608

Phone: (508) 799-4461

Fax: (508) 799-6522

Email: [mzarrow@lzes.com](mailto:mzarrow@lzes.com)

Roster: 22/22

Fees: Varies according to each neutral's fee schedule

Services: Mediation

**Bristol County:**

***-Agreement Resources, LLC***

Crystal Thorpe  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009  
Fax: (617) 419-1180  
Email: inquiry@agreementresources.com  
Roster: 4/4

Fees: \$125.00 per party per hour for divorce and parenting cases and \$350.00 per hour for multi-party adult family mediation. If requested, there is a sliding scale based on combined income and assets.

Languages: French and Norwegian  
Services: Mediation

***-Bristol County Bar Conciliation Program***

Gerlinda Lowe  
448 County Street  
New Bedford, MA 02740-5012  
Telephone: (508) 990-1303  
Fax: (508) 999-0477  
Email: bristolba@publiccounsel.net  
Roster: 10/10

Fees: None. Services are provided *pro bono*

Languages: German  
Services: Conciliation

***-Elder Decisions***

Arline Kardasis  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009  
Fax: (617) 419-1180  
Email: inquiry@ElderDecisions.com  
Roster: 5/5

Fees: Up to \$125.00 per hour per party and \$350.00 per hour for multi-party adult family mediation. Fee waiver or reduction may be available based on family circumstances and need.

Languages: Norwegian and French  
Services: Mediation

**- Massachusetts Council on Family Mediation**

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

**-The Mediation Group, Inc.**

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 4/15  
Fees: The fee is \$300.00 - \$400.00 per hour for family cases. Fee reduction or waivers may be available.  
Services: Mediation and Arbitration.

**-Mediation Partners**

Christine M. Farrell O'Reilly, Esq.  
40 Whitehead Avenue  
Hull, MA 02045  
Telephone: (617) 688-9343 Cell or (781) 925-8827 Home  
Fax: (781) 925-4705  
Email: christinef02@yahoo.com  
Roster: 4/14  
Fees: The fee is \$125.00 per hour for the first 2 hours. The fee for each additional hour is \$100.00 per party. Fee reductions are available depending on the Litigant's income.  
Services: Mediation

**Dukes County:**

**-Martha's Vineyard Mediation Program, Inc.**

Elena Mercurio  
P.O. Box 1627  
Vineyard Haven, MA 02568  
Telephone: (508) 693-2999  
Fax: (508) 693-2199  
Email: elenavideo@aol.com  
Roster: 3/14  
Fees: The fee is \$75.00 per party per session. Reduced fee or fee waivers may be available.  
Languages: Portuguese

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-SSW Mediation Collaborative LLC***

Louisa Williams  
95 State Road, #203  
Vineyard Haven, MA 02568  
Telephone: (508) 693-6090  
Fax: (508) 693-6090  
Email: louisa@sswmediation.com  
Roster: 5/5  
Fees: \$180.00 per hour per case (not per person). Reduction waiver may be available.  
Services: Mediation

**Essex County:**

***-Essex County Bar Association Conciliation Program***

Pamela Surette, Program Director  
45 Congress Street, Suite 4100  
Salem, MA 01970  
Telephone: (978) 741-7888  
Fax: (978) 741-1348  
Email: p.surette@essexcountybar.org  
Roster: 60/60  
Fees: There are no fees for services provided. Services are provided *pro bono*.  
Services: Conciliation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 4/15  
Fees: The fee is \$300.00 - \$400.00 per hour for family cases. Fee reduction or waivers may be available.  
Services: Mediation and Arbitration.

***-North Shore Community Mediation, Inc.***

Cynthia McClorey, Executive Director  
100 Cummings Center, Suite 307-J  
Beverly, MA 01915  
Telephone: (978) 232-1212  
Fax: (978) 232-0060  
Email: ncsm@verizon.net  
Roster: 18/51  
Fees: No fees are charged.  
Languages: Spanish  
Services: Mediation

**Franklin County:**

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-The Mediation and Training Collaborative***

Betsy Bryant Williams, Co Director  
277 Main Street, Suite 401  
Greenfield, MA 01301  
Telephone: (413) 774-7469  
Fax: (413) 774-7460  
Email: mediation@communityaction.us  
Roster: 15/33  
Fees: The fees are \$0.00 to \$150.00 per hour per party. Sliding scale based on annual income.  
Languages: Spanish and French  
Services: Mediation

***-Quabbin Mediation Services***

Sharon Tracy  
13 South Main Street  
Orange, MA 01364  
Telephone: (978) 544-6142  
Fax: (978) 544-2165  
Email: info@quabbinmediation.org  
Roster: 6/18  
Fees: The fees range from \$0.00 to \$145.00 per hour. Sliding scale based on joint annual income levels.  
Languages: Spanish, Khmer, Russian and American Sign Language  
Services: Mediation

**Hampden County:**

***-Hampden County Bar Conciliation Program***

Gina M. Barry, Esq.  
Bacon & Wilson, P.C.  
33 State Street  
Springfield, MA 01103  
Telephone: (413) 781-0560  
Fax: (413) 739-7740  
Email: gbarry@bacon-wilson.com  
Roster: 30/30  
Fees: There are no fees for services provided. Services are provided on a Pro Bono basis.  
Services: Conciliation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-The Mediation and Training Collaborative***

Betsy Bryant Williams, Co Director  
277 Main Street, Suite 401  
Greenfield, MA 01301  
Telephone: (413) 774-7469  
Fax: (413) 774-7460  
Email: mediation@communityaction.us  
Roster: 15/33  
Fees: The fees are \$0.00 to \$150.00 per hour per party. Sliding scale based on annual income.  
Languages: Spanish and French  
Services: Mediation

