



Northern Community Mediation

Where The Solution Is Up To You

Serving Charlevoix
and Emmet Counties

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Executive Director
Dr. Jane Millar

NORTHERN COMMUNITY MEDIATION

2010

ANNUAL REPORT

INCOME AND EXPENSE REPORT DECEMBER 2010

INCOME CATEGORY	MONTH	YTD	PROJECTED	BUDGET
CDRP Funds		57,368.81	57,368.81	57,368.81
Agency Funds				
A. Charlevoix County	7,500.00	30,000.00	30,000.00	30,000.00
B. Emmet County	7,500.00	30,000.00	30,000.00	30,000.00
C. VORP Charlevoix	1,500.00	8,500.00	8,500.00	8,500.00
D. VORP Emmet	1,250.00	7,500.00	7,500.00	7,500.00
E. CDP Charlevoix		8,000.00	8,000.00	8,000.00
E. Donations		2,620.00	2,620.00	1,000.00
F. Fees for Service	375.00	4,750.00	4,750.00	4,000.00
G. SPED Fees		1,800.00	1,800.00	500.00
H. ACVS Fees		1,875.00	1,875.00	
I. Designated Gifts				
J. Donor Campaign		4,598.00	4,598.00	3,000.00
K. Theatre Party				
1. Sponsorships		5,550.00	5,550.00	5,000.00
2. Ticket Sales		2,875.00	2,875.00	2,000.00
3. Other		673.60	673.60	670.00
L. Reimbursement/Rebate	176.00	2,130.08	2,130.08	
M Interest	833.74	1,125.80	1,125.80	1,000.00
N. Training				
1. 40-Hour				3,000.00
2. Update - Fall		750.00	750.00	1,000.00
3. General Civil		100.00	100.00	300.00
4. Child Protection				
5. Divorce/Domestic Violence				
O. Dinner Party Fund Raiser		980.00	980.00	
P. CD Adjustment				
Grants				
A. Bay Harbor Foundation		3,663.00	3,663.00	
B. Petoskey Foundation		2,000.00	2,000.00	
C. Charlevoix Foundation	250.00	5,250.00	5,250.00	
D. United Way	1,500.00	2,250.00	2,250.00	
Transfer from Savings				7,500.00
TOTAL INCOME	20,884.74	184,359.29	184,359.29	170,338.81
In Kind				
A. Accounting Services		780.00	780.00	500.00
B. Volunteer Mediators	22,687.50	199,005.00	199,005.00	183,600.00
C. Volunteer Labor		60.00	60.00	
D. Volunteer Training		1,850.00	1,850.00	
E. Mediation Locations	550.00	4,700.00	4,700.00	3,500.00
F. Rent	1,300.00	15,600.00	15,600.00	15,600.00
G. Equipment/Supplies				
H. Cell Phone	81.53	1,075.48	1,075.48	996.00
I. Theatre Party		2,450.43	2,450.43	1,500.00
J. Mileage	1,788.00	2,194.45	2,194.45	
K. Training Locations		600.00	600.00	4,000.00
L. GoToMyPC	19.95	199.50	199.50	
IN KIND INCOME	26,426.98	228,514.86	228,514.86	209,696.00
TOTAL + IN KIND INCOME	47,311.72	412,874.15	412,874.15	380,034.81

EXPENSE CATEGORY	MONTH	YTD	PROJECTED	BUDGET
1. Personnel				
A. Salaries	11,319.24	104,590.40	104,590.40	99,500.00
B. FICA	865.92	7,990.39	7,990.39	7,611.75
C. Worker's Compensation	151.00	656.00	656.00	518.00
D. Unemployment		1,142.06	1,142.06	995.00
E. Insurance/Education	2,713.56	5,026.48	5,026.48	7,500.00
2. Accounting	250.00	4,000.00	4,000.00	3,800.00
3. Training				
A. 40-Hour				2,500.00
B. General Civil		1,214.58	1,214.58	850.00
C. Update - Fall		2,616.15	2,616.15	2,900.00
D. Child Protection		1,491.60	1,491.60	250.00
E. Divorce		331.42	331.42	500.00
4. Contractual	301.90	2,879.29	2,879.29	2,200.00
5. Travel				
A. Lodging		580.63	580.63	585.00
B. Meals		160.09	160.09	635.25
C. Mileage	3,651.00	6,958.45	6,958.45	9,350.00
D. Other				
6. Equipment				
A. Purchase	584.97	1,583.97	1,583.97	1,500.00
B. Repair & Maintenance	25.00	2,010.10	2,010.10	1,500.00
7. Operating Expenses				
A. Occupancy - Rent	500.00	6,000.00	6,000.00	6,000.00
B. Supplies	1,803.67	5,186.75	5,186.75	3,000.00
C. Communications				
1. Telephone	199.08	2,555.39	2,555.39	1,450.00
2. Internet	52.95	635.40	635.40	660.00
D. Postage	758.00	3,077.24	3,077.24	1,800.00
E. Printing	3,300.00	5,874.55	5,874.55	2,100.00
F. Insurance				
1. Employment Practices	224.00	224.00	224.00	235.00
2. Directors & Officers	1,270.00	1,270.00	1,270.00	1,333.00
3. Commercial Umbrella		300.00	300.00	300.00
4. Business Protection		430.00	430.00	430.00
8. Advertising	105.00	1,855.48	1,855.48	1,110.00
9. Other				
A. Board		658.16	658.16	645.00
B. Executive Director	308.68	1,963.94	1,963.94	1,360.00
C. Hospitality	350.99	716.48	716.48	1,100.00
D. PD		552.00	552.00	1,200.00
E. Licenses, Fees, Dues	385.00	1,430.45	1,430.45	575.00
F. Theatre Party		2,611.13	2,611.13	2,445.00
G. Shoplifting		19.38	19.38	
H. Dinner Party Fund Raiser		875.00	875.00	
I. Staff Retreat	100.00	100.00	100.00	
10. Grants				
A. Bay Harbor Foundation				
B. Petoskey Foundation				
C. Charlevoix Foundation				
D. United Way				
11. Charlevoix Office				
A. Rent	100.00	1,200.00	1,200.00	1,200.00
B. Telephone	45.41	623.28	623.28	600.00
C. Chamber				
E. Supplies				100.81
TOTAL EXPENSES	29,365.37	181,390.24	181,390.24	170,338.81
12. Gain (Loss)		2,969.05	2,969.05	0.00
Comparison of Income & Expenses		184,359.29	184,359.29	170,338.81

01/12/11

NORTHERN COMMUNITY MEDIATION

Profit & Loss

December 2010

	<u>Dec '10</u>
Income	
County Funding	
Charlevoix	7,500.00
Emmet	7,500.00
Total County Funding	<u>15,000.00</u>
Fees	
Divorce	175.00
Property	100.00
Shoplifting	100.00
Total Fees	<u>375.00</u>
Grants	
Charlevoix Foundation	250.00
United Way	1,500.00
Total Grants	<u>1,750.00</u>
Interest	833.74
Refund	176.00
Transfer Income	15,000.00
VORP	
Charlevoix	1,500.00
Emmet	1,250.00
Total VORP	<u>2,750.00</u>
Total Income	<u>35,884.74</u>
Expense	
Accounting	250.00
Advertising	105.00
Benefits	2,713.56
Charlevoix Office	
Rent	100.00
Telephone	45.41
Total Charlevoix Office	<u>145.41</u>
Communications	
Internet	52.95
Telephone	199.08
Total Communications	<u>252.03</u>
Contractual	301.90
Depreciation	1,964.00
Equipment Expense	
Purchase	584.97
Repair & Maintenance	25.00
Total Equipment Expense	<u>609.97</u>
Insurance	
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	151.00
Total Insurance	<u>1,645.00</u>

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

December 2010

	<u>Dec '10</u>
Occupancy	
Rent	500.00
Total Occupancy	500.00
Other	
Executive Director	308.68
Hospitality	350.99
Licenses, Fees, Dues	385.00
Staff Retreat	100.00
Total Other	1,144.67
Payroll Expenses	865.92
Postage	758.00
Printing	3,300.00
Salaries and Wages	11,319.24
Supplies	1,803.67
Transfer	0.00
Transfer Expense	15,000.00
Travel	
Mileage	3,651.00
Total Travel	3,651.00
Void	0.00
Total Expense	46,329.37
Net Income	-10,444.63

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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
December 2010

