

Citizens Mediation Service, Inc.
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Counties Served: Berrien, Branch, Cass, St. Joseph, Van Buren

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,135.10	1,195.20		This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	631	585		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	360	345		This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	72	35		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	160	179		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	119	129		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	9	2		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	

Office of Dispute Resolution

State Court Administrative Office

P.O Box 30048
Lansing, MI 48909

P: (517) 373-4839
F: (517) 373-5748
cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	271	240		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	141	142		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	16	10		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	114	88		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	32	35		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	64	77		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$3,372	\$6,453		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	720	1,095		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Charlevoix

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Northern Community Mediation
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Counties Served: Charlevoix, Emmet

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,419.20	1,617.00	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	498	702	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	391	426	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	75	171		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	220	192		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	95	59		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	1	4		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	107	276		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	44	142		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	1	5		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	62	129		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	28	31		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	87	90		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$3,452	\$1,222		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,711	1,936		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Data is revised annually. Published on March 23, 2015

Chippewa

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Eastern UP Dispute Resolution Center, Inc.
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 E-mail: cdrc@eupmediate.org
 Website: www.eupmediate.org

Counties Served: Chippewa, Luce, Mackinac

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	655.40	509.70	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	326	270	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	178	145	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	57	32		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	95	94		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	20	19		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	6	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	148	125		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	15	12		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	2	5		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	131	108		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	31	30		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	53	52		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$2,747	\$2,905		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,008	784		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Delta

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

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 Website: www.upcap.org

Counties Served: Delta, Baraga, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Menominee, Ontonagon, Schoolcraft

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,577.00	1,233.30	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	527	492	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	344	333	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	17	9		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	244	229		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	67	77		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	15	18		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	1	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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COMMUNITY DISPUTE RESOLUTION PROGRAM

Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	183	159		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	35	25		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	2	2		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	146	132		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	10	27		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	54	62		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$1,578	\$4,162		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,015	1,130		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Genesee

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Community Resolution Center
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Flint, Michigan 48502

Phone: (810) 249-2619
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E-mail: jane.odell@comcast.net
Website: www.mediation-crc.org

Counties Served: Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, Saginaw

Item Description	2013	2014	Progress	Why it Matters	Progress
Total weighted caseload score	2,202.10	1,601.70		This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.	Performance Improving 
Number of cases closed	736	563		Increases reflect greater use of centers' services by Michigan citizens.	Performance Declining 
Total number of direct services	606	482		This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.	
▶ Conciliated	0	0		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.	
▶ Mediated with full or partial agreement	455	382		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.	
▶ Mediated without agreement	139	100		This reflects the number of cases in which mediation took place however no agreement was reached during the session.	
▶ Facilitated	12	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.	
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.	

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cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	130	81		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	58	26		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	20	12		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	52	43		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	17	13		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	88	101		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$1,412	\$2,724		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,831	1,335		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Grand Traverse

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

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Website: www.CRSmediationTC.org

Counties Served: Grand Traverse, Antrim, Benzie, Leelanau, Missaukee, Wexford

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	865.90	721.20	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	254	216	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	153	116	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	20	0		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	95	73		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	37	43		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	1	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

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Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	101	100		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	54	60		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	6	5		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	41	35		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	27	37		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	142	141		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$3,192	\$3,924		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	87	410		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Ingham

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 Website: www.rscdm.org

Counties Served: Ingham, Clinton, Eaton, Gratiot, Isabella, Shiawassee

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	2,276.90	2,675.80	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	1,354	1,804	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	984	1,306	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	57	51		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	756	998		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	121	213		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	47	43		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	3	1		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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Item Description	2013	2014	Progress	Why it Matters
Intake provided (services not scheduled)	370	498		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	59	64		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	31	11		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)
▶ Party failed or refused to attend mediation	280	423		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	19	9		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.
Average duration of mediation (in minutes)	78	54		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.
Average amount of agreement	\$2,434	\$2,056		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	2,497	3,442		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Jackson

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Southeastern Dispute Resolution Services
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 Jackson, Michigan 49204

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Counties Served: Jackson, Hillsdale, Lenawee, Monroe