**Hampshire County:**

***-Hampshire Bar Conciliation Program***

Rebecca Ryan, Executive Director  
15 Gothic Street, Suite 10  
Northampton, MA 01060  
Telephone: (413) 586-8729  
Fax: (413) 586-7388  
Email: hcba@crocker.com  
Roster: 26/26  
Fees: There are no fees for services provided. Services are provided on a Pro Bono basis.  
Services: Conciliation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrow@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-The Mediation and Training Collaborative***

Betsy Bryant Williams, Co Director  
277 Main Street, Suite 401  
Greenfield, MA 01301  
Telephone: (413) 774-7469  
Fax: (413) 774-7460  
Email: mediation@communityaction.us  
Roster: 15/33  
Fees: The fees are \$0.00 to \$150.00 per hour. The sliding scale is based on annual income.  
Languages: Spanish and French  
Services: Mediation

***-Quabbin Mediation Services***

Sharon Tracy  
13 South Main Street  
Orange, MA 01364  
Telephone: (978) 544-6142  
Fax: (978) 544-2165  
Email: info@quabbinmediation.org  
Roster: 6/18  
Fees: The fees range from \$0.00 to \$145.00 per hour. Sliding scale is available.  
Languages: Spanish, Khmer, Russian and American Sign Language

**Middlesex County:**

***-Agreement Resources, LLC***

Crystal Thorpe  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009 x24  
Fax: (617) 419-1180  
Email: inquiry@agreementresources.com  
Roster: 4/4

Fees: The fee is \$125.00 per party per hour for divorce and parenting cases and \$350 per hour for multi-party adult family mediation. If requested, sliding scale based on combined income and assets.

Languages: French and Norwegian  
Services: Mediation

***-Community Dispute Settlement Center***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Telephone: (617)876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 40/58

Fees: The fees are \$40.00 - \$330.00 per person per session. Sliding scale based on the Litigant's income. Reduced fee and fee waiver may be available.

Services: Mediation

***-Elder Decisions***

Arline Kardasis  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009  
Fax: (617) 419-1180  
Email: inquiry@ElderDecisions.com  
Roster: 5/5

Fees: Up to \$125.00 per hour per party and \$350.00 per hour for multi-party adult family mediation. Fee waiver or reduction may be available based on family circumstances and need.

Languages: Norwegian and French  
Services: Mediation

***-Framingham Court Mediation***

Susan Ostberg, Executive Director

600 Concord Street

Framingham, MA 01702

Phone: (508) 872-9495

Fax: (508) 872-9764

Email: susan.ostberg@framinghammediation.org

Roster: 11/30

Fees: The fee is \$75.00 per hour per person. Fee reductions and waivers may be available.

Languages: Spanish, Portuguese, Cantonese and American Sign Language.

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.

c/o Lian, Zarrow, Eynon & Shea

34 Mechanic Street

Worcester, MA 01608

Phone: (508) 799-4461

Fax: (508) 799-6522

Email: mzarrows@lzes.com

Roster: 22/22

Fees: Varied. Reduced fee or fee waiver may be available.

Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: agordon@themediationgroup.org

Roster: 4/15

Fees: The fee is \$300.00 to \$400.00 per hour for family cases. Fee reduction or waivers may be available.

Services: Mediation and Arbitration.

***-Mediation Partners***

Christine M. Farrell O'Reilly, Esq.

40 Whitehead Avenue

Hull, MA 02045

Telephone: (617) 688-9343 Cell or (781) 925-8827 Home

Fax: (781) 925-4705

Email: christinef02@yahoo.com

Roster: 4/4

Fees: The fee is \$125.00 for the first 2 hours. The fee for each additional hour is \$100.00 per party per hour. Reduced fees are available on a sliding scale depending on Litigant's income.

Services: Mediation

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Telephone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 16/118

Fees: The fee is \$175.00 per party, per hour. Reduced rates are available for families with a combined annual salary of \$90,000 or less.

Languages: Spanish and Hebrew

Services: Mediation

***-Middlesex County Bar Conciliation Program***

Diane Verner  
200 Trade Center  
Third Floor - Room 329  
Woburn, MA 01801  
Telephone: (781) 939-2797  
Fax: (781) 933-1291  
Email: dianemcba@aol.com  
Roster: 75/75

Fees: There are no fees for services provided. All services are provided on a Pro Bono basis.

Services: Conciliation

**Nantucket:**

***-Cape & Islands Mediation Group***

Kate Mitchell  
761 Main Street  
P.O. Box 160  
West Barnstable, MA 02668  
Telephone: (508) 362-1369  
Fax: (508) 362-1368  
Email: katemitchell@comcast.net  
Roster: 2/2

Fees: \$225.00 to \$325.00 per hour. Discount fee available if combined incomes are less than 80% of the Barnstable County area median income.

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrow@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-SSW Mediation Collaborative LLC***

Louisa Williams  
95 State Road, #203  
Vineyard Haven, MA 02568  
Telephone: (508) 693-6090  
Fax: (508) 693-6090  
Email: louisa@sswmediation.com  
Roster: 5/5  
Fees: \$180.00 per hour per case (not per person). Reduction waiver may be available upon written request.  
Services: Mediation

**Norfolk County:**

***-Agreement Resources, LLC***

Crystal Thorpe  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009 x24  
Fax: (617) 419-1180  
Email: inquiry@agreementresources.com  
Roster: 4/4  
Fees: The fee is \$125.00 per party per hour for divorce and parenting cases and \$350.00 per hour for multi-party adult family mediation. If requested, sliding scale based on combined income and assets.  
Languages: French and Norweigan  
Services: Mediation

***-Community Dispute Settlement Center***

Gail S. Packer, Executive Director

60 Gore Street, Suite 202

Cambridge, MA 02141

Telephone: (617)876-5376

Fax: (617) 876-6663

Email: cdscinfo@communitydispute.org

Roster: 40/58

Fees: The fees are \$40.00 - \$330.00 per person per session. Sliding scale based on the Litigant's income. Reduced fee and fee waiver may be available.

