

ADA National Network Audio Conference Series
ADA and Alternative Dispute Resolution/Mediation
US Department of Justice and Key Bridge Foundation

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
 - a. <http://www.ada.gov>
 - b. <http://www.ada.gov/mediate.htm>
 - c. <http://www.keybridge.org/>
 - d. ADA Information Line - 800-514-0301 (voice) 800-514-0383 (TTY)

4. Contact Information

a. Lisa Levine

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