

**Berrien**

**Community Dispute Resolution Program (CDRP) Dashboard 2011-2012**

Citizens Mediation Service, Inc.  
 811 Ship Street, Suite 205  
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Counties Served: Berrien, Branch, Cass, St. Joseph, Van Buren

Item Description	2011	2012	Progress	Why it Matters	Progress	
Total weighted caseload score	1,628.50	1,159.50	↓	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.	Performance Improving	↑
Number of cases closed	848	590	↓	Increases reflect greater use of centers' services by Michigan citizens.	Performance Unchanged	→
Total number of direct services	482	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.	Performance Declining	↓
▶ Conciliated	61	18		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	230	182		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	178	113		This reflects the number of cases in which mediation took place however no agreement was reached during the session.		
▶ Facilitated	13	9		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.		

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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	366	268		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	202	155		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	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	156	103		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	40	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)	61	75		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	\$3,735	\$4,378		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	586	329		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.		
Value of volunteer hours & donated goods/services	\$31,672	\$40,739		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Charlevoix

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

Northern Community Mediation  
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Website: www.northernmediation.org

Counties Served: Charlevoix, Emmet

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,334.70	1,248.90		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	447	391		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	345	305		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	55	52		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	181	171		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	107	81		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	1	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	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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Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	102	86		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	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	1	6		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	57	46		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	28	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)	91	89		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	\$2,934	\$3,962		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,344	1,268		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.		
Value of volunteer hours & donated goods/services	\$201,658	\$184,694		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Chippewa

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

Eastern UP Dispute Resolution Center, Inc.  
 P.O. Box 505  
 Sault Ste Marie, Michigan 49783

Phone: (906) 253-9841  
 Fax: (888) 664-6402  
 E-mail: cdrc@northernmi.net  
 Website: www.eupmediate.com

Counties Served: Chippewa, Luce, Mackinac

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	747.00	687.50	↓	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	383	373	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	244	213	↓	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	56		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	141	117		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	35	33		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	11	7		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	139	160		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	14	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	6	14		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	119	134		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	29	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)	81	51		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	\$3,562	\$4,654		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,115	1,146		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.		
Value of volunteer hours & donated goods/services	\$67,089	\$52,125		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Delta

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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 Website: [www.upcap.org](http://www.upcap.org)

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	825.60	1,373.40		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	382	522		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	269	348		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	16	10		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	168	207		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	51	83		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	34	48		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	113	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.	Performance Improving	
▶ Case settled prior or withdrawn by parties	22	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	3		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	91	137		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	9	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)	53	59		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	\$1,353	\$3,062		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,165	1,668		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.		
Value of volunteer hours & donated goods/services	\$75,276	\$93,765		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Genesee

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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Flint, Michigan 48502

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Website: www.mediation-crc.org

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	2,106.30	2,661.60	↑	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	813	940	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	665	804	↑	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	2		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	482	590		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	168	192		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	14	20		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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Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	148	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.	Performance Improving	
▶ Case settled prior or withdrawn by parties	48	32		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	26	21		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	83		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	14	14		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)	327	115		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	\$1,923	\$1,348		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,091	2,484		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.		
Value of volunteer hours & donated goods/services	\$223,314	\$309,355		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Grand Traverse

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	770.30	741.90	↓	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	325	262	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	203	156	↓	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	85	36		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	76	75		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	33	44		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	8	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	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	↓

Office of Dispute Resolution

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Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	122	106		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	69	57		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	5	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	48	42		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	22	36		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)	147	158		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	\$5,170	\$2,295		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	591	584		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.		
Value of volunteer hours & donated goods/services	\$76,193	\$71,250		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Ingham

## Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,831.50	2,057.20	↑	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	1,115	1,265	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	900	1,030	↑	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	94	81		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	653	771		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	106	142		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	47	35		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	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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	215	235		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	39		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	51	16		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	149	180		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	24	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)	54	58		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	\$1,905	\$1,186		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,221	2,981		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.		
Value of volunteer hours & donated goods/services	\$73,920	\$79,200		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Jackson

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

Southeastern Dispute Resolution Services  
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 Jackson, Michigan 49204

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Counties Served: Jackson, Hillsdale, Lenawee, Monroe

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,088.20	1,242.10	↑	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	557	576	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	332	336	↑	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	25	13		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	159	159		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	146	156		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	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

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



Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	225	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	28	30		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	15	20		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	182	190		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	17	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)	69	59		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	\$1,786	\$2,466		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,758	1,842		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.		
Value of volunteer hours & donated goods/services	\$36,060	\$62,003		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Kalamazoo

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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

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

Counties Served: Kalamazoo, Barry, Calhoun

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	666.00	771.70	↑	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	482	592	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	406	507	↑	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	13	24		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	341	403		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	47	76		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	5	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	↓

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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	76	85		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	18	20		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	4	8		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	54	57		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	12	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)	43	42		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	\$1,528	\$1,422		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,150	1,462		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.		
Value of volunteer hours & donated goods/services	\$47,162	\$57,296		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Kent

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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](mailto:cgilman@drcwm.org)  
Website: [www.drcwm.org](http://www.drcwm.org)

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,744.70	943.10		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	517	331		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	401	230		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	10	2		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	133	112		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	53	63		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	205	53		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](mailto:cdrpinfo@courts.mi.gov)



Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	116	101		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	57		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	61	39		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	26	39		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)	151	168		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	\$4,708	\$10,950		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,611	792		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.		
Value of volunteer hours & donated goods/services	\$112,873	\$131,152		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Macomb

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,695.80	2,145.10	↑	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	1,162	1,461	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	862	1,177	↑	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	33	27		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	523	823		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	303	322		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	3	5		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	300	284		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	217	182		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	23		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	75	79		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	18	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)	65	58		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	\$2,102	\$2,245		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,442	3,230		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.		
Value of volunteer hours & donated goods/services	\$288,550	\$203,400		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Marquette