Services: Mediation

***-Elder Decisions***

Arline Kardasis

30 Walpole Street

Norwood, MA 02062 Telephone: (617) 621-7009

Fax: (617) 419-1180

Email: inquiry@ElderDecisions.com

Roster: 5/5

Fees: Up to \$125.00 per hour per party and \$350.00 for multi-party adult family mediation. Fee waiver or reduction may be available based on family circumstances and need.

Languages: Norwegian and French

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.

c/o Lian, Zarrow, Eynon & Shea

34 Mechanic Street

Worcester, MA 01608

Phone: (508) 799-4461

Fax: (508) 799-6522

Email: mzarrows@lzes.com

Roster: 22/22

Fees: Varied. Reduced fee or fee waiver may be available.

Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: agordon@themediationgroup.org

Roster: 4/15

Fees: The fee is \$300.00 to \$400.00 per hour for family cases. Fee reduction or waivers may be available.

Services: Mediation and Arbitration

***-Mediation Partners***

Christine M. Farrell O'Reilly, Esq.

40 Whitehead Avenue

Hull, MA 02045

Telephone: (617) 688-9343 Cell, or (781) 925-8827 Home

Fax: (781) 925-4705

Email: christinef02@yahoo.com

Roster: 4/4

Fees: The fee is \$125.00 per party for the first 2 hours. Each additional hour is \$100.00 per party. Reduced fees are available determined by a sliding scale based on the Litigant's income.

Services: Mediation

***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Telephone: (617) 973-9739

Fax: (617) 973-9532

Email: mwi@mwi.org

Roster: 16/84

Fees: The fee is \$175.00 per party, per hour. Reduced rates are available for families with a combined annual salary of \$90,000 or less.

Languages: Spanish and Hebrew

Services: Mediation

**Plymouth County:**

***-Agreement Resources, LLC***

Crystal Thorpe

30 Walpole Street

Norwood, MA 02062

Telephone: (617) 621-7009 x24

Fax: (617) 419-1180

Email: inquiry@agreementresources.com

Roster: 4/4

Fees: The fee is \$125.00 per party per hour for divorce and parenting cases and \$350.00 per hour for multi-party adult family mediation. If requested, sliding scale based on combined income and assets.

Languages: French and Norwegian

Services: Mediation

***-Cape & Islands Mediation Group***

Kate Mitchell

761 Main Street - P.O. Box 160

West Barnstable, MA 02668

Telephone: (508) 362-1369

Fax: (508) 362-1368

Email: [katemitchell@comcast.net](mailto:katemitchell@comcast.net)

Roster: 2/2

Fees: \$225.00 to \$325.00 per hour. Discount fee available if combined incomes are less than 80% of the Barnstable County area median income.

Services: Mediation

***-Elder Decisions***

Arline Kardasis

30 Walpole Street

Norwood, MA 02062

Telephone: (617) 621-7009

Fax: (617) 419-1180

Email: [inquiry@ElderDecisions.com](mailto:inquiry@ElderDecisions.com)

Roster: 5/5

Fees: Up to \$125.00 per hour per party and \$350.00 per hour for multi-party adult family mediation. Fee waiver or reduction may be available based on family circumstances and need.

Languages: Norwegian and French

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.

c/o Lian, Zarrow, Eynon & Shea

34 Mechanic Street

Worcester, MA 01608

Phone: (508) 799-4461

Fax: (508) 799-6522

Email: [mzarrow@lzes.com](mailto:mzarrow@lzes.com)

Roster: 22/22

Fees: Varied. Reduced fee or fee waiver may be available.

Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: [agordon@themediationgroup.org](mailto:agordon@themediationgroup.org)

Roster: 4/15

Fees: The fee is \$300.00 to \$400.00 per hour for family cases. Fee reduction or waivers may be available.

Services: Mediation and Arbitration

***-Mediation Partners***

Christine M. Farrell O'Reilly, Esq.

40 Whitehead Avenue

Hull, MA 02045

Telephone: (617) 688-9343 Cell, or (781) 925-8827 Home

Fax: (781) 925-4705

Email: christinef02@yahoo.com

Roster: 4/4

Fees: The fee is \$125.00 per party for the first 2 hours. Each additional hour is \$100.00 per party. Reduced fees are available determined by a sliding scale based on the Litigant's income.

Services: Mediation

***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Telephone: (617) 973-9739

Fax: (617) 973-9532

Email: mwi@mwi.org

Roster: 16/118

Fees: The fee is \$175.00 per party, per hour. Reduced rates are available for families with a combined annual salary of \$90,000 or less.

Languages: Spanish and Hebrew

Services: Mediation

**Suffolk County:**

***-Agreement Resources, LLC***

Crystal Thorpe

30 Walpole Street

Norwood, MA 02062

Telephone: (617) 621-7009 x24

Fax: (617) 419-1180

Email: inquiry@agreementresources.com

Roster: 4/4

Fees: The fee is \$125.00 per party per hour for divorce and parenting cases and \$350.00 per hour for multi-party adult family mediation. If requested, sliding scale based on combined income and assets.