	<u>Dec '10</u>
AT&T	244.49
Bert Rousseau	271.50
Bruce Herbert	221.50
Charlevoix Chamber of Commerce	100.00
City of Charlevoix	100.00
Connie Saltonstall	363.00
Culligan	23.00
David Pizzuti	5.00
Deb Crane	70.00
Dog Eat Dog Graphic Designs	140.00
Doug Basel	84.50
Ed Engstrom	61.50
Frankenmuth Insurance	151.00
Gaslight Media	82.95
Glen's Supermarket	63.28
Gordon Food Service	150.37
Hi-Tech	859.90
Jane Millar	2,442.06
Janice Elliot	10.00
Jeff Higgs	214.50
Jim Smith	15.00
John Campbell	18.50
Jon Paul Bautel	319.50
Josie MacLean	10.00
Julienne Tomatoes	220.00
Karen Cole	451.00
Kirsten Cochran	49.00
Mary Horan	165.00
Mason & Kammermann	250.00
Office Max	1,618.99
Online Payroll Service Fee	10.00
Paul Schemanski	41.00
Payroll Distribution	12,185.16
Petoskey Chamber of Commerce	350.00
Pitney Bowes	158.00
Reserve Account	600.00
Richard Hendrian	545.00
Robert Harkness	333.50
Roger Postmus	16.00
Ron Moore	553.00
Rotary	25.00
Sky's the Limit	30.99
St. Francis Xavier	500.00
Stafford's Hospitality	283.68
The Print Shop	3,160.00
Twisted Olive	200.00
Waldvogel Insurance	1,494.00
Wayne Tri	104.50
TOTAL	<u><u>29,365.37</u></u>

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2010

	<u>Jan - Dec '10</u>
Income	
CDP	8,000.00
CDRP Funds	
1st Quarter	17,210.65
2nd Quarter	14,342.20
3rd Quarter	11,473.76
4th Quarter	14,342.20
Total CDRP Funds	<u>57,368.81</u>
County Funding	
Charlevoix	30,000.00
Emmet	30,000.00
Total County Funding	<u>60,000.00</u>
Donation	
Donor Campaign	4,598.00
Donation - Other	2,620.00
Total Donation	<u>7,218.00</u>
Fees	
ACVS	1,875.00
Cancellation	20.00
Civil Rights	175.00
Consumer/Merchant	40.00
Custody	40.00
Divorce	2,745.00
Domestic	350.00
Employer/Employee	40.00
General	80.00
Landlord/Tenant	60.00
Observation	100.00
Property	100.00
Shoplifting	1,000.00
SPED	1,800.00
Total Fees	<u>8,425.00</u>
Fund Raising	
Dinner Party	980.00
Theatre Party	
Donation	91.00
Raffle	177.00
Refund	405.60
Sponsor	5,550.00
Tickets	2,875.00
Total Theatre Party	<u>9,098.60</u>
Total Fund Raising	<u>10,078.60</u>

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2010

	<u>Jan - Dec '10</u>
Grants	
Bay Harbor	3,663.00
Charlevoix Foundation	5,250.00
Petoskey Foundation	2,000.00
United Way	2,250.00
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Total Grants	13,163.00
Interest	1,125.80
Refund	2,130.08
Training & Workshops	
General Civil	100.00
Update	750.00
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Total Training & Workshops	850.00
Transfer Income	15,000.00
VORP	
Charlevoix	8,500.00
Emmet	7,500.00
	<hr/>
Total VORP	16,000.00
	<hr/>
Total Income	199,359.29
Expense	
Accounting	4,000.00
Advertising	1,855.48
Benefits	5,026.48
Charlevoix Office	
Rent	1,200.00
Telephone	623.28
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Total Charlevoix Office	1,823.28
Communications	
Internet	635.40
Telephone	2,555.39
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Total Communications	3,190.79
Contractual	2,879.29
Depreciation	1,964.00
Equipment Expense	
Purchase	1,583.97
Repair & Maintenance	2,010.10
	<hr/>
Total Equipment Expense	3,594.07
Fringe Benefits	
Unemployment	1,142.06
	<hr/>
Total Fringe Benefits	1,142.06

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2010

	<u>Jan - Dec '10</u>
Insurance	
Business Protector	430.00
Commercial Umbrella	300.00
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	656.00
Total Insurance	<u>2,880.00</u>
Occupancy	
Rent	6,000.00
Total Occupancy	<u>6,000.00</u>
Other	
Board	658.16
Dinner Party	875.00
Executive Director	1,963.94
Hospitality	716.48
Licenses, Fees, Dues	1,430.45
PD	552.00
Shoplifting Preventative	19.38
Staff Retreat	100.00
Theatre Party	2,611.13
Total Other	<u>8,926.54</u>
Payroll Expenses	7,990.39
Postage	3,077.24
Printing	5,874.55
Salaries and Wages	104,590.40
Supplies	5,186.75
Training	
CDP	1,491.60
Divorce	331.42
General Civil	1,214.58
Update	2,616.15
Total Training	<u>5,653.75</u>
Transfer	0.00
Transfer Expense	15,000.00
Travel	
Lodging	580.63
Meals	160.09
Mileage	6,958.45
Total Travel	<u>7,699.17</u>
Void	0.00
Total Expense	<u>198,354.24</u>
Net Income	<u><u>1,005.05</u></u>

01/10/11

NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2010

	<u>Jan - Dec '10</u>
Anne Bachle Fifer	1,403.50
AT&T	3,178.67
Bay Harbor	32.00
BC Pizza	62.94
Ben Franklin	28.75
Bert Rousseau	2,998.73
Birchwood Country Club	875.00
Blissfest	70.00
Boyne Area Chamber of Commerce	265.00
Bruce Herbert	221.50
Char-Em Great Start	15.00
Charlevoix Chamber of Commerce	100.00
Cheryl Bauman	576.81
Child Abuse Council	20.00
City of Charlevoix	1,200.00
City of Petoskey	10.00
Conflict Resolution Services	40.00
Connie Saltonstall	363.00
Crystal Mountain	260.00
Culligan	186.75
David Pizzuti	5.00
Deb Crane	70.00
Dog Eat Dog Graphic Designs	376.25
Doug Basel	84.50
East Jordan Chamber of Commerce	120.00
Ed Engstrom	61.50
Frankenmuth Insurance	1,386.00
FraserTrebilcock Lawyers	1,340.00
Gaslight Media	1,130.40
Glen's Supermarket	94.96
Gordon Food Service	628.08
Harbor Springs Chamber of Commerce	125.00
Hi-Tech	6,226.39
Jane Millar	4,388.85
Janice Elliot	10.00
Jeff Higgs	214.50
Jim Smith	15.00
Johan's	11.40
John Campbell	18.50
John Wiley & Sons, Inc.	166.50
Jon Paul Bautel	319.50
Josie MacLean	10.00
Julienne Tomatoes	324.38
K-Mart	59.18
Karen Cole	451.00
Kathleen Lame	1,200.00
Kirsten Cochran	49.00
MACM	200.00
Mary Horan	165.00
Mason & Kammermann	4,000.00
McLean & Eakin	42.00
Meyer Hardware	35.64
Michigan State University	25.00
Mighty Fine Pizza	69.00

