

MODR

The Massachusetts Office of Dispute Resolution & Public Collaboration (MODR) is a free-standing institute of the University of Massachusetts Boston, formerly a state agency within the Executive Office for Administration and Finance. MODR was established to ensure quality of public dispute resolution services and to expedite procurement of resources by public entities (G.L. Ch. 75, Section 46). MODR was one of the first state offices of dispute resolution in the country. From 1999 to 2003, MODR worked with the Governor's Office as the lead implementation agency for Executive Order #416: Integrating Dispute Resolution into State Government.

In 2007, MODR was awarded the Community Peacemaker Award by the Community Dispute Settlement Center for its demonstrated commitment to peacemaking within the community and dedication to constructive conflict management and innovative dispute resolution.

How To Use MODR Services

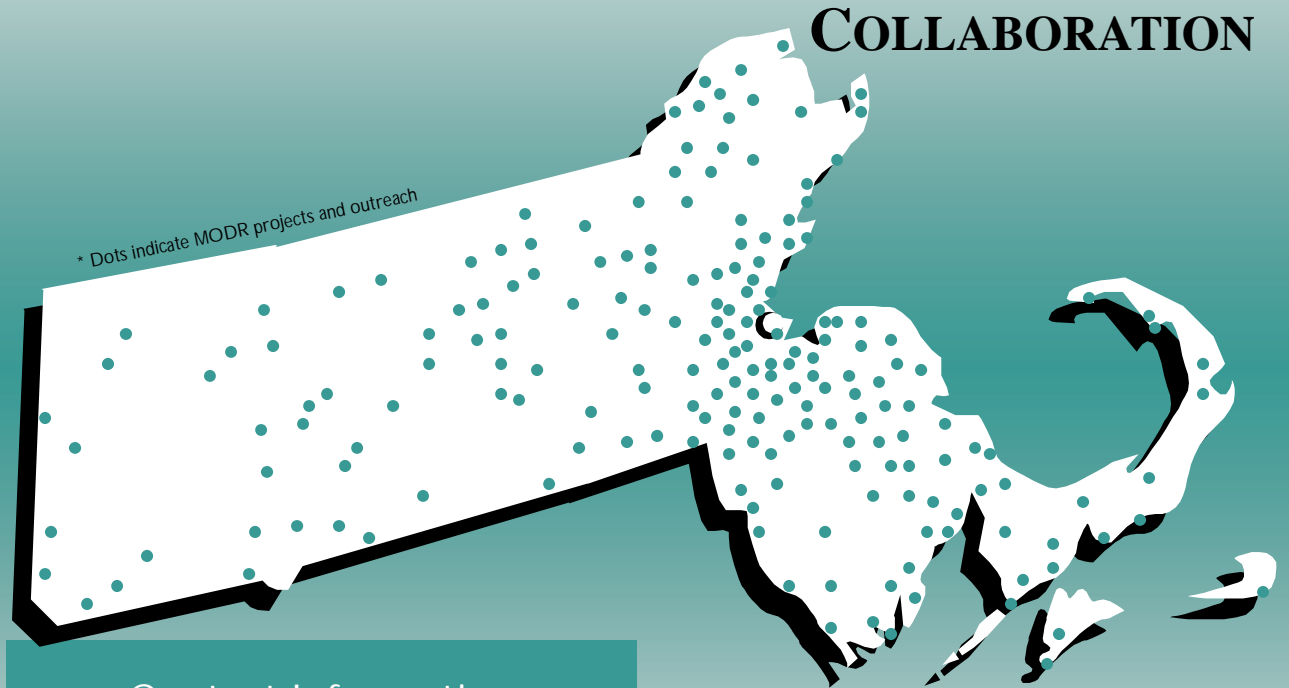
MODR provides free initial consultations to public entities and stakeholders involved in public projects and initiatives. Services are funded through sponsored programs and provided on a fee-for-service basis. The fees charged may vary depending on the service.

Public agencies can contract with MODR without the necessity of an RFP and can access pre-qualified dispute resolution contractors through MODR's state-wide contract.

Learn More

To learn more about how MODR can assist with a particular conflict, help your organization build an effective dispute resolution program, or design a collaborative process, call us at (617) 287-4040 or send an email to MODR's Executive Director Susan Jeghelian at susan.jeghelian@umb.edu.

* Dots indicate MODR projects and outreach



Contact Information

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MASSACHUSETTS OFFICE OF DISPUTE RESOLUTION & PUBLIC COLLABORATION



MODR Programs

MODR builds capacity for conflict resolution and facilitates collaboration within government and across sectors state-wide. For over 20 years, the office has been assisting public agencies and communities to use proven approaches in resolving disputes and building agreement on contentious public policy issues. MODR's work results in cost savings for the state through reduced litigation and settlement expenses and enhanced capacity for effective problem-solving on major public initiatives. MODR offers three types of programming, supported by monitoring, evaluation, and research.

Public Dispute Resolution Programs

Mediation & Facilitation

MODR collaborates with public agencies, courts, community organizations, and industry groups through on-going programs that offer mediation, facilitation, training and systems design services:

- Affordable Housing Program
- Agricultural Programs
- Community Mediation Assistance
- Environmental Program
- Executive Branch Consultation
- Municipalities Program
- Trial Court Consultation

Public Solutions System

Collaborative Problem Solving

MODR offers a public solutions system that provides public leaders with an effective forum for solving problems and integrating resources in support of:

- Intra/Inter-Governmental Collaboration
- Cross-Sector Collaboration

MODR Programs

Public Policy Institute

Deliberative Dialogues

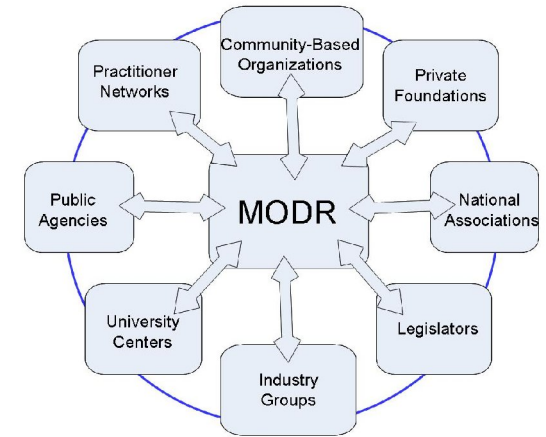
MODR's Public Policy Institute builds capacity for public deliberation within government and civic organizations in the state, and through its PPI:

- Frames Issues for Public Deliberation
- Convenes Community-Based Forums
- Moderates Deliberative Dialogues
- Trains Dialogue Moderators
- Conducts Research

MODR Services

- Conflict Assessment
- Consensus Building
- Deliberative Dialogue
- Dispute Systems Design
- Facilitation
- Joint Fact-Finding
- Mediation
- Program Evaluation
- Public Participation
- Regulatory Negotiation
- Training

MODR Networks



MODR Practitioners

MODR services are provided by staff and select affiliated practitioners. All are highly qualified and experienced conflict resolution practitioners with knowledge, skills and competencies working within a variety of frameworks including legal, regulatory, government and at the community level. MODR also collaborates with centers, institutes and academic programs at the University of Massachusetts and national networks of dispute resolution practitioners and researchers.