Languages: French and Norwegian

Services: Mediation

***-Community Dispute Settlement Center***

Gail S. Packer, Executive Director  
60 Gore Street  
Cambridge, MA 02141  
Telephone: (617) 876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 40/58

Fees: The fees range from \$40.00 to \$330.00 per person per session. Fees are based on a sliding scale determined by the Litigant's income. Reduced fees and fee waivers are also available.

Services: Mediation

***-Elder Decisions***

Arline Kardasis  
30 Walpole Street  
Norwood, MA 02062  
Telephone: (617) 621-7009  
Fax: (617) 419-1180  
Email: inquiry@ElderDecisions.com  
Roster: 5/5

Fees: Up to \$125.00 per hour per party and \$350.00 per hour for multi-party family mediation. Fee waiver or reduction may be available based on family circumstances and need.

Languages: Norwegian and French

Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22

Fees: Varied. Reduced fee or fee waiver may be available.

Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: agordon@themediationgroup.org

Roster: 4/15

Fees: The fee is \$300.00 to \$400.00 per hour for family cases. Fee reduction may be available.

Services: Mediation and Arbitration

***-Mediation Partners***

Christine M. Farrell O'Reilly, Esq.

40 Whitehead Avenue

Hull, MA 02045

Telephone: (617) 688-9343 Cell, or (781) 925-8827 Home

Fax: (781) 925-4705

Email: christinef02@yahoo.com

Roster: 3/3

Fees: The fee is \$125.00 per party for the first 2 hours. Each additional hour is \$100.00. Reduced fees are available determined by a sliding scale based on the Litigant's income.

***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Telephone: (617) 973-9739

Fax: (617) 973-9532

Email: mwi@mwi.org

Roster: 16/118

Fees: The fee is \$175.00 per party, per hour. Reduced rates are available for families with a combined annual salary of \$90,000 or less.

Languages: Spanish and Hebrew

Services: Mediation

**Worcester:**

***-Jewish Family Services of Worcester, Inc.***

Katherine Kaiser  
646 Salisbury Street  
Worcester, MA 01609  
Telephone: (508) 755-3101  
Fax: (508) 755-7460  
Email: info@jafsworcester.org  
Roster: 4/4  
Fees: No charge for the first half hour. Reduced fee (\$150.00 per hour) available if combined annual income is less than \$50,000. Fee waiver may be available. The fee is \$250.00 to \$300.00 per hour if combined income is over \$50,000.  
Services: Mediation

***-Massachusetts Council on Family Mediation***

Mark I. Zarrow, Esq.  
c/o Lian, Zarrow, Eynon & Shea  
34 Mechanic Street  
Worcester, MA 01608  
Phone: (508) 799-4461  
Fax: (508) 799-6522  
Email: mzarrows@lzes.com  
Roster: 22/22  
Fees: Varied. Reduced fee or fee waiver may be available.  
Services: Mediation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org  
Roster: 4/15  
Fees: The fee is \$300.00 to \$400.00 per hour for family cases. Fee reduction or waivers may be available.  
Services: Mediation and Arbitration

**Statewide:**

***-Children's Services of Roxbury, Massachusetts Families for Kids***

Julia Pearson, Program Director  
520 Dudley Street  
Roxbury, MA 02119  
Phone: (617) 989-9446  
Fax: (617) 445-4796  
Email: jpearson@csrox.org  
Roster 55 Neutrals  
Services: Permanency Mediation

## SUPERIOR COURT

**Overview of Services: Programs approved to provide services in the Superior Court Department are permitted to charge fees for services. See Rule 7 (e).** The Superior Court Department has approved 14 programs offering ADR services and has an in-house program which screens cases for use of ADR and mediates pro se cases.

### **Barnstable:**

#### ***-ADR Network***

David Gibbs, Chair  
c/o AnneMarie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

#### ***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials.

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00. Four days or more days is 10% of the professional fees divided between the parties. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation

Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the Court.

Services: Mediation, Arbitration, and Conciliation

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net  
Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Berkshire:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Berkshire County Regional Housing Authority***

Brad Gordon, Executive Director/Staff Attorney  
Housing Services and Mediation Program  
150 North Street, Suite 28  
Pittsfield, MA 01201  
Phone: (413) 443-7138  
Fax: (413) 443-8137  
Email: bcrha@berkshire.net

Roster: 11 Neutrals - 1 of the 11 Neutrals provides conciliation services as well as mediation.  
Fees: The fees range from \$0.00 to \$200.00 per hour based on a sliding scale determined by the Litigant's income.

Services: Mediation and Conciliation

***-JAMS***

Paul Gelinias, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinias@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00. The fee for four or more days is 10% of the professional fees divided between the parties. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to Litigants to Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Parker Mediation***

Larri Tonelli Parker, Esq.

Piccadilly Plaza, Suite C

490 Shrewsbury Street

Worcester, MA 01604

Phone: (508) 795-0200

Fax: (508) 791-0325

Email: Larri@ParkerMediation.com

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President

10 Liberty Square, 6<sup>th</sup> Floor

Boston, MA 02109

Phone: (617) 542-2005

Fax: (617) 482-0456

Email: solutions@pretrialsolutions.com

Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Bristol:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Boston Law Collaborative, LLC***

Israela Brill-Cass, Esq., ADR Manager/Executive Director  
99 Summer Street, Suite 1600  
Boston, MA 02110  
Phone: (617) 439-4700  
Fax: (617) 439-0700  
Email: ibrillcass@bostonlawcollaborative.com  
Roster: 4 Neutrals

Fees: The fees range from \$210.00 to \$500.00 per hour with a \$250.00 per party administrative fee (one time). The fee for arbitration that goes beyond two days is an additional charge of \$50.00 per day. Reduced fees are available to litigants below a certain income. Pro Bono services are provided to Litigant's determined to be indigent by the Court.