01/10/11

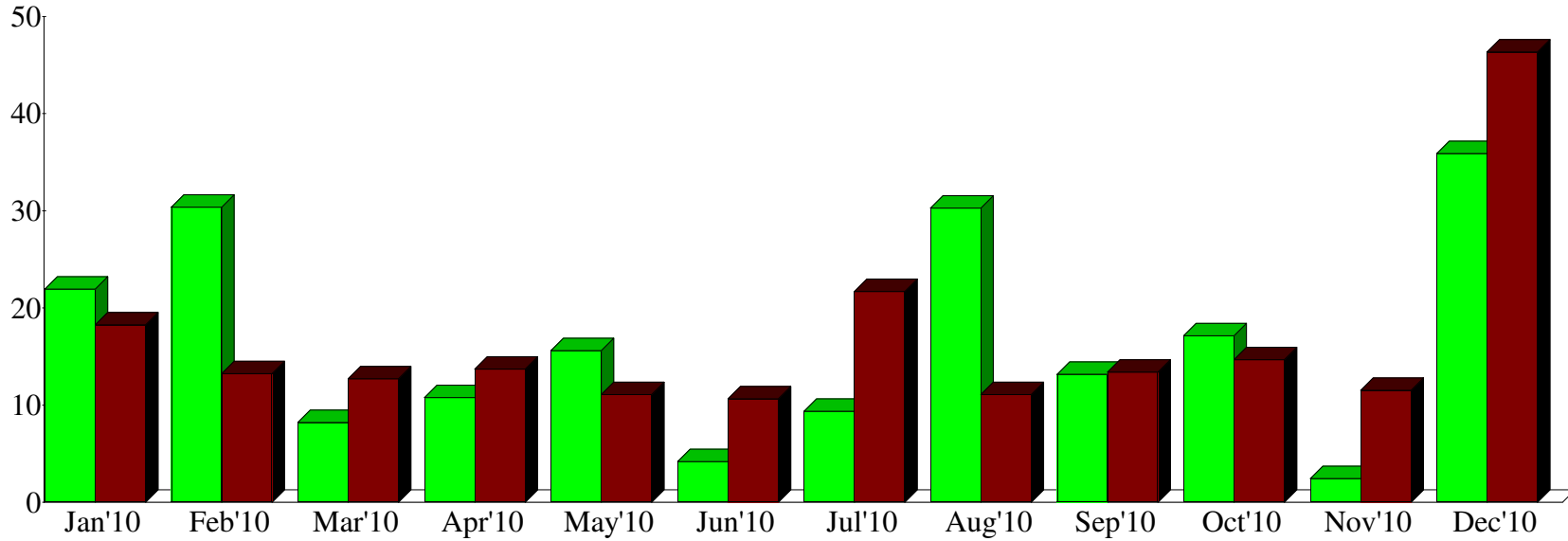
NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2010

	<u>Jan - Dec '10</u>
Northern Michigan Review	463.49
Office Max	3,258.83
Oleson's	58.54
Online Payroll Service Fee	120.00
Paul Schemanski	41.00
Payroll Distribution	112,580.79
Petoskey Chamber of Commerce	1,337.50
Petoskey Cinema	710.00
Pitney Bowes	1,568.81
Priority Health	1,163.58
Reserve Account	1,500.00
Richard Hendrian	545.00
Robert Harkness	333.50
Roger Postmus	16.00
Ron Moore	553.00
Rotary	666.50
Rotary Club of Grand Rapids	50.00
Scovies	83.70
Sherwin Williams	75.97
Sign & Design	125.00
Sky's the Limit	113.71
St. Francis Xavier	6,000.00
Stafford's Hospitality	2,358.48
State of Michigan	30.00
Steve Tresidder	600.00
Synergy	317.00
Taylor Rental	423.00
The 501 Alliance	1,142.06
The Print Shop	6,067.20
Trophy Case	210.00
Twisted Olive	200.00
United Way	50.00
Waldvogel Insurance	1,494.00
Wayne Tri	1,165.99
Weathervane	214.46
TOTAL	<u><u>180,967.29</u></u>

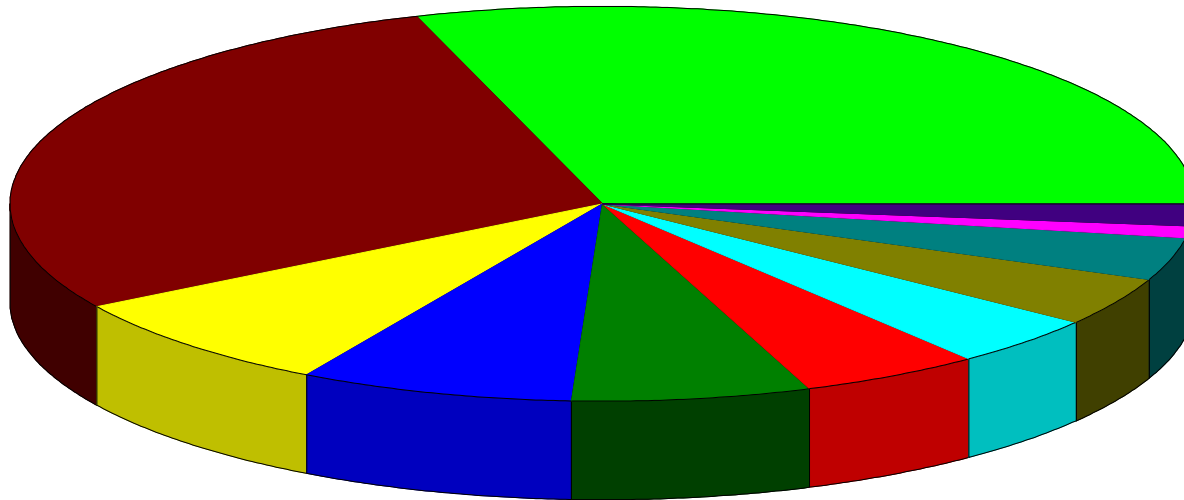
Income and Expense by Month
January through December 2010

Income
Expense

\$ in 1,000's



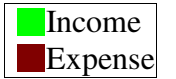
Income Summary
January through December 2010



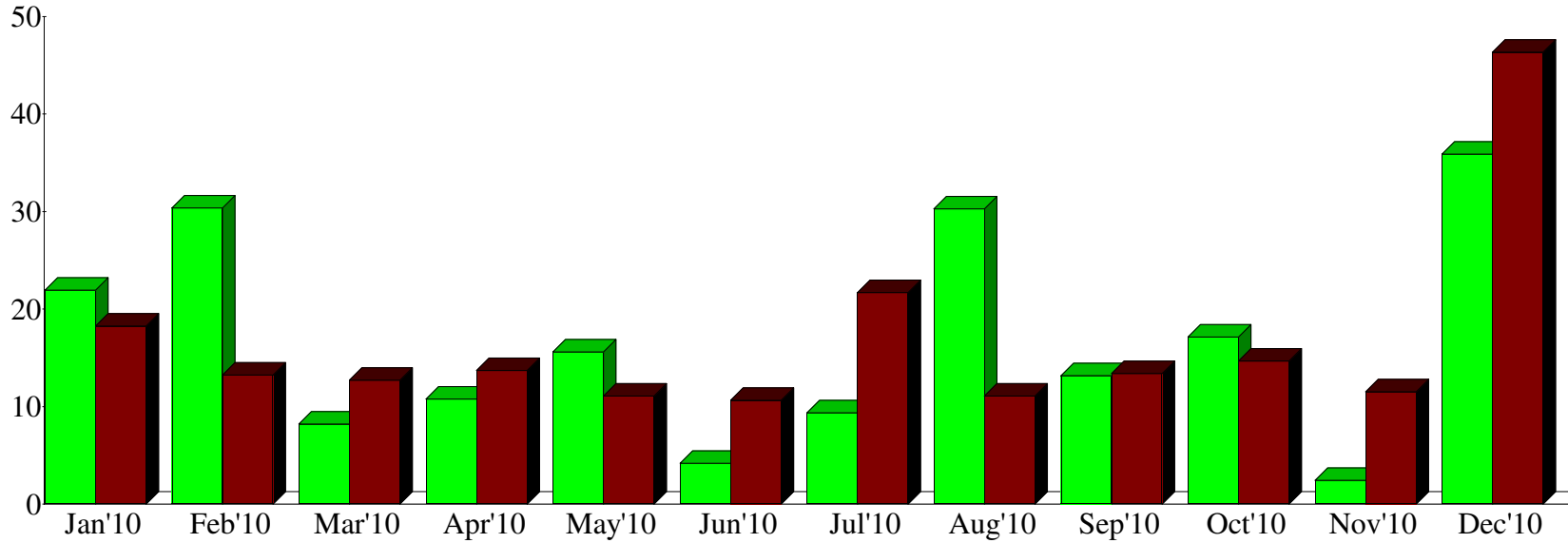
County Funding	%30.10
CDRP Funds	28.78
VORP	8.03
Transfer Income	7.52
Grants	6.60
Fund Raising	5.06
Fees	4.23
CDP	4.01
Donation	3.62
Refund	1.07
Other	0.99
Total	\$199,359.29