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,121.10	1,409.30	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	639	794	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	341	530	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	8	86		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	201	315		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	117	128		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	15	1		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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Item Description	2013	2014	Progress	Why it Matters
Intake provided (services not scheduled)	298	264		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	37	26		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	21	19		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)
▶ Party failed or refused to attend mediation	240	219		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	14	10		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.
Average duration of mediation (in minutes)	58	40		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.
Average amount of agreement	\$1,453	\$1,637		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,947	2,761		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Kalamazoo

Dispute Resolution Services
 (Gryphon Place)
 3245 South 8th Street
 Kalamazoo, Michigan 49009

Phone: (269) 552-3434
 Fax: (269) 381-0935
 E-mail: psanders@gryphon.org
 Website: www.gryphon.org

Counties Served: Kalamazoo, Barry, Calhoun

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,038.30	1,018.50	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	837	674	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	754	587	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	19	15		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	663	509		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	72	63		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	0	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

P.O. Box 30048
Lansing, MI 48909

P: (517) 373-4839
F: (517) 373-5748
cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters
Intake provided (services not scheduled)	83	87		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	24	29		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	10	4		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)
▶ Party failed or refused to attend mediation	49	54		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	10	17		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.
Average duration of mediation (in minutes)	44	32		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.
Average amount of agreement	\$2,584	\$1,968		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	2,031	2,444		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Dispute Resolution Center of West Michigan
 678 Front Ave., NW, Suite 250
 Grand Rapids, Michigan 49504

Phone: (616) 774-0121
 Fax: (616) 774-0323
 E-mail: cgilman@drcwm.org
 Website: www.drcwm.org

Counties Served: Kent, Ionia, Lake, Mecosta, Montcalm, Newaygo, Osceola

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,127.90	1,346.80	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	469	603	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	265	359	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	4	8		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	174	243		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	85	108		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

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 Lansing, MI 48909

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 cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	203	244		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	132	132		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	2	7		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	69	105		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	37	35		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	136	117		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$5,000	\$3,454		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,071	1,617		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Macomb

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

The Resolution Center
 176 S. Main Street, Suite 2
 Mt. Clemens, Michigan 48043

Phone: (586) 469-4714
 Fax: (586) 469-0078
 E-mail: cpappas@theresolutioncenter.com
 Website: www.theresolutioncenter.com

Counties Served: Macomb, Huron, Lapeer, Sanilac, St. Clair, Tuscola

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	2,204.90	2,006.20		This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	1,367	1,471		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,084	1,206		This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	19	6		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	717	894		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	344	298		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	8		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	

Office of Dispute Resolution

State Court Administrative Office

P.O. Box 30048
 Lansing, MI 48909

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 cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	283	265		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	185	193		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	24	12		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	74	60		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	11		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	57	44		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$2,425	\$2,376		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	3,044	4,860		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Marquette

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Marquette-Alger Resolution Services
 715 W. Washington St., Suite A
 Marquette, Michigan 49855

Phone: (906) 226-8600

Fax: (906) 226-5399

E-mail: marquette@marsmediation.org

Website: www.marsmediation.org

Counties Served: Marquette, Alger

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	719.20	646.30		This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	247	236		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	211	201		This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	0	0		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	145	129		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	57	69		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	9	3		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	

Office of Dispute Resolution

State Court Administrative Office

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Lansing, MI 48909

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F: (517) 373-5748
cdpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	36	35		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	12	12		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	8	7		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	16	16		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	15	15		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	64	57		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$1,176	\$1,255		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	933	768		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Muskegon

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Mediation & Restorative Services

27 East Clay Ave.
Muskegon, Michigan 49442

Phone: (231) 727-6001

Fax: (231) 727-6011

E-mail: kkscarbrough@mediatewestmichigan.com

Website: www.mediatewestmichigan.com

Counties Served: Muskegon, Manistee, Mason, Oceana

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,699.50	1,861.90	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	469	492	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	275	322	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	9	9		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	148	204		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	36	46		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	82	63		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

P.O Box 30048
Lansing, MI 48909

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F: (517) 373-5748
cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	194	170		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	53	34		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	0	4		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	141	132		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	43	45		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	136	122		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$0	\$6,957		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,667	1,496		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Oakland