Services: Mediation, Arbitration, and Case Evaluation

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00. The fee for four or more days is 10% of the professional fees divided between the party. The arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are available to Litigants determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Mediation Group, Inc.***

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation

Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.

Languages: The program will contact an interpreter if needed.

Services: Mediation and Arbitration.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation

Fees: The fee charged is \$225.00 per party for three hours, an \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the Court.

Services: Mediation, Arbitration, and Conciliation

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325

Email: Larri@ParkerMediation.com

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kuaders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor

Boston, MA 02109

Phone: (617) 542-2005

Fax: (617) 482-0456

Email: solutions@pretrialsolutions.com

Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

## **Dukes:**

### ***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

### ***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

### ***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00. Four days or more days is 10% of the professional fees divided between the parties. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to Litigants determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Martha's Vineyard Mediation Program, Inc.***

Elena Mercurio, Program Director

P.O. Box 761

Vineyard Haven, MA 02568

Telephone: (508) 693-2999

Fax: (508) 693-2199

Email: [info@mvmediation.org](mailto:info@mvmediation.org) or [ProgramCoordinator@mvmediation.org](mailto:ProgramCoordinator@mvmediation.org)

Roster: 16 Neutrals

Fees: The fee is \$75.00 per party per session. The fee may be reduced or waived depending on the Litigant's income based on a sliding scale.

Languages: Brazilian Portuguese

Services: Mediation

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director

Middlesex Community College

33 Kearney Square

Lowell, MA 01852

Phone: (978) 656-3340

Fax: (978) 441-1749

Email: [dunnk@middlesex.mass.edu](mailto:dunnk@middlesex.mass.edu)

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation

Fees: The fee charged is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the court.

Services: Mediation, Arbitration, and Conciliation

***-Parker Mediation***

Larri Tonelli Parker, Esq.

Piccadilly Plaza, Suite C

490 Shrewsbury Street

Worcester, MA 01604

Phone: (508) 795-0200

Fax: (508) 791-0325

Email: [Larri@ParkerMediation.com](mailto:Larri@ParkerMediation.com)

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President

10 Liberty Square, 6<sup>th</sup> Floor

Boston, MA 02109

Phone: (617) 542-2005

Fax: (617) 482-0456

Email: solutions@pretrialsolutions.com

Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

***-Salosky, Shapiro & Williams Mediation Collaborative (SSW)***

Louisa Williams, Partner

95 State Road #203

Vineyard Haven, MA 02568

Phone: (508) 693-6090

Fax: (508) 693-6090

Email: Louisa@sswmediation.com

Roster: 6 Neutrals

Fee: The fee is \$180.00 per hour per case. Reduced fees are available on a sliding scale depending on combined family income.

Services: Mediation

**Essex:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Essex County Dispute Resolution Services***

Pamela L. Surette, Executive Director  
45 Congress Street  
Salem, MA 01970  
Phone: (978) 741-7888  
Fax: (978) 741-1348  
Email: p.surette@essexcountybar.org  
Roster: 19 Neutrals  
Services: Mediation

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees divided between the party for anything over four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation

Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the Court.

Services: Mediation, Arbitration, and Conciliation

***-Mediation Group, Inc.***

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation

Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.

Languages: The program will contact an interpreter if needed.

Services: Mediation and Arbitration.

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Telephone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 90 Neutrals

Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.

Languages: Able to accommodate multiple language requests, please inquire

Services: Mediation and Arbitration

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Franklin:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net

Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org

Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claims above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00. The fees for four or days 10% of the professional fees divided between the parties. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees divided by the parties for four or more days. Pro Bono services are provided to Litigants determined to be indigent by the Court.  
Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.  
Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.  
Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net  
Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Hampden:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee which ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees are divided between parties for anything over four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals  
Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.  
Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauder, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: [cunningham@reba.net](mailto:cunningham@reba.net) or [adr@reba.net](mailto:adr@reba.net)

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Hampshire:**

***-ADR Network***

David Gibbs, Chair

c/o Anne Marie O. Dawnarowicz

One International Place, 44<sup>th</sup> Floor

Boston, MA 02110

Phone: (617) 757-6515

Fax: (508) 929-3115

Email: [adrnetwork@comcast.net](mailto:adrnetwork@comcast.net)

Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President

One Center Plaza, Suite 300

Boston, MA 02108

Phone: (617) 451-6600

Fax: (617) 451-0763

Email: [ShanksC@adr.org](mailto:ShanksC@adr.org)

Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-JAMS***

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees for four or more days which is divided between party. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, and \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: [cunningham@reba.net](mailto:cunningham@reba.net) or [adr@reba.net](mailto:adr@reba.net)

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Middlesex:**

***-ADR Network***

David Gibbs, Chair

c/o Anne Marie O. Dawnarowicz

One International Place, 44<sup>th</sup> Floor

Boston, MA 02110

Phone: (617) 757-6515

Fax: (508) 929-3115

Email: [adrnetwork@comcast.net](mailto:adrnetwork@comcast.net)

Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President

One Center Plaza, Suite 300

Boston, MA 02108

Phone: (617) 451-6600

Fax: (617) 451-0763

Email: [ShanksC@adr.org](mailto:ShanksC@adr.org)

Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Boston Law Collaborative, LLC***

