Community Dispute Resolution Program (CDRP) Dashboard

2011-2012

Community Dispute Resolution Program centers provide mediation and others forms of dispute resolution to Michigan citizens as an alternative to filing a lawsuit or taking their case to trial. Dispute resolution services are provided by trained neutral volunteers. Services are available at no cost to those unable to pay. In 2012, 19 dispute resolution centers received financial support through grants issued by the State Court Administrative Office from the Community Dispute Resolution Fund.

Item Description	2011	2012	Progress	Why it Matters
Total weighted caseload score	32,070.60	33,225.60	↑	This score is the combined total of all CDRP centers' weighted caseload scores. The weighted caseload score measures the complexity of the cases managed by centers based on time spent processing various case types. Increases in the weighted caseload score but a decline in the number of cases disposed usually reflects that centers are managing more complex cases. Increases in the number of cases, but a decline in the weighted caseload score usually reflects that centers are managing a higher volume of less complex cases.
Number of cases closed	14,601	14,715	↑	Increases reflect greater use of centers' services by Michigan citizens.
Total number of direct services	10,753	10,836	↑	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	529	376		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	6,449	6739		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	3,270	3,335		This reflects the number of cases in which mediation took place however no agreement was reached during the session.
► Facilitated	503	385		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	2	1		At the request of the parties, an arbitrator hears evidence provided parties and provides a written binding or non-binding decision.
Individuals involved in cases	33,352	36,715		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	↓

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Item Description	2011	2012	Progress	Why it Matters
Intake provided (services declined)	3,848	3,879		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	1,435	1,414		Parties agree to a resolution or elect not to pursue their matter prior to mediation taking place.
► Case was unamenable for mediation	348	487		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	2,065	1,978		Center lost contact with a party. Parties failed to appear or refused to attend mediation.
Agreement rate (family division cases)	75.6%	71.0%		Percentage of either family division or general civil/other cases (respectively) in which agreements were reached through the conciliation and mediation processes. Measures effectiveness of the conciliation and mediation processes in reaching agreements.
Agreement rate (general civil/other cases)	66.0%	67.4%		
Agreement compliance rate (family division cases)	79.3%	76.7%		Percentage of parties reaching agreements in either family division or general civil/other cases (respectively), that keep their agreement over time. Parties that comply with their agreement avoid either filing and responding to a lawsuit, or if already in court, returning to court for continued litigation.
Agreement compliance rate (general civil/other cases)	76.1%	79.5%		
Average days from intake to close	23	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)	101	86		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	$2,732	$3,102		This measure reflects the average settlement amount in cases involving economic issues.
Value of volunteer hours & donated goods/services	$2,739,183	$2,622,020	↓	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	↓

Data is revised annually. Published on April 18, 2013.