

SUPERIOR COURT
List of Court-Connected Approved Programs for
Alternative Dispute Resolution Services *
2022-2024

[Parties are requested to let the Programs you are contacting know that you found them on this List of Approved Programs. You may be eligible for a discounted or waived fee, as stated below.]

Overview of Services: Programs approved to provide services in the Superior Court Department are permitted to charge fees for services. Programs shall provide for fee waived or reduced fee services to be made available to indigent and low-income litigants (Rule 7 (e)). The Superior Court Department has approved 13 programs offering ADR services. In addition to this list, the Court has an in-house program that mediates appropriate cases that are referred by an Associate Justice at no cost to parties.

-Alternative Resolution for Technology, LLC

Contact Person: Paul Criswell

Address: 395 Linden Street, Wellesley, MA 02481

Phone: (781) 223-3514 Fax: (781) 489-5386

Email: pcriswell@comcast.net

Roster: 3 Neutrals

Fees: mediation or arbitration: \$250.00 to \$300.00/hour/party, depending on the neutral

Services: mediation and arbitration

Counties: All

Remote Online Virtual Services: Zoom

-American College of Trial Lawyers (ACTL) Superior Court Statewide Conciliation Program (Administered by the Essex County Bar Association)

Contact Person: Pamela L. Surette

Address: Shetland Office Park, 45 Congress Street, Suite 4100, Salem, MA 01970

Phone: (978) 741-7888 Fac: (978) 741-1348

Email: p.surette@essexcountybar.org

Roster: 39 Neutrals

Fee: No fees are charged for this program

Services: conciliation

Counties: All

Remote Online Virtual Services: Zoom

-Berkshire County Regional Housing Authority's Mediation Center

Contact Person: Brad Gordon, Executive Director/Staff Attorney

Address: 1 Fenn Street, Fourth Floor, Pittsfield, MA 01201

Phone: (413) 443-7138 Fax: (413) 443-8137

Email: bradg@bcrha.com

Website: www.bcrha.com

Roster: 32 Neutrals

Fees: \$300.00/hour/shared by parties plus an administrative fee of \$150.00 shared by parties

Languages in addition to English: interpreters can be contacted if needed

Service: mediation

Counties: Berkshire

Remote Online Virtual Services: Zoom

-Essex County Bar Association Dispute Resolution Program

Contact Person: Pamela L. Surette, Executive Director

Address: Shetland Office Park, 45 Congress Street, Suite 4100, Salem, MA 01970

Phone: (978) 741-7888 Fax: (978) 741-1348

Email: p.surette@essexcountybar.org

Website: www.essexcountybar.org

Roster: 12 Neutrals

Fees: mediation or arbitration: \$300.00/party for 3 hours (\$225.00/hour professional fee plus \$75.00/party administrative fee); additional hours billed at \$75.00/hour/party

Services: mediation and arbitration

Counties: Essex

Remote Online Virtual Services: Zoom

-Essex County Bar Association Superior Court Pro Bono Conciliation Program

Contact Person: Pamela L. Surette, Executive Director

Address: Shetland Office Park, 45 Congress Street, Suite 4100, Salem, MA 01970

Phone: (978) 741-7888 Fax: (978) 741-1348

Email: p.surette@essexcountybar.org

Website: www.essexcountybar.org

Roster: 43 Neutrals

Fees: none for court-connected services

Service: conciliation

Counties: Essex

Remote Online Virtual Services: Zoom

-Hampden County Bar Association Arbitration & Mediation Services

Contact Person: Noreen E. Nardi, Executive Director

Address: 50 State Street, Springfield, MA 01103

Phone: (413) 748-7951 Fax: (413) 732-6882

Email: admin@hcbar.org

Website: www.hcbar.org

Roster: 6 Neutrals

Fees: mediation or arbitration: \$300.00/hour/shared by parties plus \$100.00/party administrative fee

Services: mediation and arbitration

Counties: Berkshire, Franklin, Hampden, and Hampshire

Remote Online Virtual Services: Zoom

-Massachusetts Dispute Resolution Services (MDRS)

Contact Persons: Sheri Wilson, Director of Operations, or Brian Jerome, Esq., President

Address: 27 Congress Street, Suite 401, Salem, MA 01970

Phone: (800) 536-5520 Fax: (978) 741-2368

Email: swilson@mdrs.com

Website: www.mdrs.com

Roster: 3 neutrals

Fees: mediation or arbitration: \$575.00/party for up to two hours plus \$225.00/hour/party for any additional hours; panel of three arbitrators: \$1,150.00/party for up to two hours plus \$525.00/hour/party for any additional hours