Israella Brill-Cass, Esq., ADR Manager/Executive Director

99 Summer Street, Suite 1600

Boston, MA 02110

Phone: (617) 439-4700

Fax: (617) 439-0700

Email: [ibrillcass@bostonlawcollaborative.com](mailto:ibrillcass@bostonlawcollaborative.com)

Roster: 4 Neutrals

Fees: The fees range from \$210.00 to \$500.00 per hour with a \$250.00 per party administration fee (one time). The fee for arbitration that goes beyond two days is an additional charge of \$50.00 per day. Reduced fees are available to litigants below a certain income. Pro Bono services are provided to Litigant's determined to be indigent by the Court.  
Services: Mediation, Arbitration, and Case Evaluation

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director

60 Gore Street, Suite 202

Cambridge, MA 02141

Telephone: (617)876-5376

Fax: (617) 876-6663

Email: [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org)

Roster: 49 Neutrals

Fees: The fees are \$0.00 - \$300.00 per person per hour determined by a sliding scale based on the Litigant's income.

Languages: Spanish

Services: Mediation.

***-JAMS***

Paul Gelinias, Business Manager

One Beacon Street, Suite 2300

Boston, MA 02108

Phone: (617) 228-0200

Fax: (617) 228-0222

Email: [PGelinias@jamsadr.com](mailto:PGelinias@jamsadr.com)

Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees divided by the parties for services over four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the Court.  
Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: [dunnk@middlesex.mass.edu](mailto:dunnk@middlesex.mass.edu)  
Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation  
Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the Court.  
Services: Mediation, Arbitration, and Conciliation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: [agordon@themediationgroup.org](mailto:agordon@themediationgroup.org)  
Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation  
Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.  
Languages: The program will contact an interpreter if needed.  
Services: Mediation and Arbitration.

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Telephone: (617) 973-9739  
Fax: (617) 973-9532  
Email: [mwi@mwi.org](mailto:mwi@mwi.org)  
Roster: 90 Neutrals  
Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.  
Languages: Able to accommodate multiple language requests, please inquire  
Services: Mediation and Arbitration

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com

Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

## **Nantucket:**

### ***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent. Services: Mediation, Arbitration, Conciliation, and Case Evaluation

### ***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million. Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

### ***-JAMS***

Paul Gelinias, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinias@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees are divided between the parties for services beyond four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to Litigants determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: [dunnk@middlesex.mass.edu](mailto:dunnk@middlesex.mass.edu)  
Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation  
Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent clients as determined by the Court.  
Services: Mediation, Arbitration, and Conciliation

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: [Larri@ParkerMediation.com](mailto:Larri@ParkerMediation.com)  
Roster: 2 Neutrals  
Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.  
Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: [solutions@pretrialsolutions.com](mailto:solutions@pretrialsolutions.com)  
Roster: 2 Neutrals  
Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.  
Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net  
Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Norfolk:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Boston Law Collaborative, LLC***

Israella Brill-Cass, Esq., ADR Manager/Executive Director

99 Summer Street, Suite 1600

Boston, MA 02110

Phone: (617) 439-4700

Fax: (617) 439-0700

Email: [ibrillcass@bostonlawcollaborative.com](mailto:ibrillcass@bostonlawcollaborative.com)

Roster: 4 Neutrals

Fees: The fees range from \$210.00 to \$500.00 per hour with a \$250.00 per party administration fee (one time). The fee for arbitration that goes beyond two days is an additional charge of \$50.00 per day. Reduced fees are available to litigants below a certain income. Pro Bono services are provided to Litigant's determined to be indigent by the Court..

Services: Mediation, Arbitration, and Case Evaluation

***-JAMS***

Paul Gelinias, Business Manager

One Beacon Street, Suite 2300

Boston, MA 02108

Phone: (617) 228-0200

Fax: (617) 228-0222

Email: [pgelinias@jamsadr.com](mailto:pgelinias@jamsadr.com)

Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees are divided between the parties for services beyond four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided for clients determined to be indigent by the court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director

Middlesex Community College

33 Kearney Square

Lowell, MA 01852

Phone: (978) 656-3340

Fax: (978) 441-1749

Email: [dunnk@middlesex.mass.edu](mailto:dunnk@middlesex.mass.edu)

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation

Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent clients as determined by the Court.

Services: Mediation, Arbitration, and Conciliation

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: [agordon@themediationgroup.org](mailto:agordon@themediationgroup.org)

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation

Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.

Languages: The program will contact an interpreter if needed.

Services: Mediation and Arbitration.

***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Telephone: (617) 973-9739

Fax: (617) 973-9532

Email: [mwi@mwi.org](mailto:mwi@mwi.org)

Roster: 90 Neutrals

Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.

Languages: Able to accommodate multiple language requests, please inquire

Services: Mediation and Arbitration

***-Parker Mediation***

Larri Tonelli Parker, Esq.

