1. DOJ’s ADA Mediation Program
   a. Introduction
   b. Background
   c. Types of Cases
   d. Identifying Appropriate Complaints for Mediation
   e. Keys to the Program
   f. Process
   g. Outcomes

2. Key Bridge Foundation on the ADA Mediation Program Experience
   a. Overview
   b. Developing Best Practices
   c. Mediation
      i. Principles
      ii. Process
      iii. Styles
   d. Managing the ADA Mediation Program Process
      i. Working with the Parties
      ii. Working with the Mediators
      iii. Managing the Process
   e. Impasses, Mediator Techniques, and Agreements
   f. Access to the Process
      i. Quality Assurance
      ii. Facilitating competencies
   g. Real Life Impact
   h. Statistics
   i. Closing Summary

3. Resources
   d. ADA Information Line - 800-514-0301 (voice) 800-514-0383 (TTY)
4. Contact Information
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      U.S. Department of Justice
      Civil Rights Division
      Disability Rights Section – NYA

      950 Pennsylvania Avenue, NW, Washington, D.C. 20530
      (202) 307-0663 • (202) 307-1197

   b. Lewis Dabney and Donzell Robinson
      5335 Wisconsin Avenue, NW, Suite 440
      Washington, DC 20015
      (202) 274-1822 • (888) 528-1609 • (800) 630-1451 TTY