

From [SHVolunteer@aol.com](mailto:SHVolunteer@aol.com)  
 Sent Sunday, July 27, 2003 9:17 am  
 To [nyc-dr911@jjay.cuny.edu](mailto:nyc-dr911@jjay.cuny.edu)  
 Cc  
 Bcc  
 Subject 9/11 questionnaire materials  
 Attachments [9-11familyflyerclients.ZIP](#)

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Hi Maria:

I finally had a few minutes today to respond to your 9/11 research questionnaire. Should one of your folks want to fill in any blanks, they can phone me at 212-577-1740 ext. 126 or 212-760-1333 and if I am not there, please leave a detailed voice mail including specific questions. Appended below is text from the proposed Safe Horizon website. I have also attempted to attach 1) an article on two 9/11 mediation programs written by Kim Payne and myself that will appear in the next OCA mediation quarterly newsletter, and a flyer for the 9/11 family mediation program that also appears on a number of websites and in the USG resource book.

Best, Alan

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#### MEDIATION PROGRAMS

Mediation provides a fair environment where people in conflict can discuss issues in an informal private setting. Impartial teams guide participants through a series of steps so they can find their own solutions. Mediators do not make decisions but rather help the parties discuss viewpoints, generate options and create effective solutions. Two mediation programs have been designed to assist those affected by the 9/11 attacks:

The Family Mediation Program was developed after consultation with the Department of Justice's Victim Compensation Fund (VCF). An act of Congress passed shortly after September 11 authorized the VCF to compensate individuals who were physically injured and the personal representative of anyone who was killed as a result of the terrorist-related airplane crashes that day. VCF staff reports that a significant number of family members are in conflict about which person should represent the victim's family before the VCF, and about the proposed distribution of funds. Safe Horizon has recruited and trained teams of experienced volunteer mediators and conducted trainings to provide them with information about 9/11 issues that were likely to arise during mediation sessions.

The 9/11 Small Business Court Assistance Project was designed to provide mediation services to landlords and tenants in downtown Manhattan whose businesses were financially and logistically disrupted by the events of September 11th. Many businesses have fallen behind in their rent, leading landlords to commence non-commercial non-payment, or holdover eviction proceedings, in the Housing Part of the Civil Court of the City of New York, which has jurisdiction over these matters. The mission of the project is to transform eviction proceedings into opportunities to explore mutually beneficial resolutions that avert business dislocation and contribute to the resurgence of the downtown areas affected by the September 11th tragedy. Safe Horizon provides experienced mediators to facilitate settlement in these small business/landlord cases.

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