Piccadilly Plaza, Suite C

490 Shrewsbury Street

Worcester, MA 01604

Phone: (508) 795-0200

Fax: (508) 791-0325

Email: [Larri@ParkerMediation.com](mailto:Larri@ParkerMediation.com)

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President

10 Liberty Square, 6<sup>th</sup> Floor

Boston, MA 02109

Phone: (617) 542-2005

Fax: (617) 482-0456

Email: solutions@pretrialsolutions.com

Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: cunningham@reba.net or adr@reba.net

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Plymouth:**

***-ADR Network***

David Gibbs, Chair

c/o Anne Marie O. Dawnarowicz

One International Place, 44<sup>th</sup> Floor

Boston, MA 02110

Phone: (617) 757-6515

Fax: (508) 929-3115

Email: adrnetwork@comcast.net

Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.  
Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Boston Law Collaborative, LLC***

Israella Brill-Cass, Esq., ADR Manager/Executive Director  
99 Summer Street, Suite 1600  
Boston, MA 02110  
Phone: (617) 439-4700  
Fax: (617) 439-0700  
Email: ibrillcass@bostonlawcollaborative.com  
Roster: 4 Neutrals

Fees: The fees range from \$210.00 to \$500.00 per hour with a \$250.00 per party administration fee (one time). The fee for arbitration that goes beyond two days is an additional charge of \$50.00 per day. Reduced fees are available to litigants below a certain income. Pro Bono services are provided to Litigant's determined to be indigent by the Court.  
Services: Mediation, Arbitration, and Case Evaluation

***-JAMS***

Paul Gelinias, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinias@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees divided between the parties for services beyond four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to Litigants determined to be indigent by the Court.  
Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

***-The Mediation Group, Inc.***

Amy Gordon, Administrative Director

3 Harvard Avenue, Suite 3

Brookline, MA 02446

Telephone: (617) 277-9232

Fax: (617) 277-1699

Email: [agordon@themediationgroup.org](mailto:agordon@themediationgroup.org)

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation

Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.

Languages: The program will contact an interpreter if needed.

Services: Mediation and Arbitration.

***-Mediation Works, Inc.***

Charles Doran, Executive Director

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Telephone: (617) 973-9739

Fax: (617) 973-9532

Email: [mwi@mwi.org](mailto:mwi@mwi.org)

Roster: 90 Neutrals

Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.

Languages: Able to accommodate multiple language requests, please inquire

Services: Mediation and Arbitration

***-Parker Mediation***

Larri Tonelli Parker, Esq.

Piccadilly Plaza, Suite C

490 Shrewsbury Street

Worcester, MA 01604

Phone: (508) 795-0200

Fax: (508) 791-0325

Email: [Larri@ParkerMediation.com](mailto:Larri@ParkerMediation.com)

Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer  
50 Congress Street, Suite 600  
Boston, MA 02109  
Phone: (617) 854-7555  
Fax: (617) 854-7570  
Email: cunningham@reba.net or adr@reba.net  
Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Suffolk:**

***-ADR Network***

David Gibbs, Chair  
c/o Anne Marie O. Dawnarowicz  
One International Place, 44<sup>th</sup> Floor  
Boston, MA 02110  
Phone: (617) 757-6515  
Fax: (508) 929-3115  
Email: adrnetwork@comcast.net  
Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President  
One Center Plaza, Suite 300  
Boston, MA 02108  
Phone: (617) 451-6600  
Fax: (617) 451-0763  
Email: ShanksC@adr.org  
Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for claims over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

***-Boston Law Collaborative, LLC***

Israella Brill-Cass, Esq., ADR Manager/Executive Director  
99 Summer Street, Suite 1600  
Boston, MA 02110  
Phone: (617) 439-4700  
Fax: (617) 439-0700  
Email: ibrillcass@bostonlawcollaborative.com  
Roster: 4 Neutrals

Fees: The fees range from \$210.00 to \$500.00 per hour with a \$250.00 per party administration fee (one time). The fee for arbitration that goes beyond two days is an additional charge of \$50.00 per day. Reduced fees are available to litigants below a certain income. Pro Bono services are provided to Litigant's determined to be indigent by the Court.

Services: Mediation, Arbitration, and Case Evaluation

***-Community Dispute Settlement Center, Inc.***

Gail S. Packer, Executive Director  
60 Gore Street, Suite 202  
Cambridge, MA 02141  
Telephone: (617)876-5376  
Fax: (617) 876-6663  
Email: cdscinfo@communitydispute.org  
Roster: 49 Neutrals

Fees: The fees are \$0.00 - \$300.00 per person per hour, which is determined by a sliding scale based on the Litigant's income.

Languages: Spanish

Services: Mediation

**-JAMS**

Paul Gelinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGelinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees are divided between the parties for services beyond four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of professional fees divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the court. Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial.

**-Middlesex Law Center Mediation Program**

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: dunnk@middlesex.mass.edu

Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation  
Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent parties as determined by the Court.  
Services: Mediation, Arbitration, and Conciliation

**-The Mediation Group, Inc.**

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation  
Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level. Languages: The program will contact an interpreter if needed.  
Services: Mediation and Arbitration.

***-Mediation Works, Inc.***

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Telephone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 90 Neutrals

Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.

Languages: Able to accommodate multiple language requests, please inquire  
Services: Mediation and Arbitration

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: Larri@ParkerMediation.com  
Roster: 2 Neutrals

Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.

Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: solutions@pretrialsolutions.com  
Roster: 2 Neutrals

Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.

Services: Mediation, Arbitration, and Case Evaluation

***-Real Estate Bar Association Dispute Resolution, Inc.***

Nicole Cunningham, Chief Operating Officer

50 Congress Street, Suite 600

Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: [cunningham@reba.net](mailto:cunningham@reba.net) or [adr@reba.net](mailto:adr@reba.net)

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration

**Worcester:**

***-ADR Network***

David Gibbs, Chair

c/o Anne Marie O. Dawnarowicz

One International Place, 44<sup>th</sup> Floor

Boston, MA 02110

Phone: (617) 757-6515

Fax: (508) 929-3115

Email: [adrnetwork@comcast.net](mailto:adrnetwork@comcast.net)

Roster: 6 Neutrals

Fees: There is an administrative fee of \$125.00 per party per case. The hourly rate ranges from \$100.00-\$400.00 per hour depending on the neutral who is providing the service. Fee reductions and waivers are provided to Litigants the Court determines to be indigent.