By Account

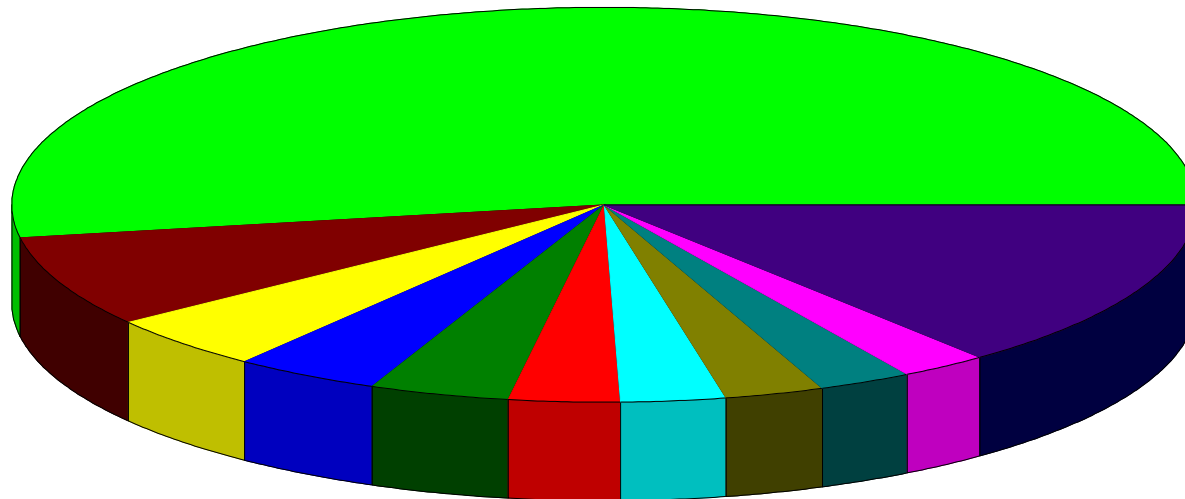
Income and Expense by Month
January through December 2010



\$ in 1,000's



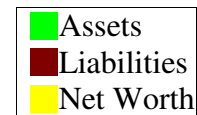
Expense Summary
January through December 2010



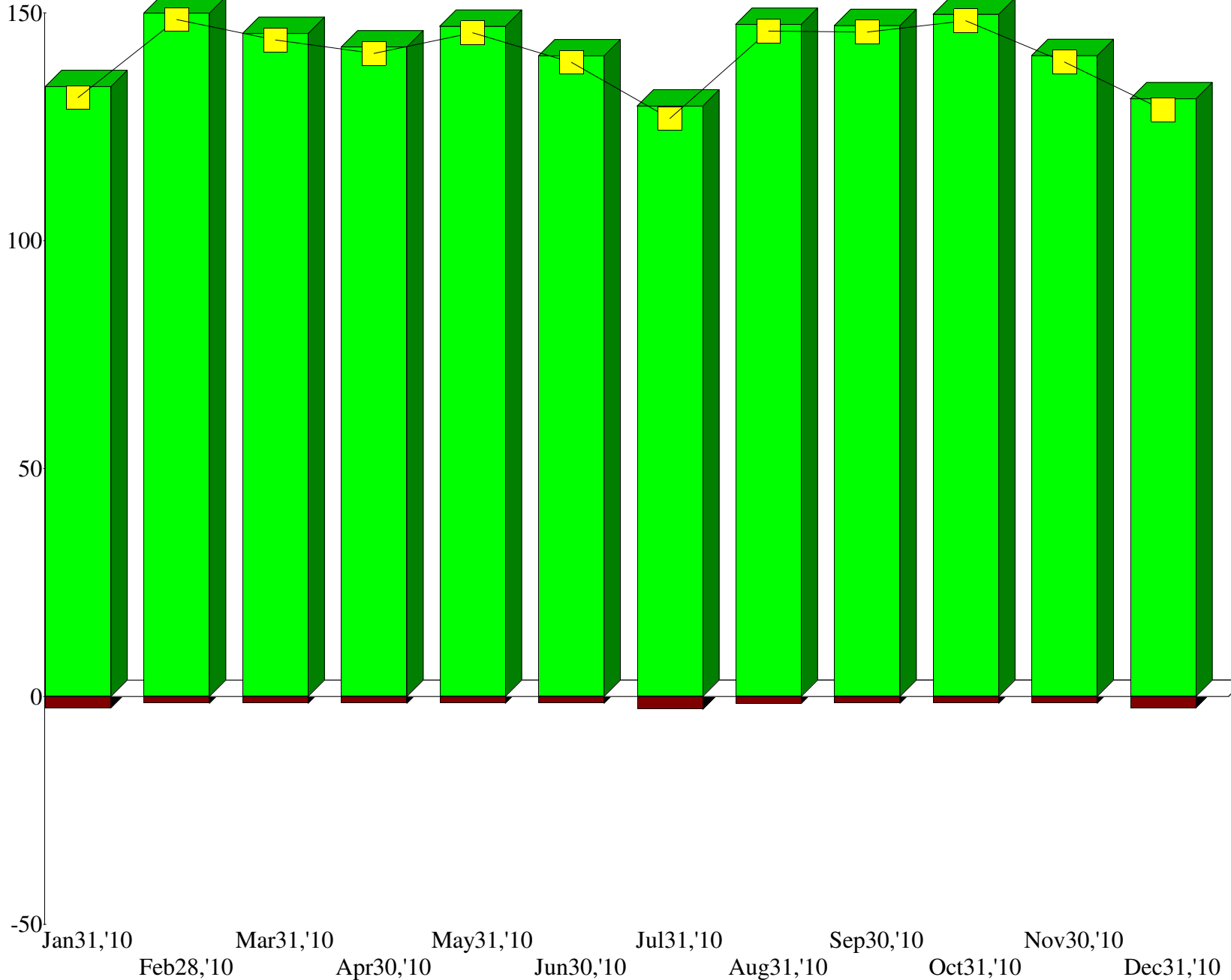
Salaries and Wages	%52.73
Transfer Expense	7.56
Other	4.50
Payroll Expenses	4.03
Travel	3.88
Occupancy	3.02
Printing	2.96
Training	2.85
Supplies	2.61
Benefits	2.53
Other	13.31
Total	\$198,354.24