Services: mediation, conciliation, and arbitration

Counties: Bristol, Essex, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester

Remote Online Virtual Services: Zoom and other platforms

-Mediation Works, Inc. (MWI)

Contact Person: Charles P. Doran, Executive Director
Address: 10 Liberty Square, 4th Floor, Boston, MA 02109
Phone: (617) 973-9739 Fax: (617) 973-9532
Email: mailbox@mwi.org
Website: www.mwi.org
Roster: 30 Neutrals
Fees: \$175.00 or \$250.00/hour/party, depending if amount in dispute is \$25,000+
Languages in addition to English: French, Spanish, and Hebrew
Services: mediation and arbitration
Counties: Essex, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester
Remote Online Virtual Services: Zoom and other platforms

-Metropolitan Mediation Services

Contact Person: Joshua Jacks, Director
Address: 40 Webster Place, Brookline, MA 02445-7937
Phone: (617) 241-0300 Fax: (800) 886-
Email: joshua.jacks@metromediation.org
Website: www.metromediation.org
Roster: 42 Neutrals
Fees: \$0.00 to \$250.00/hour/party on a sliding scale based on household income; also a sliding upper fee limit/hour/party based on the amount of claim
Service: mediation
Counties: Middlesex, Norfolk, and Suffolk
Remote Online Virtual Services: Zoom

-Metro West Mediation Services

Contact Person: Seth Izen, Executive Director
Address: 220 North Main Street, Suite 106, Natick, MA 01760
Phone: 508-872-9495 Fax: 508-872-9764
Email: seth@metrowestmediation.org
Website: www.metrowestmediation.org
Roster: 45 neutrals
Fees: \$25.00 to \$150.00/hour/party, based on party's individual income
Languages in addition to English: Spanish, Mandarin, & Portuguese
Service: mediation
Counties: Middlesex
Remote Online Virtual Services: Yes

-Middlesex Community College Law Center, Mediation and Conciliation Program

Contact Person: Ursula Furi-Perry, Director
Address: 33 Kearney Square, Derby Building 200, Lowell, MA 01852
Phone: (978) 656-3342 Fax: (978) 441-1749
Email: furiperryo@middlesex.mass.edu
Roster: 28 Neutrals
Fees: contact program for details
Languages in addition to English: Khmer, Spanish, Portuguese, French and American Sign Language
Services: mediation and conciliation; Lowell Superior Court – Conciliation Program (Administration)
Counties: All
Remote Online Virtual Services: Zoom

-The Mediation Group, Inc. (TMG)

Contact Person: Amy Gordon, Principal

Address: 235 Cypress Street, Suite 300, Brookline, MA 02445

Telephone: (617) 277-9232 Fax: (617) 277-1699

Email: agordon@themediationgroup.org

Website: www.themediationgroup.org

Roster: 26 Neutrals

Fees: mediations: Most civil mediations and arbitrations – \$275.00/hour/party, with some variation based on the neutral selected and the number of parties involved

Languages in addition to English: The program will contact an interpreter if needed

Services: mediation, arbitration, and case evaluation

Counties: Bristol, Essex, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester

Remote Online Virtual Services: Zoom and other platforms

-REBA Dispute Resolution, Inc. (Real Estate Bar Association for Massachusetts)

Contact: Peter Wittenborg, Executive Director, or Nicole Cohen, Chief Operating Officer

Address: 295 Devonshire St., 6th floor, Boston, MA 02110-1266

Phone: 617-854-7555

Email: adr@reba.net / wittenborg@reba.net / cohen@reba.net

Website: www.disputeresolution.net

Roster: 18 neutrals

Fees: \$200 to \$325/hour/party, depending on neutral plus \$450.00/party administrative fee

Services: arbitration, mediation, conciliation, and case evaluation

Counties: All

Remote Online Virtual Services: Zoom

* Each approved program has certified that it qualifies as a “program” as the term is used in Rule 2 of the Uniform Rules on Dispute Resolution (Supreme Judicial Court Rule 1:18); that it agrees to comply with the Trial Court Policy on Data Collection and Record Keeping; that it agrees to comply with the Trial Court Complaint Mechanism; that it agrees to comply with the standards set forth in Rule 8 of the Uniform Rules and the Guideline for the implementation of Rule 8 to ensure that neutrals on its roster meet applicable qualification standards; that it will follow the ethical standards set forth in Rule 9 of the Uniform Rules; and that it is in compliance with other applicable state and federal laws.