Services: Mediation, Arbitration, Conciliation, and Case Evaluation

***-American Arbitration Association***

Catherine Shanks, Vice President

One Center Plaza, Suite 300

Boston, MA 02108

Phone: (617) 451-6600

Fax: (617) 451-0763

Email: [ShanksC@adr.org](mailto:ShanksC@adr.org)

Roster: 213 Neutrals

Fees: There is an initial filing fee that ranges from \$500.00 to \$10,000.00 depending on the amount of the claim. The base fee for cases over \$10 Million is \$12,500.00 plus 1% of the amount of the claim above \$10 Million. The case service fee ranges from \$200.00 to \$4,000.00 for claims under \$10 Million, and \$6,000.00 for anything over \$10 Million.

Services: Mediation, Arbitration, Neutral Evaluation, and Mini Trials

**-JAMS**

Paul Galinas, Business Manager  
One Beacon Street, Suite 2300  
Boston, MA 02108  
Phone: (617) 228-0200  
Fax: (617) 228-0222  
Email: PGalinas@jamsadr.com  
Roster: 9 Neutrals

Fees: The fee for mediation is \$150.00 to \$250.00 per party per day. The fee for two to three days is \$300.00 and 10% of the professional fees divided between the parties for services of more than four days. The Arbitration fee is \$250.00 per party for one day, \$500.00 for two days, \$750.00 for three days, and 10% of the professional fees are divided by the parties for four or more days. Pro Bono services are provided to clients determined to be indigent by the Court.

Services: Mediation, Arbitration, Conciliation, Case Evaluation, Mini Trial, and Summary Jury Trial

**-The Mediation Group, Inc.**

Amy Gordon, Administrative Director  
3 Harvard Avenue, Suite 3  
Brookline, MA 02446  
Telephone: (617) 277-9232  
Fax: (617) 277-1699  
Email: agordon@themediationgroup.org

Roster: 12 Neutrals - 11/12 Mediation, 5/12 Arbitration, 2/12 Case Evaluation

Fees: The fee is \$600.00 for a half day per party and \$1,200.00 for a full day. The fee for each additional hour is \$175.00. The fee for arbitration is \$100.00 to \$225.00 per hour and \$300.00 to \$400.00 per hour for an entire family divided equally between the parties involved. Fee reduction and waivers are provided to Litigants below a certain income level.

Languages: The program will contact an interpreter if needed.

Services: Mediation and Arbitration.

**-Mediation Works, Inc.**

Charles Doran, Executive Director  
4 Faneuil Hall, Fourth Floor  
Boston, MA 02109-1632  
Telephone: (617) 973-9739  
Fax: (617) 973-9532  
Email: mwi@mwi.org  
Roster: 90 Neutrals

Fees: Mediation and Arbitration Services - \$175.00 per party, per hour for all commercial work; Case Maintenance Charge - \$150.00 per party flat fee for mediation and arbitration case management. Reduced rates are available for income-eligible parties.

Languages: Able to accommodate multiple language requests, please inquire

Services: Mediation and Arbitration

***-Middlesex Law Center Mediation Program***

Kenneth A. Dunn, Director  
Middlesex Community College  
33 Kearney Square  
Lowell, MA 01852  
Phone: (978) 656-3340  
Fax: (978) 441-1749  
Email: [dunnk@middlesex.mass.edu](mailto:dunnk@middlesex.mass.edu)  
Roster: 20 Neutrals - 20/20 Mediation, 4/20 Arbitration, 1/20 Conciliation  
Fees: The fee is \$225.00 per party for three hours, and \$75.00 per hour for each additional hour. Pro Bono services are provided to indigent clients as determined by the court.  
Services: Mediation, Arbitration, and Conciliation

***-Parker Mediation***

Larri Tonelli Parker, Esq.  
Piccadilly Plaza, Suite C  
490 Shrewsbury Street  
Worcester, MA 01604  
Phone: (508) 795-0200  
Fax: (508) 791-0325  
Email: [Larri@ParkerMediation.com](mailto:Larri@ParkerMediation.com)  
Roster: 2 Neutrals  
Fees: The fee is \$225.00 to \$245.00 and hour per person. A sliding scale is available for low income families.  
Services: Mediation

***-Pre-Trial Solutions, Inc.***

Christopher Kauders, Esq., President  
10 Liberty Square, 6<sup>th</sup> Floor  
Boston, MA 02109  
Phone: (617) 542-2005  
Fax: (617) 482-0456  
Email: [solutions@pretrialsolutions.com](mailto:solutions@pretrialsolutions.com)  
Roster: 2 Neutrals  
Fees: The fee charged for mediation for three hours is \$500.00 per party and \$1,500.00 per party for a full day. Each additional hour beyond that is \$250.00 per hour divided equally between the parties. The fee for Arbitration is \$500.00 per party for three hours, and \$1,500.00 per party for a full day, and \$250.00 per hour for each additional hour beyond that divided between the parties. The fee for a three member panel for three hours is \$1,500.00 and \$3,000.00 for a full day.  
Services: Mediation, Arbitration, and Case Evaluation

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Boston, MA 02109

Phone: (617) 854-7555

Fax: (617) 854-7570

Email: [cunningham@reba.net](mailto:cunningham@reba.net) or [adr@reba.net](mailto:adr@reba.net)

Roster: 25 Neutrals

Fees: The fee is \$180.00 to \$275.00 per hour depending on the neutral selected. There is also an additional administrative fee of \$400.00 per party. Reduced fees and pro bono services are available depending on the Litigant's income.

Services: Mediation and Arbitration