

Berrien

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

Citizens Mediation Service, Inc.
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 St. Joseph, Michigan 49085

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 E-mail: matt_balfe@citizensmediation.org
 Website: www.citizensmediation.org

Counties Served: Berrien, Branch, Cass, St. Joseph, Van Buren

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,159.50	1,135.10		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	590	631		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	322	360		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	18	72		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	182	160		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	113	119		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	9	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.

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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	268	271		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	155	141		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	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	103	114		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	30	32		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)	75	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	\$4,378	\$3,372		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	329	720		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 2012-2013

Northern Community Mediation
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E-mail: jane@northernmediation.org

Website: www.northernmediation.org

Counties Served: Charlevoix, Emmet

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,248.90	1,419.20	↑	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	391	498	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	305	391	↑	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	52	75		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	171	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	81	95		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	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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	86	107		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	34	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	6	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	46	62		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	30	28		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)	89	87		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	\$3,962	\$3,452		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,268	1,711		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.		



Chippewa

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

Eastern UP Dispute Resolution Center, Inc.
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 Sault Ste Marie, Michigan 49783

Phone: (906) 253-9841
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 E-mail: cdrc@eupmediate.org
 Website: www.eupmediate.org

Counties Served: Chippewa, Luce, Mackinac

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	687.50	655.40	↓	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	373	326	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	213	178	↓	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	56	57		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	117	95		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	20		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	7	6		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	160	148		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	15		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	14	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	134	131		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	30	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)	51	53		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	\$4,654	\$2,747		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,146	1,008		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 2012-2013

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 Website: www.upcap.org

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

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,373.40	1,577.00	↑	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	522	527	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	348	344	↓	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	17		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	207	244		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	83	67		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	48	15		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	174	183		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	34	35		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	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	137	146		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	17	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)	59	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	\$3,062	\$1,578		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,668	1,015		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 2012-2013

Community Resolution Center
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Flint, Michigan 48502

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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	2012	2013	Progress	Why it Matters
Total weighted caseload score	2,661.60	2,202.10	↓	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	940	736	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	804	606	↓	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	2	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	590	455		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	192	139		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	20	12		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	136	130		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	32	58		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	21	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	83	52		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)	115	88		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	\$1,348	\$1,412		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,484	1,831		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 April 11, 2014.

Grand Traverse

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

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Website: www.CRSmediationTC.org

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

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	741.90	865.90		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	262	254		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	156	153		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	36	20		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	75	95		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	44	37		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	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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	106	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	57	54		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	7	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	42	41		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	36	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)	158	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	\$2,295	\$3,192		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	584	87		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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 E-mail: lglover@rscdm.org
 Website: www.rscdm.org

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

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	2,057.20	2,276.90	↑	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	1,265	1,354	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,030	984	↓	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	81	57		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	771	756		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	142	121		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	35	47		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	3		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	235	370		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	39	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	16	31		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	180	280		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	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)	58	78		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	\$1,186	\$2,434		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,981	2,497		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.		



Jackson

Southeastern Dispute Resolution Services
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 Jackson, Michigan 49204

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Counties Served: Jackson, Hillsdale, Lenawee, Monroe

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,242.10	1,121.10	↓	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	576	639	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	336	341	↑	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	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	159	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	156	117		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	8	15		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	2012	2013	Progress	Why it Matters
Intake provided (services not scheduled)	240	298		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	30	37		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	20	21		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	190	240		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	17	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)	59	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	\$2,466	\$1,453		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,842	1,947		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

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	771.70	1,038.30	↑	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	592	837	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	406	754	↑	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	24	19		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	403	663		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	76	72		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	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	2012	2013	Progress	Why it Matters
Intake provided (services not scheduled)	85	83		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	20	24		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ 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.)
▶ Party failed or refused to attend mediation	57	49		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	9	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)	42	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	\$1,422	\$2,584		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,462	2,031		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	



Kent

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	943.10	1,127.90	↑	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	331	468	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	230	265	↑	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	2	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	112	174		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	63	85		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	53	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

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



Item Description	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	101	203		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	57	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	5	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	39	69		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	39	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)	168	136		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	\$10,950	\$5,000		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	792	1,071		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 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	2,145.10	2,204.90		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	1,461	1,367		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,177	1,084		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	27	19		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	823	717		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	322	344		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

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cdrpinfo@courts.mi.gov



Item Description	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	284	283		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	182	185		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	23	24		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	79	74		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	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)	58	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	\$2,245	\$2,425		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	3,230	3,044		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 April 11, 2014

Marquette

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	746.40	719.20		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	249	247		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	198	211		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	124	145		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	66	57		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	8	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.

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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	51	36		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	11	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	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	32	16		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	17	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)	66	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	\$1,096	\$1,176		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	928	933		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 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,746.00	1,699.50		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	481	469		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	314	275		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	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	194	148		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	43	36		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	73	82		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	167	194		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	53		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	0		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	136	141		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	40	43		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)	144	136		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	\$16,550	\$0		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	3,448	1,667		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 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	5,055.10	4,503.40	↓	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	2,677	2,391	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,922	1,743	↓	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	947	855		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	935	866		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	40	22		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	755	648		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	426	415		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	155	125		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	174	108		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	23	12		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)	49	50		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	\$3,087	\$2,936		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	5,240	4,611		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 April 11, 2014

Otsego

Community Dispute Resolution Program (CDRP) Dashboard 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,504.00	1,561.70		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	494	519		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	363	358		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	17		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	209	219		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	124	122		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	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

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cdrpinfo@courts.mi.gov



Item Description	2012	2013	Progress	Why it Matters
Intake provided (services not scheduled)	131	161		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	70		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	5	9		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	67	82		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	25	26		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)	93	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	\$20,575	\$2,682		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,637	1,606		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: skuite@mediationsolvesconflicts.org
 Website: www.mediationsolvesconflicts.org

Counties Served: Ottawa, Allegan

Item Description	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,080.50	1,021.50		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	429	419		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	231	243		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	12		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	130	119		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	92	112		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	

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Item Description	2012	2013	Progress	Why it Matters
Intake provided (services not scheduled)	198	176		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	89	86		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	9	13		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	100	77		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	36	38		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)	105	107		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	\$2,348	\$3,643		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,499	1,355		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 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	1,177.50	1,427.70	↑	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	527	623	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	422	504	↑	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	3		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	338	287		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	172	182		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	7	32		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	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	105	119		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	61	87		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	11	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	33	22		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	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)	142	125		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	\$992	\$1,507		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,179	1,387		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 2012-2013

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	2012	2013	Progress	Why it Matters
Total weighted caseload score	6,459.00	6,026.30		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	2,443	2,107		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,863	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	5	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	1,220	1,140		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	577	555		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	61	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

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Item Description	2012	2013	Progress	Why it Matters	Progress	
Intake provided (services not scheduled)	580	407		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	81	77		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	162	81		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	337	249		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	15	26		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)	70	71		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	\$1,086	\$1,213		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	4,288	1,501		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.		

