

Berrien

Community Dispute Resolution Program (CDRP) Dashboard 2010-2011

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

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,389.27	1,628.50	↑	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	784	848	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	442	482	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	52	61		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	187	230		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	160	178		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	43	13		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	342	366		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	184	202		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	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	142	156		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	39	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)	72	61		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	\$2,939	\$3,735		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	703	586		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	\$52,275	\$31,672		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 2010-2011

Northern Community Mediation
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Counties Served: Charlevoix, Emmet

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,172.55	1,334.70	↑	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	434	447	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	339	345	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	52	55		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	210	181		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	72	107		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	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	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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	95	102		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	47	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	3	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	45	57		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	25	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)	100	91		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$3,242	\$2,934		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,421	1,344		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	\$228,514	\$201,658		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 2010-2011

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

Phone: (906) 253-9841
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 Website: www.eupmediate.com

Counties Served: Chippewa, Luce, Mackinac

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	639.34	747.00	↑	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	346	383	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	212	244	↑	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	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	116	141		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	32	35		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	9	11		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	134	139		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	9	14		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	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	123	119		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	29	29		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	81		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	\$4,457	\$3,562		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,082	1,115		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	\$51,000	\$67,089		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 2010-2011

UPCAP Services, Inc.
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 Website: www.upcap.org

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

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	475.71	825.60		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	316	382		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	219	269		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	16		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	143	168		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	51		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	22	34		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	97	113		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	22		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	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	67	91		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	9	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)	47	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	\$2,593	\$1,353		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	529	1,165		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	\$70,500	\$75,276		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 2010-2011

Community Resolution Center
315 East Court Street, Suite 200
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Counties Served: Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, Saginaw

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,777.30	2,106.30	↑	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	807	813	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	684	665	↓	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	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	465	482		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	201	168		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	18	14		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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cdripinfo@courts.mi.gov



Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	123	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	46	48		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	26		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	60	74		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	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)	74	327		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	\$2,663	\$1,923		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,986	2,091		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	\$165,382	\$223,314		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.		



Western UP Mediators

Phone: N/A
 Fax: N/A
 E-mail: N/A

Center became inactive in 2011. Delta CDRP center is now responsible for areas previously covered by this center.

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	243.59	503.60		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	111	152		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	71	46		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	35	31		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	26	12		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	0	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	

Office of Dispute Resolution

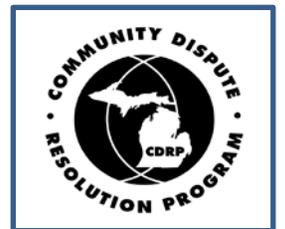
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Item Description	2010	2011	Progress	Why it Matters
Intake provided (services declined)	40	106		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.
▶ Case settled prior or withdrawn by parties	7	7		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ Case was unamenable for mediation	1	8		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	32	91		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)	85	80		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	\$7,689	\$1,139		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	225	112		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	\$17,985	\$50,000		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.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Grand Traverse

Community Dispute Resolution Program (CDRP) Dashboard 2010-2011

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E-mail: conflictresolutionsservices@hotmail.com
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Counties Served: Grand Traverse, Antrim, Benzie, Leelanau, Missaukee, Wexford

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	723.13	770.30	↑	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	305	325	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	214	203	↓	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	80	85		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	92	76		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	41	33		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	1	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	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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	91	122		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	43	69		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	1	5		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	47	48		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	19	22		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)	139	147		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	\$3,121	\$5,170		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	564	591		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	\$81,095	\$76,193		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 2010-2011

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

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,884.04	1,831.50		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	1,199	1,115		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,030	900		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	99	94		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	760	653		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	103	106		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	68	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	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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	169	215		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	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	13	51		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	124	149		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	16	24		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	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	\$1,543	\$1,905		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,651	2,221		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	\$66,750	\$73,920		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 2010-2011

Southeastern Dispute Resolution Services
 (United Way of Jackson County)
 536 N. Jackson St.
 Jackson, Michigan 49204

Phone: (517) 990-0279
 Fax: (517) 784-2340
 E-mail: mstanley@uwjackson.org

Counties Served: Jackson, Hillsdale, Lenawee, Monroe

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,210.34	1,088.20	↓	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	629	557	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	352	332	↓	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	25		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	203	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	136	146		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	6	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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cdrpinfo@courts.mi.gov



Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	277	225		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	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	27	15		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	211	182		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	15	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)	77	69		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	\$1,878	\$1,786		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,900	1,758		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	\$88,605	\$36,060		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

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	2010	2011	Progress	Why it Matters
Total weighted caseload score	609.42	666.00	↑	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	435	482	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	344	406	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	19	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	278	341		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	47		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	5	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

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cdrpinfo@courts.mi.gov



Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	91	76		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	21	18		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	4		Case was filed but determined inappropriate for mediation during intake (e.g., criminal activity, domestic violence, party incapacity.)	Performance Declining	
▶ Party failed or refused to attend mediation	64	54		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	14	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)	55	43		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	\$1,261	\$1,528		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,011	1,150		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		
Value of volunteer hours & donated goods/services	\$47,249	\$47,162		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 2010-2011

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: jwilmot@drcwm.org
 Website: www.drcwm.org

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

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	2,635.12	1,744.70		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	808	517		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	559	401		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	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	269	133		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	69	53		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	169	205		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	249	116		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	79	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	6	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	164	61		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	22	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)	138	151		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$2,604	\$4,708		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,968	1,611		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.		
Value of volunteer hours & donated goods/services	\$143,894	\$112,873		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 2010-2011

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, St. Clair

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,461.45	1,695.80	↑	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	1,068	1,162	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	791	862	↑	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	33		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	437	523		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	323	303		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	5	3		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution
 State Court Administrative Office
 P.O. Box 30048
 Lansing, MI 48909
 P: (517) 373-4839
 F: (517) 373-5748
 cdrpinfo@courts.mi.gov



Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	277	300		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	163	217		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	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	103	75		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	19	18		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)	62	65		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	\$2,462	\$2,102		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,386	2,442		Number of individuals who actively participated in the dispute resolution process. This would be the number of individuals physically present or represented by phone or teleconference at a conciliation, mediation, facilitation or arbitration.		
Value of volunteer hours & donated goods/services	\$171,750	\$288,550		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-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	2010	2011	Progress	Why it Matters
Total weighted caseload score	669.91	720.00		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	271	250		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	241	216		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	6	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	143	133		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	82	81		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	10	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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Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	30	34		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	19		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	13	10		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	16	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)	68	55		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	\$3,480	\$1,366		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	789	874		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	\$66,065	\$68,160		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 2010-2011

Mediation & Restorative Services

27 East Clay Ave.
Muskegon, Michigan 49442

Phone: (231) 727-6001

Fax: (231) 727-6011

E-mail: wdr@mediatewestmichigan.com

Website: www.mediatewestmichigan.com

Counties Served: Muskegon, Manistee, Mason, Oceana

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,709.86	2,247.20	↑	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	535	615	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	385	382	↓	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	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	204	225		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	42		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	130	114		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	150	233		This measure reflects the number of cases in which one or both parties decline dispute resolution services after one party has initiated a case.	Performance Improving	
▶ Case settled prior or withdrawn by parties	54	33		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	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	92	200		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	48	59		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)	155	157		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	\$3,991	\$8,863		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,107	1,900		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	\$224,037	\$289,390		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 2010-2011

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	2010	2011	Progress	Why it Matters
Total weighted caseload score	4,215.47	4,985.30		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	2,902	2,718		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	2,480	2,008		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	1,254	1,045		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	1,207	938		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	19	25		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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	422	710		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	198	336		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	88	85		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	289		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	10	18		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)	41	46		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	\$2,369	\$2,765		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	6,017	5,120		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	\$299,359	\$291,814		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.		



Community Mediation Services
 116 5th Street (United Way Building)
 Gaylord, Michigan 49735

Phone: (989) 723-1576
 Fax: (989) 705-1337
 E-mail: annette.cms@frontier.com
 Website: www.otsego.org/cms

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

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,459.95	1,355.80	↓	This score measures the complexity of the cases managed by a center based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases usually reflects that a center is managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that a center is managing a higher volume of less complex cases.
Number of cases closed	611	542	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	417	388	↓	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	47	37		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	219	215		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	149	134		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	2	2		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

