



**Michigan Supreme Court**  
**State Court Administrative Office**  
P.O. Box 30048  
Lansing, Michigan 48909

Office of Dispute Resolution  
Phone (517) 373-4839

## **M E M O R A N D U M**

**DATE:** February 4, 2010

**TO:** Community Dispute Resolution Program  
Center Directors and Case Management Staff

**FROM:** Michelle Hilliker

**SUBJECT:** 2009 Community Dispute Resolution Program Agreement Compliance  
Follow-Up Report

---

Attached are detailed instructions for completing the annual Agreement Compliance Follow-Up Report. The agreement compliance rate is a statistic required by statute. **Each center is required to perform follow up on the 30 cases randomly identified by MADtrac and to complete this report.** The data submitted by each center will be compiled and included in the 2009 CDRP Annual Report.

MADtrac provides centers with a statistically reliable method for collecting the agreement follow-up information. In MADtrac, centers can generate a random sampling of cases in which an agreement has been reached. Centers will then contact the participants of the selected cases to determine whether or not the agreement was upheld by the parties. The results are then entered into MADtrac.

To request the random sampling of cases that your center will follow up on, you will have to request a compliance report set. This is accomplished by selecting the buttons "Information/Case/Compliance Sample." In this section of MADTrac, enter the sample date range of 1/1/09 thru 12/31/09 and then select "Get New Sample." Thirty random cases will be selected and presented on screen, one at a time. Center staff will contact the parties and enter the appropriate compliance follow-up status. The follow-up status selections are:

**Upheld** - The terms of the mediation agreement were completely upheld.  
Examples: debt was completely paid, parties completed tasks agreed upon in mediation, etc.

**Partial upheld** - The terms of the mediation agreement were partially upheld.  
(You may want to consider asking the parties if they would like to try to remediate the case.) Examples: debt was partially paid off, some of the tasks agreed on in mediation were completed, but others were not.

**Upheld/not complete** - At the current point in time, the terms of the mediation agreement have been upheld but the agreement has not reached maturity. Example: debt will be paid off over six month period but only three months have passed since mediation.

**Not upheld** - None of the terms of the mediation agreement were met by the agreement termination date. (You may want to consider asking the parties if they would like to try to remediate the case.)

**No response** - After attempting to contact the party on at least three different days the center has not received a response. As one of the attempts, a message may be left on voice mail, but the center should allow at least 5 business days for the party to respond.

Once agreement compliance follow up on all 30 cases is complete, the center will run the report titled "Compliance Sample" in the Reports section of MADtrac and export this report to Excel format. For cases in which "No Response" is reported, the center should include a column on the spreadsheet that notes the dates contact was attempted and the method of contact (e.g., phone 2/1/10 3:30 pm, phone 2/20/10 2:15 p.m., survey letter mailed 2/23/10). The completed file (in Excel format) should be attached to an e-mail and sent to my attention at [HillikerM@courts.mi.gov](mailto:HillikerM@courts.mi.gov) before **March 1, 2010**.

If you have any questions while preparing this report, please contact me at (517) 373-4839.

Thank you.