By Account

Net Worth by Month
As of December 31, 2010



\$ in 1,000's



NORTHERN COMMUNITY MEDIATION
Balance Sheet Prev Year Comparison

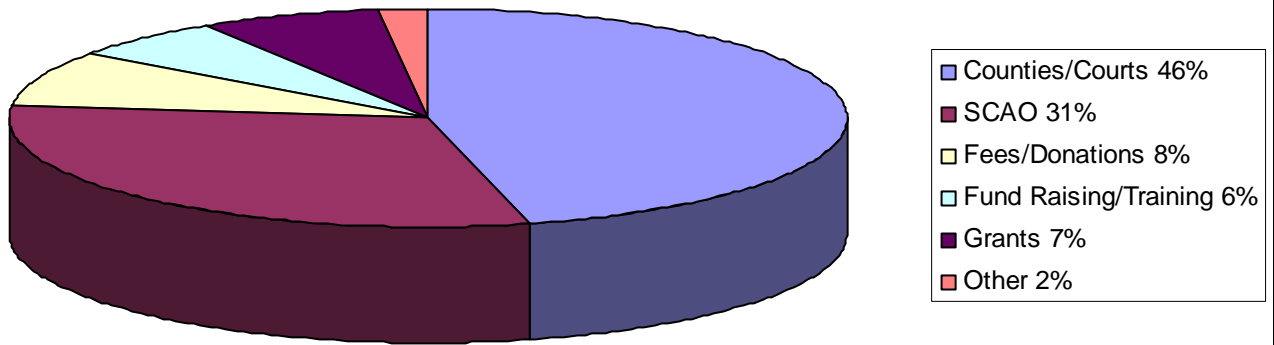
As of December 31, 2010

	Dec 31, '10	Dec 31, '09	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
CD Bank of N. MI 803611	6,498.99	6,425.35	73.64	1.2%
CD Bank of N. MI 804631	5,995.45	5,848.79	146.66	2.5%
CD Char State Bank 18756	5,767.99	5,659.54	108.45	1.9%
CD Char State Bank 18910	11,903.44	11,670.24	233.20	2.0%
CD First Comm. Bank 60302215	7,705.80	7,623.94	81.86	1.1%
CD First Comm. Bank 60302716	5,502.20	5,448.10	54.10	1.0%
CD Nat'l City Bank 4160286236	0.00	5,966.67	-5,966.67	-100.0%
CD PNC Bank 22013275839	6,223.33	0.00	6,223.33	100.0%
Checking Chase	10,477.74	28,281.22	-17,803.48	-63.0%
Petty Cash	100.00	100.00	0.00	0.0%
Savings Bay Winds	15,455.41	15,314.50	140.91	0.9%
Savings Chase	18,011.20	17,993.31	17.89	0.1%
Savings NW Bank 710205349	10,249.73	10,237.30	12.43	0.1%
Total Checking/Savings	103,891.28	120,568.96	-16,677.68	-13.8%
Total Current Assets	103,891.28	120,568.96	-16,677.68	-13.8%
Fixed Assets				
Accumulated Depreciation	-13,177.00	-11,213.00	-1,964.00	-17.5%
Equipment				
Purchase	658.00	0.00	658.00	100.0%
Equipment - Other	19,814.14	19,814.14	0.00	0.0%
Total Equipment	20,472.14	19,814.14	658.00	3.3%
Total Fixed Assets	7,295.14	8,601.14	-1,306.00	-15.2%
Other Assets				
Investments - CCCF	10,000.00	0.00	10,000.00	100.0%
Investments - PHSACF	10,000.00	0.00	10,000.00	100.0%
Total Other Assets	20,000.00	0.00	20,000.00	100.0%
TOTAL ASSETS	131,186.42	129,170.10	2,016.32	1.6%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Other Current Liabilities				
Accrued Federal Unemp..	-224.00	-224.00	0.00	0.0%
Federal Income Tax Withheld	823.45	502.50	320.95	63.9%
Fica Tax Withheld	1,731.87	1,170.92	560.95	47.9%
State Income Tax Withheld	96.54	-32.83	129.37	394.1%
Total Other Current Liabilities	2,427.86	1,416.59	1,011.27	71.4%
Total Current Liabilities	2,427.86	1,416.59	1,011.27	71.4%
Total Liabilities	2,427.86	1,416.59	1,011.27	71.4%
Equity				
*Retained Earnings	127,753.52	121,383.98	6,369.54	5.3%
Opening Bal Equity	-0.01	-0.01	0.00	0.0%
Net Income	1,005.05	6,369.54	-5,364.49	-84.2%
Total Equity	128,758.56	127,753.51	1,005.05	0.8%
TOTAL LIABILITIES & EQUITY	131,186.42	129,170.10	2,016.32	1.6%

**ELEVEN YEAR COMPARISON
REVENUE SOURCES**

YEAR	SCAO	COUNTIES	AGENCY	TOTAL	IN KIND
2010	57,368.81	84,000.00	42,990.48	184,359.29	228,514.86
2009	54,892.64	83,900.00	37,402.12	176,194.76	198,391.08
2008	52,964.25	76,225.00	48,077.34	177,266.59	193,458.36
2007	68,671.08	60,000.00	65,054.20	193,725.28	191,127.82
2006	67,531.61	69,000.00	31,807.63	168,339.24	142,871.68
2005	64,275.33	45,000.00	39,938.74	149,214.07	62,526.56
2004	70,441.65	33,750.00	22,005.16	126,196.81	44,883.50
2003	75,362.57	4,000.00	10,804.94	90,167.51	44,871.36
2002	69,788.17	3,000.00	5,543.35	78,331.52	46,419.87
2001	68,254.91	3,000.00	13,221.43	84,476.34	NA
2000	66,762.94	3,000.00	19,417.20	89,180.14	NA

Revenue Sources for 2010



ANNUAL REPORT FOR 2010

Personnel

Northern Community Mediation (NCM) has three, full-time employees: two Intake Coordinators and the Executive Director. Bert (Roberta) Rousseau has been with NCM for close to five years. As an Intake Coordinator, she is responsible for divorce, domestic relations, Special Education, and Access & Visitation (parenting time) cases. She is also responsible for the Victim-Offender, Reconciliation Program. As an Intake Coordinator, Wayne Tri is responsible for general civil and all other cases other than those covered by Bert Rousseau. He also oversees the Child Protection Mediation Program Wayne has been with NCM since the beginning of July 2010. He replaced Intake Coordinator Cheryl Bauman, who had an opportunity for a professional advancement with Northern Lakes Economic Alliance. Dr. Jane Millar has been the Executive Director of NCM since July 2003.

In addition to the paid staff (who are all trained mediators), NCM has 52 volunteer mediators. The majority of the volunteer mediators have received advanced training in specialized fields of mediation. The table below depicts the areas of expertise along with the number of mediators qualified in those fields.

SPECIALIZATION	# OF MEDIATORS
Business	1
Child Protection	17
Divorce/Domestic Relations	20
General Civil	25
Guardianship	3
Parenting Time	10
Labor Relations	1
Restorative Justice	5
Special Education	6
Victim-Offender Reconciliation	11

As can be seen, NCM has a sufficient number of mediators. The challenge facing NCM relates to the availability of the mediators. Many are retired or work full-time. Hence, they are either traveling or only available on a limited basis for daytime mediations. Additionally, more and more of the cases referred to NCM are complex and require specialized training.

In order to determine the level of satisfaction with the staff of NCM and the mediation program in general, the mediators participated in an anonymous evaluation. Overall, the results, which appear below, were positive. One of the recommendations that evolved from the survey was to have a luncheon in the spring for all mediators and board members. Rather than presenting the annual awards at the Holiday Party, the awards would be given at this luncheon.

1. Do you receive recognition for your efforts as a mediator?	Sufficient				Insufficient	
	1 (27)	2 (4)	2.5 (1)	3 (2)	4	5
2. Do you get to mediate as often as you would like?	Sufficient				Insufficient	
	1 (19)	2 (4)	3 (7)	4 (3)	5 (2)	
3. Do you receive the packet of information prior to mediation in a timely manner?	In a Timely Manner				Not Soon Enough	
	1 (30)	2 (2)	3	4 (1)	5	
4. Is the content of the packet helpful?	Helpful				Not Helpful	
	1 (23)	1.5 (1)	2 (6)	3 (3)	4	5
5. Is there enough information in the packet so that you can do a good job mediating?	Enough				Not Enough	
	1 (25)	2 (5)	3 (2)	4	5	
6. How does the staff treat you?	Respectfully				Disrespectfully	
	1 (34)	2	3	4	5	
7. Are there any other thoughts or ideas you would like to share with us?						

As a courtesy to the Board of Directors, the Executive Director documented her time out of the office throughout 2010. The details of this report are available for the Board's review upon request.

NCM remains to be in compliance with the State Court Administrative Office (SCAO) policy for background checks. All employees, interns, volunteer mediators and other volunteers must undergo a background check through the Michigan State Police (ICHAT), as well as a criminal registry check through the Department of Human Services.

Trainings and Workshops

Four training/workshop opportunities were offered by NCM:

In January, Steve Tresidder facilitated the six-hour, Civil Law Training for Non-Attorneys. Two staff members, 15 mediators from NCM, and two non-NCM mediators participated in this training.

Anne Bachle-Fifer conducted an Advanced Mediator Training in September. The morning session focused on the Issues the Mediators Face, and the afternoon session focused on the Challenges that Mediators Face. Twenty-eight people participated. Three are staff members, four were outside attorneys, 21 are mediators for NCM. Of the 21 who are mediators for NCM, six are also attorneys.

Kathy Lame conducted a 17-Hour Child Protection Mediation training on October 30 and September 1. Twelve, NCM mediators participated in this training.

NCM offered a four-session, divorce training. Jim Raber from the Charlevoix Friend of the Court led the first session, which was devoted to children in divorce. The second session was led by David Fershee, who discussed the issues, such as person property, assets and debts, involved in divorce. Chris Krajewski from the Women’s Resource Center explained the role domestic violence plays in domestic relations during the third session. The final session was led by the Honorable Richard Pajtas, who focused on divorce law and the process of divorce.

Three Mediator Roundtables were held throughout the year. David Fershee led a discussion relating to the role of attorneys at the table. The second Roundtable was facilitated by Chris Krajewski, who discussed domestic violence and the role it can play in mediation. The final Roundtable was a review of the mediator evaluation results, along with some housekeeping topics pertinent to mediation at NCM.

NCM staff participated in professional development opportunities offered at sites other than at NCM

TRAINING	STAFF
Anti-Bullying Forum	Cheryl Bauman
Advanced Special Education Mediator Training	Bert Rousseau
Conflict Management in Special Education	Bert Rousseau
Divorce Training	Wayne Tri
Domestic Violence Training	Wayne Tri
Michigan Association of Court Mediators Conference	Bert Rousseau & Wayne Tri

Meetings & Gatherings

In addition to regular meetings relating to the operations of NCM, the staff participates in a variety of specific meetings.

On January 14, 2010, NCM conducted its annual meeting for 2009. It was held from 12:03 pm to 12:32 pm at City Park Grill in Charlevoix, Michigan. Minutes of the 2010 annual meeting will be available on the NCM website (www.northernmediation.org) upon approval of the Board of Directors at the 2011 Annual Meeting, which is scheduled for Thursday, January 13, 2011.

