

APPENDIX U: RESOURCES

Organizations

- The ABA Center for Pro Bono is a national resource center for pro bono advocates. The Center offers a pro bono clearinghouse library, which contains information on recruiting, retaining and recognizing volunteers, program operation and management issues, and much more. Contact www.abaprobono.org or (312) 988-5759.
- American Bar Association Section of Dispute Resolution:
<http://www.abanet.org/dispute>
- American Bar Association Division for Legal Services:
<http://www.abanet.org/legalservices/>
- National Association for Community Mediation: <http://www.Nafcm.org>

CLE and Conference Materials

- Expanding Your Horizons through Pro Bono Mediation, an online complimentary ABA CLE program: <http://www.abanet.org/cle/clenow/probonomediationreg.html>
- 2005 Equal Justice Conference Materials: “Innovative Ways to Increase the Number of Clients Served Without Increasing Your Budget or Staff”:
http://www.abanet.org/legalservices/ejc/workshop_preview_2005.html

Model Standards and Protocols

- Model Standards of Conduct for Mediators
http://www.abanet.org/dispute/documents/model_standards_conduct_april2006.pdf
- Model Standards of Practice for Family and Divorce Mediation
http://www.afccnet.org/resources/resources_model_mediation.asp
- Domestic Violence and Child Abuse/Neglect Screening for Domestic Relations Mediation, Model Screening Protocol
<http://courts.michigan.gov/scao/resources/standards/odr/dvprotocol.pdf>

Dispute Resolution System Design:

- *Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations* (Jossey-Bass Conflict Resolution Series, 1995) by Cathy A. Costantino and Christina Sickles Merchant

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- *Getting Disputes Resolved: Designing Systems to Cut the Costs of Conflict* (Jossey-Bass, 1988) by William L. Ury, Jeanne M. Brett, and Stephen B. Goldberg
- *Alternative Dispute Resolution for Organizations: How to Design a System for Effective Conflict Resolution* (John Wiley & Sons, 1998) by Allan J. Stitt
- *Controlling the Costs of Conflict: How to Design a System for Your Organization* (Jossey-Bass, 1998) by Karl A. Slaikeu

Fundraising:

- *Best Books on Fundraising for Non-Profits*, Joseph P. Garecht
- *Fundraising for Dummies*
- Statewide or city-based community foundations
- Innovative Fundraising Ideas for Legal Services (an ABA publication)
<http://www.abanet.org/legalservices/sclaid/perls.html>

Working with Volunteers:

- *The Volunteer Management Handbook*, Tracy Daniel Connors, Ed.
- *Leadership and Management of Volunteer Programs*, James C. Fisher and Kathleen M. Cole
- *Volunteer Management: Mobilizing All the Resources in the Community*, Steve McCurley and Rick Lynch