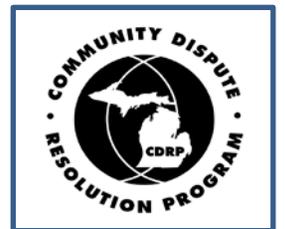
P.O. Box 30048
 Lansing, MI 48909

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



Item Description	2010	2011	Progress	Why it Matters
Intake provided (services declined)	194	154		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	93	80		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
▶ 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.)
▶ Party failed or refused to attend mediation	101	71		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Average days from intake to close	20	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)	127	118		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	\$8,715	\$10,770		This measure reflects the average settlement amount in cases involving economic issues.
Individuals involved in cases	1,717	1,529		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	\$290,145	\$240,387		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.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	



Mediation Services
 Courthouse Square
 68 West 8th Street, Suite 140
 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	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,445.74	1,292.20		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	705	501		Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	334	270		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	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	195	154		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	130	109		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	7	2		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	
Performance Unchanged	
Performance Declining	

Office of Dispute Resolution
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Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	371	231		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	173	113		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	27	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	171	108		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	38	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)	78	91		The number of minutes, on average, in which disputants appear in mediation to discuss their dispute. Increases may reflect greater case complexity.		
Average amount of agreement	\$4,170	\$4,842		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	2,338	1,649		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	\$130,831	\$129,791		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

Community Dispute Resolution Program (CDRP) Dashboard 2010-2011

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	2010	2011	Progress	Why it Matters
Total weighted caseload score	528.99	385.70	↓	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	185	168	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	158	136	↓	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	34	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	80	73		Mediation is a face-to-face meeting with a trained neutral mediator who assists parties in reaching a full or partial resolution of their dispute. Partial agreements reduce the number of issues left for a court to decide; full agreements reduce the need for additional court activity or remove the case entirely.
▶ Mediated without agreement	44	34		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	0	3		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

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	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	27	32		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	18		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	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	16	14		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	33	16		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	123		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	\$2,166	\$6,730		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	629	652		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	\$22,538	\$12,338		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 2010-2011

Dispute Resolution Centers of Michigan, Inc.
 110 N. Fourth Ave., Suite 100
 Ann Arbor, Michigan 48107

Phone: (734) 222-3745
 Fax: (734) 222-3760
 E-mail: dulinb@ewashtenaw.org
 Website: www.thedisputeresolutioncenter.org

Counties Served: Washtenaw, Livingston

Item Description	2010	2011	Progress	Why it Matters
Total weighted caseload score	1,319.48	1,186.60	↓	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	584	502	↓	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	477	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	8	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	304	281		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	160	126		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	5	8		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution

State Court Administrative Office

P.O. Box 30048
Lansing, MI 48909

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Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	107	80		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	55	31		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.	Performance Unchanged	
▶ Case was unamenable for mediation	12	17		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	40	32		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	13	16		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)	143	137		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	\$1,056	\$884		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	1,597	1,239		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	\$215,677	\$180,932		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 2010-2011

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	2010	2011	Progress	Why it Matters
Total weighted caseload score	3,100.46	4,955.60	↑	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	1,621	2,122	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	1,444	1,776	↑	This measure reflects the total number of dispute resolution services provided where parties agree to use a center to resolve their dispute. Court cases resolved through dispute resolution processes result in earlier pre-trial dispositions, reduce the number of court activities required, and may save litigants time and money.
▶ Conciliated	1	1		Conciliation is the informal resolution of disputes without formal face-to-face mediation. It may include resolution by telephone, email, or other form of communication.
▶ Mediated with full or partial agreement	916	1,205		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	523	567		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
▶ Facilitated	4	3		Facilitation is a process in which a neutral facilitator helps a group of people conduct a productive and impartial meeting around a common purpose, whether to make a decision, to problem-solve, or to exchange ideas and information.
▶ Arbitrated	0	0		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.

Progress	
Performance Improving	↑
Performance Unchanged	→
Performance Declining	↓

Office of Dispute Resolution
 State Court Administrative Office
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Item Description	2010	2011	Progress	Why it Matters	Progress	
Intake provided (services declined)	177	346		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	56	68		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	94		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	105	184		Center lost contact with a party. Parties failed to appear or refused to attend mediation.		
Average days from intake to close	105	24		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	65		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	\$1,151	\$1,210		This measure reflects the average settlement amount in cases involving economic issues.		
Individuals involved in cases	3,285	4,203		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	\$236,366	\$242,605		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.		