The Board of Directors met six times in 2009: January, March, May, July, September and November. The minutes of the Board of Directors meetings are available on the NCM

website. In the months that the Board of Directors did not meet, the Executive Committee met.

Additional meetings in which NCM staff was involved are depicted in the table below.

MEETING	STAFF
One Child Protection Steering Committee Meeting	Cheryl Bauman & Jane Millar
One Child Protection Steering Committee Meeting	Bert Rousseau & Jane Millar
Eight Connecting Women Meetings	Bert Rousseau
Monthly Human Services Coordinating Body Meetings	Bert Rousseau, Wayne Tri, Cheryl Bauman &/or Jane Millar
Breakfast of Champions	Bert Rousseau, Wayne Tri, & Jane Millar
Weekly Rotary Meetings	Jane Millar
Petoskey/Harbor Springs Area Community Foundation Annual Meeting	Jane Millar
All-Day Staff Retreat	Bert Rousseau, Wayne Tri, & Jane Millar
Five Business Before Hours	Jane Millar
State of the Community Luncheon	Jane Millar
Three Athena Award Meetings	Jane Millar
Petoskey Community Foundation Brown Bag Lunch	Jane Millar
Two CDRP Directors' Meetings	Jane Millar & Bert Rousseau
Three Foster Care Program Meetings	Cheryl Bauman
United Way Awards Breakfast	Jane Millar
Bill Brundage, Munson Hospital	Jane Millar
Northern Michigan Alliance	Jane Millar
Jennifer Nash, City of Charlevoix	Jane Millar
PHSACF Workshop for Board Members	Jane Millar
Five Special Education Meetings	Bert Rousseau & Jane Millar

The Executive Director also was invited to participate in three conference calls, one relating to marital dissolution and two to school, mediation programs.

Upon appointment, the Executive Director met with the four, new board members for an orientation. At that time, they were presented with their official binders that contained the information that they would need as board members. There were two outgoing board members at the end of 2010: Bruce Herbert and Connie Saltonstall.

On December 14 from 4:30 pm to 6:00 pm, NCM held its annual holiday party. Approximately 50 people enjoyed food, beverage, conversation and friendship. In the past, the annual awards had been presented at the holiday party. This practice is being changed so that the annual awards will be presented at a luncheon in May 2011.

Thirty-five people attended a dinner meeting at the Birchwood Country Club where The Honorable Ralph Guy was the keynote speaker. Judy Guy presides over the 6th Circuit Court of Appeals. This evening was made possible thanks to the efforts of mediator Jeff Higgs.

Presentations and Promotion

The year 2010 was a busy one in terms of participation in community events. NCM participated in Project Connect, a day of free services for those in need provided by various non-profit organizations in the community. The Executive Director served as a mentor for Leadership Little Traverse, a program sponsored by the Petoskey Chamber of Commerce, and was a judge for the Shay Elementary School spelling bee in Harbor Springs, Michigan. A picture of the Executive Director along with five fourth-grade students appeared in the Charlevoix County Community Foundation Annual Report in order to feature the Preventative Shoplifting Program. Both the staff and the Executive Director are active in community activities.

The table below lists additional presentations that were done to promote NCM and draw attention to its services and programs.

ORGANIZATION	TOPIC
Leadership Little Traverse	Conflict in the Workplace
Leadership Little Traverse Lunch Host	NCM & Mediation
Bank of Northern Michigan	NCM & Mediation
Human Services Coordinating Body Summit	The Use of Mediation in Parenting Time
Human Services Coordinating Body Summit	Use of Mediation in Divorce
Boyne City High School Conflict Resolution Class	Mediation as an Alternative to Conflict Resolution
Young Women, Strong Leaders - NCMC	Panel Presentation of Role of Women Leaders in the Community
Charlevoix-Emmet Bar Association	NCM & Mediation
Petoskey Business After Hours Exposition	General Information About NCM
Boyne City Business Exposition	General Information About NCM
Lowe's	Effectiveness of United Way Grant
Three Fourth-Grade Classes	Shoplifting Doesn't Pay

Caseload

The number of cases opened in 2010 is almost identical to the number of cases opened in 2009: 441 vs. 440. The number of cases closed in 2010, however, is significantly lower than the number of cases closed in 2009: 455 vs. 435. In that state funding is based upon the number of cases closed, the state funding for 2011 will be approximately \$12,000 less than in 2010. The pie chart titled Dispute Types graphically shows the breakdown of the various types of cases handled by NCM. Breach of Contract is the most prevalent type of cases (36.78%). This is followed by cases involving divorce and domestics matters (23.91%). The third most common types of cases relate to the Victim Offender Reconciliation Program (13.79%), followed by Parenting Time cases (10.11%). The other significant number of cases relates to Child Protection Mediation (5.06%). Although the percentages are slightly different, the order of the top five types of cases for 2010 is identical to those of 2009.

The case breakdown by programs is as follows:

PROGRAM	2010		2009	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Child Protection	24	22	33	33
Victim Offender	58	60	38	51
Parenting Time	38	44	34	40

The case breakdown by counties is as follows:

COUNTY	2010		2009	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Charlevoix	204	197	207	231
Emmet	230	231	204	220

The case breakdown by dispute type is as follows:

DISPUTE TYPE	# IN 2010	# IN 2009
Breach of Contract	160	180
Juvenile Victim Offender	60	51
Domestic Matters*	49	51
Child Protection	22	33
Parenting Time	44	40
Divorce	55	49
Landlord/Tenant	12	20
Other	33	31

The case breakdown relating to the courts is as follows:

COURT	2010		2009	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
33 rd Circuit	103	103	66	74
57 th Circuit	26	25	14	16
90 th District	119	118	154	162
7 th Probate	77	75	70	81
Family Court	79	78	75	87

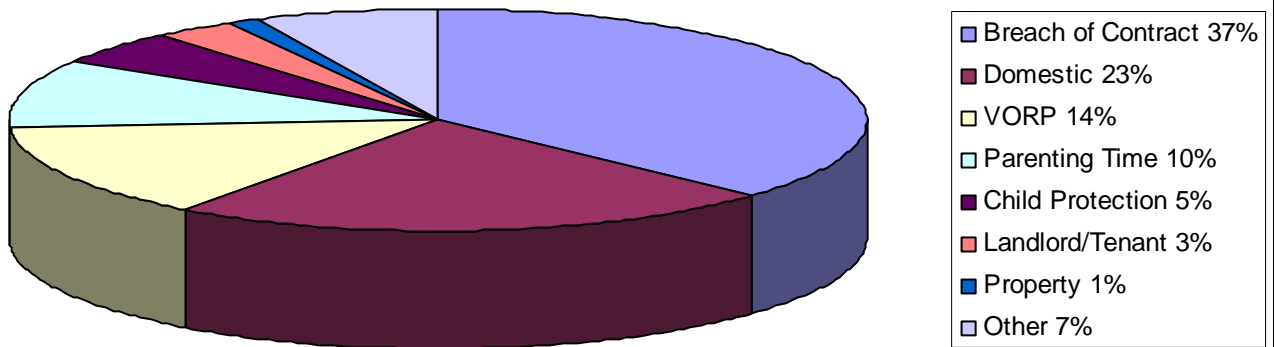
A comparison of the caseload is as follows:

CATEGORY	2010	2009	2008	2007	2006
# Opened	440	441	468	520	460
# Closed	435	455	459	528	488
Agreement Rate	78.53%	77.66%	78.45%	81.0%	87.0%
# Court Referred	351	348	351	429	394
# Self Referred	48	68	57	60	51

**ELEVEN YEAR COMPARISON
DISPUTE TYPES (based on number of cases disposed in a given year)**

Year	CDP	Breach Contract	EMP	Guard	Land/Tenant	Neighbor	Dom Rel	Post Judge	Property	Edu	Vic Offend	Oth	Total
2010	22	160	4	5	12	2	104	44	6	3	60	13	435
2009	33	180	3	5	20	6	100	40	2	3	51	12	455
2008	26	186	2	1	16	1	95	29	8	4	81	10	459
2007	49	192	2	1	14	0	92	38	7	0	127	6	528
2006	59	187	5	3	16	7	76	23	8	2	89	13	488
2005	60	165	17	2	6	4	50	29	4	2	83	5	427
2004		179			30	7	67		11		13	80	387
2003		148			11	9	50		14		11	78	321
2002		150			19	5	71		18		6	64	333
2001		165			20	6	50		13		4	54	312
2000		106			16	7	24		14		5	55	227

Dispute Types for 2010



Agreement Rates

While the percentage of cases mediated without agreement has remained relatively the same from 2009 to 2010 (22.35% vs. 21.47%), the percentage of cases mediated to agreement or partial agreement went down from 2009 to 2010 (65.33% vs. 61.77%), while the percentage of conciliated cases went up from 2009 to 2010 (11.75% vs. 15.29%).