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

## Marquette-Alger Resolution Services

715 W. Washington St., Suite A  
Marquette, Michigan 49855

Phone: (906) 226-8600

Fax: (906) 226-5399

E-mail: marsmediation@yahoo.com

Website: www.marsmediation.org

Counties Served: Marquette, Alger

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	720.00	746.40		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	250	249		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	216	198		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	133	124		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	81	66		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	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

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



Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	34	51		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	19	11		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	5	8		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	10	32		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	14	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)	55	66		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	\$1,366	\$1,097		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	874	928		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.		
Value of volunteer hours & donated goods/services	\$68,160	\$61,760		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Muskegon

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

## Mediation & Restorative Services

27 East Clay Ave.  
Muskegon, Michigan 49442

Phone: (231) 727-6001

Fax: (231) 727-6011

E-mail: [kkscarbrough@mediatewestmichigan.com](mailto:kkscarbrough@mediatewestmichigan.com)

Website: [www.mediatewestmichigan.com](http://www.mediatewestmichigan.com)

Counties Served: Muskegon, Manistee, Mason, Oceana

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	2,247.20	1,746.00	↓	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	615	481	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	382	314	↓	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	4		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	225	194		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	42	43		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	114	73		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](mailto:cdrpinfo@courts.mi.gov)



Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	233	167		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	33	28		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	3		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	200	136		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	59	40		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)	157	144		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	\$8,863	\$16,550		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,900	3,448		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.		
Value of volunteer hours & donated goods/services	\$289,390	\$202,597		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Oakland

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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	2011	2012	Progress	Why it Matters
Total weighted caseload score	4,985.30	5,055.10		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	2,718	2,677		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	2,008	1,922		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	1,045	947		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	938	935		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	25	40		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	710	755		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	336	426		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	85	155		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	289	174		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	18	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)	46	49		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	\$2,765	\$3,087		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	5,120	5,240		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.		
Value of volunteer hours & donated goods/services	\$291,814	\$293,448		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Otsego

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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](mailto:annette@mimmediation.com)  
 Website: [www.mimmediation.com](http://www.mimmediation.com)

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

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,355.80	1,504.00		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	542	494		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	388	363		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	37	26		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	215	209		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	134	124		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	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	

Office of Dispute Resolution

State Court Administrative Office

P.O. Box 30048  
 Lansing, MI 48909

P: (517) 373-4839  
 F: (517) 373-5748  
[cdripinfo@courts.mi.gov](mailto:cdripinfo@courts.mi.gov)



Item Description	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	154	131		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	80	59		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	3	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	71	67		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	23	25		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)	118	93		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	\$10,770	\$20,575		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,529	1,637		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.		
Value of volunteer hours & donated goods/services	\$240,387	\$239,609		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



Mediation Services  
 Courthouse Square  
 68 West 8th Street, Suite 140  
 Holland, Michigan 49423

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 Fax: (616) 399-1090  
 E-mail: skuite@mediationsolvesconflicts.org  
 Website: www.mediationsolvesconflicts.org

Counties Served: Ottawa, Allegan

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,292.20	1,080.50	↓	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	501	429	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	270	231	↓	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	5	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	154	130		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	109	92		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	231	198		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	113	89		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	9		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	100		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	36	36		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)	91	105		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	\$4,842	\$2,348		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,649	1,499		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.		
Value of volunteer hours & donated goods/services	\$129,791	\$114,872		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Tuscola

Center for Dispute Resolution  
 (Human Development Commission)  
 429 Montague Ave.  
 Caro, Michigan 48723

Phone: (989) 672-4044  
 Fax: (989) 672-2031  
 E-mail: peggyd@hdc-caro.org

Counties Served: Tuscola, Huron, Lapeer, Sanilac

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	385.70	425.10		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	168	112		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	136	95		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	26	7		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	73	67		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	34	21		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	3	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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	32	17		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	18	7		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	1		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	14	9		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	16	19		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)	123	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	\$6,730	\$17,427		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	652	710		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.		
Value of volunteer hours & donated goods/services	\$12,338	\$15,773		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Washtenaw

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

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

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 E-mail: [dulinb@ewashtenaw.org](mailto:dulinb@ewashtenaw.org)  
 Website: [www.thedisputeresolutioncenter.org](http://www.thedisputeresolutioncenter.org)

Counties Served: Washtenaw, Livingston

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	1,186.60	1,177.50		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	502	527		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	422	422		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	7	5		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	281	238		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	126	172		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	8	7		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	80	105		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	31	61		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	17	11		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	32	33		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	16	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)	137	142		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	\$884	\$992		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,239	1,179		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.		
Value of volunteer hours & donated goods/services	\$180,932	\$225,352		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		



# Wayne

# Community Dispute Resolution Program (CDRP) Dashboard 2011-2012

Wayne Mediation Center  
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 Dearborn, Michigan 48124

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 Website: [www.mediation-wayne.org](http://www.mediation-wayne.org)

Counties Served: Wayne

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	4,955.60	6,459.00	↑	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	2,122	2,443	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,776	1,863	↑	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	5		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	1,205	1,220		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	567	577		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	3	61		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	2011	2012	Progress	Why it Matters	Progress	
Intake provided (services declined)	346	580		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	68	81		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	94	162		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	184	337		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	24	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)	65	70		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	\$1,210	\$1,086		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	4,203	4,288		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.		
Value of volunteer hours & donated goods/services	\$242,605	\$183,630		This amount reflects the market value of volunteers' time and goods donated to centers. Volunteer participation and donated goods reflect community involvement in providing local dispute resolution services.		