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Oakland Mediation Center
 550 Hulet Drive, Suite 102
 Bloomfield Hills, Michigan 48302

Phone: (248) 338-4280
 Fax: (248) 338-0480
 E-mail: bhanes@mediation-omc.org
 Website: www.mediation-omc.org

Counties Served: Oakland

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	4,503.40	4,439.00	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	2,391	2,357	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,743	1,700	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	0	0		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	855	863		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	866	837		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	22	0		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

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Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	648	657		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	415	380		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	125	134		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	108	143		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	12	13		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	50	44		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$2,936	\$2,405		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	4,611	4,411		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Otsego

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Community Mediation Services
 116 East Fifth Street (United Way Building)
 Gaylord, Michigan 49735

Phone: (989) 723-1576
 Fax: (989) 705-1337
 E-mail: annette@mimmediation.com
 Website: www.mimmediation.com

Counties Served: Otsego, Alcona, Alpena, Cheboygan, Crawford, Iosco, Kalkaska, Montmorency, Oscoda, Presque Isle

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,561.70	1,471.90	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	519	466	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	358	330	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	17	23		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	219	201		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	122	104		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	0	2		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

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Item Description	2013	2014	Progress	Why it Matters
Intake provided (services not scheduled)	161	136		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	70	65		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	9	5		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)
▶ Party failed or refused to attend mediation	82	66		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	26	23		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.
Average duration of mediation (in minutes)	90	91		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.
Average amount of agreement	\$2,682	\$3,684		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,606	1,598		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Mediation Services
 Courthouse Square
 68 West 8th Street, Suite 220
 Holland, Michigan 49423

Phone: (616) 399-1600
 Fax: (616) 399-1090
 E-mail: Egiddings@MediationServices.Works
 Website: www.MediationServices.Works

Counties Served: Ottawa, Allegan

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,021.50	1,275.70	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	419	456	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	243	282	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	12	53		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	119	138		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	112	88		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	0	3		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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 cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters
Intake provided (services not scheduled)	176	174		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	86	80		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	13	19		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)
▶ Party failed or refused to attend mediation	77	75		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	38	47		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.
Average duration of mediation (in minutes)	107	155		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.
Average amount of agreement	\$3,643	\$3,183		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,355	1,524		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Washtenaw

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Dispute Resolution Centers of Michigan, Inc.
 4101 Washtenaw Avenue, Suite 1105
 Ann Arbor, Michigan 48108

Phone: (734) 794-2125
 Fax: (734) 794-2126
 E-mail: dulinb@ewashtenaw.org
 Website: www.thedisputeresolutioncenter.org

Counties Served: Washtenaw, Livingston

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	1,427.70	1,257.50	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	623	524	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	504	467	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	3	6		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	287	237		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	182	193		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	32	31		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

P.O Box 30048
Lansing, MI 48909

P: (517) 373-4839
F: (517) 373-5748
cdrpinfo@courts.mi.gov



Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	119	57		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	87	44		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	10	7		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	22	6		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	21		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	125	151		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$1,507	\$1,496		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,387	1,247		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		



Wayne

Community Dispute Resolution Program (CDRP) Dashboard 2013-2014

Wayne Mediation Center
 19855 W. Outer Drive, Suite 206-East Building
 Dearborn, Michigan 48124

Phone: (313) 561-3500
 Fax: (313) 561-3600
 E-mail: bdempsey@mediation-wayne.org
 Website: www.mediation-wayne.org

Counties Served: Wayne

Item Description	2013	2014	Progress	Why it Matters
Total weighted caseload score	6,026.30	4,857.90	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	2,107	2,020	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,700	1,689	↓	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	1	1		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	1,140	1,041		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	555	614		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	33		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

P.O Box 30048
Lansing, MI 48909

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Item Description	2013	2014	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	407	331		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	77	71		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	81	32		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	249	228		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	26	11		This measures the number of days from a party's contacting the center to final disposition and centers' effectiveness in providing timely dispute resolution processes.		
Average duration of mediation (in minutes)	71	64		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$1,213	\$1,398		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,501	4,150		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		