The agreement rate percentages for 2010 are depicted in the pie chart entitled Agreement Rates. The table below shows the comparison of agreement rates between 2009 and 2010.

YEAR	AGREEMENT	NO AGREEMENT	CONCILIATED	FACILITATED	PARTIAL
2010	60%	21%	15%	1%	2%
2009	64%	22%	12%	1%	1%

Referral Sources

The pattern continues that the vast majority of cases are referred/ordered by the Court (80.69%). Self-referrals are second (11.03%), followed by Legal Organization referrals (3.91%). It should be noted that court case filings were down in 2010; however, the number of referrals from the courts to mediation has increased by 6.18%, which means that a greater percentage of cases filed are being referred to mediation by the courts.

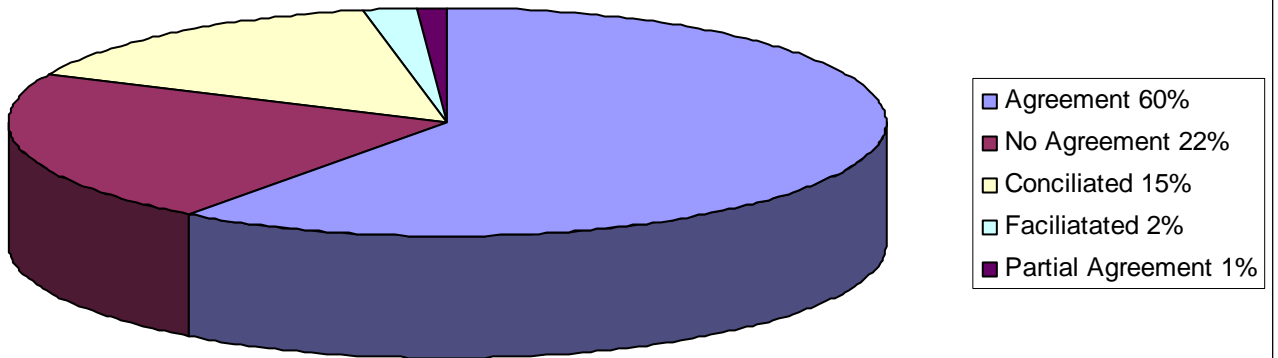
The case breakdown by referral source is as follows:

REFERRAL SOURCE	# IN 2010	# IN 2009
Courts	351	348
Self	48	68
Other	36	39

**ELEVEN YEAR COMPARISON
AGREEMENT RATES**

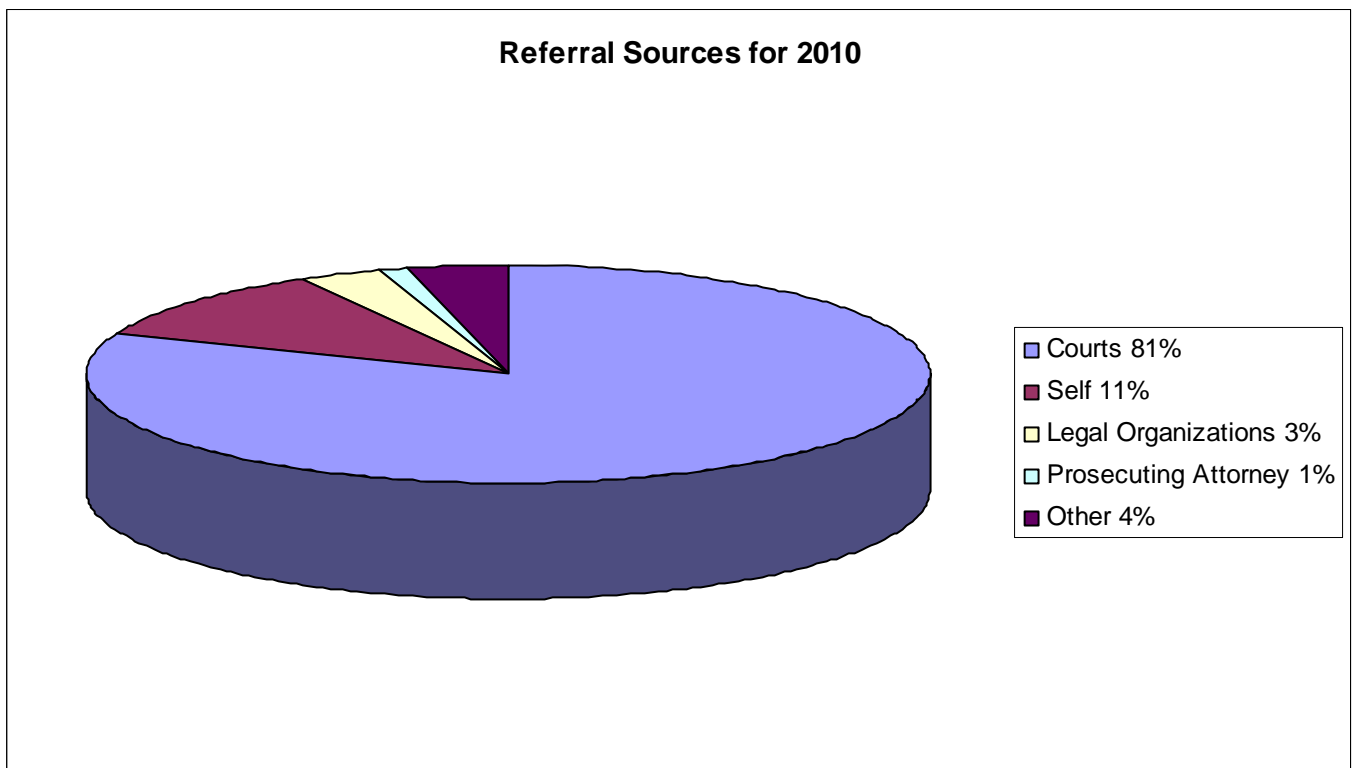
Year	Total Cases	Core Cases	Agreement	Partial Agreement	Conciliated	Facilitated	Arbitrated	No Agreement
2010	435	340	203	7	52	4	1	73
2009	455	349	224	4	41	1	1	78
2008	459	339	173	4	67	21	1	73
2007	528	395	177	0	143	10	0	65
2006	488	379	253	6	71	0	0	49
2005	428	369	253	3	66	4	0	43
2004	337	232	150	0	41	2	0	39
2003	318	NA	266	NA	NA	NA	NA	NA
2002	332	NA	287	NA	NA	NA	NA	NA
2001	307	NA	266	NA	NA	NA	NA	NA
2000	240	NA	201	NA	NA	NA	NA	NA

Agreement Rates for 2010



**ELEVEN YEAR COMPARISON
REFERRAL SOURCES (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
2010	351	2	30	48	2	2	435
2009	348	2	29	68	3	5	455
2008	351	0	43	57	4	4	459
2007	429	3	26	60	2	8	528
2006	394	8	14	51	3	18	488
2005	348	18	0	38	2	21	427
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



**Community Dispute Resolution Program
Northern Community Mediation - CHARLEVOIX**

Annual Case Profile CDRP03QT

Report Date: 1/10/2011

Period: Beginning: 1/1/2010 Ending: 12/31/2010

Filtered By: None

<u>CASE DISPOSITION TOTALS</u>	<u>Count</u>	<u>NO MEDIATION HELD</u>	<u>Count</u>
Conciliated	52 15.29%	Settled Prior to Mediation	24 25.26%
Mediated to Agreement	203 59.71%	Respondent Refuses to Mediate	24 25.26%
Mediated to Partial Agreement	7 2.06%	Initiator Failed to Show	0 0.00%
Mediated without Agreement	73 21.47%	Respondent Failed to show	5 5.26%
Facilitated	4 1.18%	Both Failed to Show	0 0.00%
Arbitrated	1 0.29%	Case Withdrawn	23 24.21%
TOTAL	340	Unable to Contact	16 16.84%
		Unamenable for Mediation	3 3.16%
		TOTAL	95

