



Northern Community Mediation

Where The Solution Is Up To You

Serving Emmet &
Charlevoix Counties

ANNUAL REPORT FOR 2004

In Kind Contributions

Without the willingness of NCM's mediators to volunteer their time, Northern Community Mediation would cease to exist. The volunteer mediators are the backbone of this organization.

Based upon a rate of \$50.00 per hour, the mediators contributed a value of \$44,237.73, which calculates to over 884 hours of their time.

Another major in-kind donation came from St. Francis Xavier Church. NCM is saving at least \$1000 per month in rent that is not charged by the church. This results in a savings of \$12,000 per year.

In total, NCM received a worth of \$63,965.68 from in-kind contributions. This figure is important for three reasons. First, it signifies the support the community has for NCM. Second, without this support, NCM would not be able to offer the quality of services to which it is dedicated. Third, in order to retain funding from the state, a Citizen Dispute Resolution Program (CDRP) center must document that it can match the state funding it receives by at least 35% in in-kind donations.

Northern Community Mediation can be proud of the fact that its in-kind match equals 65% of the funding it receives from the state.

Business and Pleasure

Although NCM's mediators are volunteers, the attitude towards them is that they are in fact part of the staff. Consequently, there is an actual job description for the position of mediator. Additionally, both paid and unpaid staff members are encouraged to participate in professional development opportunities. NCM itself also offers workshops for the benefit of its staff and mediators. Plans are already in place for three such sessions during 2005.

On the lighter side, NCM hosted a dinner engagement with then Chief Justice Maura Corrigan as the guest speaker. This event was in celebration of the tenth anniversary of NCM.

Keeping in the holiday spirit, NCM also hosted a holiday party. Approximately 60 people attended this gala. The intent is to offer the holiday party as an annual event.

Expansion

In 2004, NCM expanded in two ways. First, it moved into its new office in Charlevoix, which is located in the basement of the newly-renovated city hall. This office houses the Permanancy Planning Mediation Program (PPMP), which is administered by Program Director Kathy Lame.

The State Court Administrative Office (SCAO) approached NCM to participate in a pilot project relating to post judgment cases. When a parent breaches visitation rights of the other parent, the case is automatically ordered to mediation unless the parents can resolve the discrepancy on their own within five days.

NCM has also accepted responsibility for the Victim Offender Reconciliation Program (VORP). The purpose of this program is to bring a youthful offender together with the victim(s) so that restitution can be determined. Underlying this process is the desire to create an understanding within the youth of the impact of his/her crime.

In order to oversee both the post-judgment, pilot project and VORP, Pat Dull was promoted to Program Coordinator.

Personnel

Although it happened shortly after the beginning of 2005, Karen Tank gave notice of her resignation. With almost five years of service as the Intake Coordinator, Karen has had a positive impact on NCM. Her services will be missed.

Fortunately for NCM, however, Janice Elliot is filling-in as interim Intake Coordinator. Since she has had experience as a mediator, the transition has been a smooth one.

Financial Analysis

The year 2004 was a healthy one for NCM. It received \$11,185.00 in grants. With this money, it was able to replace much of its outdated, office equipment and cover a significant portion of its relocation expenses. Additionally, the staff was able to develop two curricula: one for law enforcement officers and the other for the staffs of non-profit organizations. Through careful planning, over \$5000 was set aside in savings. Because of state-funding cutbacks, this carry-over will likely be helpful during 2005.

Included with this report is a five-year comparison of funding sources for the Agency. The PPMP income comparison is integrated into this chart as well. The in-kind totals are also incorporated.

Cases

Of the 411 cases taken-in during 2005, 359 were Agency related, whereas 52 were PPMP cases. The agreement rate for the former was 85%, and the agreement rate for the latter was 80%. By

handling 84 more cases in 2005 than in 2003, NCM increased its case load by 26%. NCM handled more cases in 2005 than it has in any other year since its inception.

A significant majority of the cases (299) were court-referred. Self-referrals were the second most common way NCM received cases, followed by referrals by private attorneys. Breach of contract (138) was the most common type of case, followed by domestic relations (67), and then by landlord/tenant (30), and finally by consumer/merchant disagreements (22). It should be noted that the other category includes PPMP cases, which totaled 52 in 2004.

Summary

The year 2004 was a good year for NCM. With the exception of funding cutbacks, the outlook for 2005 is a positive one. The new class of mediators that completed the forty-hour training in January appears to be an excellent group of recruits. They are enthusiastic about and dedicated to the cause. Dedication and enthusiasm describe the outlook of the staff as well.

Equally as important is the fact that the courts and the two counties are supportive of the services NCM provides. They demonstrate this support by backing NCM financially, as well as by referring cases. The community as a whole is also supportive. The fact that many of our cases are referred by private attorneys, social service agencies or are self-referrals validates that claim.

The biggest challenge that NCM faces for 2005 relates to its finances. With funding cuts from the state, NCM must develop innovative means of generating revenue. Hopefully, the Theatre Party planned for Tuesday, March 15 will be a step in that direction.

**FIVE YEAR FINANCIAL COMPARISON
AGENCY**

YEAR	CDRP	COUNTIES	AGENCY	TOTAL	IN KIND
2004	70,441.65	33,750.00	22,005.16	126,196.81	44,883.50
2003	75,362.57	4000.00	10,804.94	90,167.51	44,871.36
2002	69,788.17	3000.00	5543.35	78,331.52	46,419.87
2001	68,254.91	3000.00	13,221.43	84,476.34	NA
2000	66,762.94	3000.00	19,417.20	89,180.14	NA

**FIVE YEAR FINANCIAL COMPARISON
PPMP**

YEAR	BUDGET	ACTUAL	IN KIND
2004	27,500.00	26,127.99	19,082.18
2003	27,500.00	22,491.16	16,065.00
2002	20,000.00	19,999.85	12,810.92
2001	15,000.00	11,648.59	5700.00
2000	7000.00	6441.77	5400.00

COMPARISON OF CASES BY YEAR (based on number of cases accepted in the given year)

YEAR	TOTAL # OF CASES	AGENCY CASES	AGREEMENT RATE	PPMP CASES	AGREEMENT RATE
2004	411	359	84.3%	52	80%
2003	318	265	84%	53	82%
2002	332	283	87%	49	83%
2001	307	288	86%	19	93%
2000	240	222	83%	18	94%

REFERRAL SOURCE (based on number of cases disposed in a given year)

YEAR	COURT	GOV/ POLICE	LEGAL/ BUSINESS/CORP	SELF- REFERRAL	SOC SER/ EDUC/COMM	OTHER	TOTAL
2004	299	5	20	33	7	23	387
2003	175	6	33	80	16	11	321
2002	207	4	22	76	13	11	333
2001	187	4	29	62	23	7	312
2000	167	3	14	15	7	21	227

DISPUTE TYPE (based on number of cases disposed in a given year)

YEAR	CONS/ MERCH	BREACH CONTR	DOM REL	JUV OFFEND	LAND/ TENANT	NEIGH- BOR	PROF/ CLIENT	PRO- PERTY	OTHER*	TOTAL
2004	22	138	67	13	30	7	19	11	80	387
2003	6	138	50	11	11	9	4	14	78	321
2002	15	121	71	6	19	5	14	18	64	333
2001	92	63	50	4	20	6	10	13	54	312
2000	44	46	24	5	16	7	16	14	55	227

*Includes PPMP