ArbitrationSessions: 1 Mediated w/ Agreement Sessions: 208 Avg Mediation Duration (mins): 100.31
 Facilitated Sessions: 5 Mediated Part Agreement Sessions: 7 Total Fees Received: \$4,475.00
 Mediated w/o Agreement Sessions: 74 **Excludes Waived Payments**
 Total Money Distributed due to Agreement: \$363,060.62 Total Cases where Money was Distributed: 112

ADDITIONAL CASE INFORMATION:

Number of Accepted Cases: 440 Number of Disposed Cases: 435
 Returnee to Mediation: Avg Days from Intake to Disposition: 25
 New Matter: 63 Number of Court Ordered Cases: 238
 Remediation of New Matter: 1 Number of Individuals Served: 1,180
 Non-compliance of Old Matter: 0 Number of Children Involved: 243
 Number of Cases Referred Elsewhere: 0

<u>REFERRAL SOURCE</u>	<u>Count</u>	<u>DISPUTE TYPE</u>	<u>Count</u>
BUS: Business, Corporation	2 0.46%	CDP: Child Protection	22 5.06%
CSR: Community Organization	0 0.00%	CML: Criminal	1 0.23%
CTS: Courts	351 80.69%	CON: Breach of Contract	160 36.78%
FFC: Friend, Family, Colleague	0 0.00%	EMP: Employment	4 0.92%
GOV: Government	2 0.46%	GDA: Guardianship-Adult	4 0.92%
LEG: Legal Organization	17 3.91%	GDC: Guardianship-Child	1 0.23%
MAR: Marketing, Advertising, Outreach	0 0.00%	LAN: Landord/Tenant	12 2.76%
POL: Police, Sheriff, State Police	0 0.00%	NGH:Neighbor	2 0.46%
PRS: Prosecutor	11 2.53%	ODM: Domestic Matters	49 11.26%
SCH: Educational Institution	2 0.46%	OPM: Other Probate Matters	2 0.46%
SEL: Self	48 11.03%	ORD: Ordiance/Statute/Regulation	1 0.23%
OTH: Other	2 0.46%	PBP: Public Policy	0 0.00%
TOTAL	435	PJC:Post Judgment Domestic	44 10.11%
		PPO: Personal Protection Order	3 0.69%
		PPP: Personal Protection Order-DM	0 0.00%
		PRP: Property	6 1.38%
		RST: Real Estate	1 0.23%
		SCH: Schools	3 0.69%
		VRA: Adult Victim Offender	0 0.00%
		VRJ: Juvenile Victim Offender	60 13.79%
		OTH: Other	5 1.15%
		DIV: Divorce No Children	24 5.52%
		DIK: Divorce Children	31 7.13%
		TOTAL	435

Fund Raising and Grants

The sixth annual Theatre Party was held on Tuesday, March 19, 2010. NCM budgeted \$7,670.00 in revenue and \$2,445.00 in expenses for a profit of \$5,225.00. In reality, \$9,098.60 was collected in revenue, and expenses totaled \$2,611.13 for a profit of \$6,487.47, which was \$1,262.47 over budget.

Although NCM does not charge for mediation services that are ordered by the courts, it does charge a minimal administrative fee for those cases that are not referred by the courts. In 2010, \$4,750.00 was collected in fees. Of the 122 individuals who were charged a fee, 36 did not pay, which represents 22.8%. This is a considerably higher rate than in 2009 (19.7%), in all probability due to the economy. An additional \$1,800.00 was collected for Special Education mediation services plus \$1,875.00 for Access & Visitation cases.

Donations for 2010 totaled \$2,620.00, as compared to \$1,345.00 in 2009. The Donor Campaign brought in an additional \$4,598.00.00, as compared to \$3,975.00 in 2009.

NCM received the following grant awards in 2010:

- The Charlevoix County Community Foundation awarded two grants:
 - \$250 through an unsolicited donation for general operations.
 - \$5,000 for expansion of and research on the Victim Offender Reconciliation Program
- The Petoskey Harbor Springs Area Community Foundation
 - \$2,000 for general operations
- Bay Harbor Foundation
 - \$3,363 for the Child Protection Mediation Program
- United Way
 - \$3,000 for the Child Protection Mediation Program, \$2,250 to be paid in 2010 and \$750 in 2011

Strategic Plan

Throughout 2010, NCM continued to review and implement its strategic plan.

- Increase and stabilize funding
 - Seek additional funding from the counties: For 2011, Charlevoix County has increased its funding to NCM from \$30,000 annually to \$33,000. Emmet County's increase will go from \$30,000 to \$30,900.
 - Develop a summer fund raiser: The Donor Campaign was launched in the summer of 2007. At this point, the Donor Campaign is considered to be the summer fund raiser.
 - Charge fees for services, including trainings: This goal has been met for the past two years, and is continually being re-evaluated.
 - Charge fees for trainings: NCM continues to offer workshop and trainings at no cost to its mediators. It does, however, charge those individuals who do not mediate for the center a sufficient amount so as to help defray the costs incurred by NCM.

- Develop a source of income independent of the center's services, such as the Gold Mine is to the Women's Resource Center: This issue has not yet been addressed.
- Assess the cost of the various programs overseen by NCM: This is done on a yearly basis.
- Increase involvement with community organizations
 - Research current and potential programs with local schools: The Preventative Shoplifting Program addresses this issue. This is also accomplished through the Special Education Mediation Program.
 - Consider services on particular issues to local government agencies: This issue has not yet been addressed.
 - Explore needs of businesses in relationship to conflict management: The initial queries relating to the possibility of NCM's serving as a resource for local businesses in relationship to conflict management has not been particularly encouraging.
- Specific goals of the Executive Director
 - Have a cash reserve of \$65,000 by January 2010: The present cash reserve is \$83,163.81 plus \$10,000 or \$20,000 total in each of the community foundation accounts. Additionally, NCM has \$10,477.74 in its checking account. Therefore, this goal has been met. If all funding would disappear, NCM could function for approximately six months without changing any of its spending habits. With the \$12,000.00 cut in state funding, NCM may have to go into its cash reserve to cover 2011 expenses..
 - Increase the replacement fund to \$10,000 by January 2011: The replacement fund is presently at \$10,249.73. Therefore, this goal has been achieved. Although there were some minor equipment purchases in 2010, the funds came directly from the operational budget, thus maintaining the replacement fund balance.
 - Pay employees a competitive wage as soon as possible: Although all three employees are doing a more than exemplary job, NCM did not have the funds to increase salaries for 2011. One employee, however, did receive a 2% increase. NCM salaries are still below the average for centers the size of NCM in the state of Michigan.
 - Provide health insurance and retirement benefits: Beginning January 2010, NCM began offering optional health insurance to its employees. For those that opt out, they can choose among reimbursement for supplemental health insurance, dental insurance, vision insurance, long-term care insurance, and/or educational assistance. Each employee is entitled to up to \$2,500 per year. The challenge of providing retirement benefits still exists.
- Goals in conjunction with SCORE
 - In that all goals established in consultation with SCORE were met in 2008, NCM should consider working with SCORE to establish new goals.
 - Consideration should be given to having SCORE work with the Board of Directors to update NCM's strategic plan.

In Kind Contributions

To a non-profit organization, in-kind contributions are significant for two primary reasons. First, when writing grant applications, in kind donations are considered a means of determining community support of the organization. Second, in kind donations help to defray expenses. The top five areas of contributions in 2009 related to the following:

- Mediation hours based upon \$150 per hour \$199,005
- Rent \$ 15,600
- Mediation locations at \$50 per session \$ 4,700
- Theatre Party \$ 2,450
- Volunteer Training \$ 1,850

The total amount of in kind contributions for 2010 was \$228,514.86, which is slightly up from 2008. The in kind donations constitute 55% of the total budget. The total in kind contributions attributable to the mediators themselves represented 87% of the in kind contributions.

Financial Analysis

Although NCM entered the year 2010 with concerns relating to the financial picture, it ended the year with a gain of \$2,969.05. Due to the fact that the 2011 funding from the state is being cut by \$12,000, the Executive Director did approximately \$4,500 worth of up-buying in supplies, equipment, printing and postage. These are expenses that would have had to have been spent in 2011 if she had not done so. It should be noted, however, that if the \$4,500 worth of 2011 expenses had not been spent in 2010, the 2010 gain would have been approximately \$7,469.

Summary

The year 2010 was a good one for NCM. The year 2011, however, will create significant challenges. With the cutback in funding from the state, NCM will have to curtail spending. This means that hopes for retirement benefits for staff are in all probability unrealistic. At the same time, NCM should continue to strive toward attaining this goal. A board retreat in 2011 is highly recommended so that NCM can update its strategic plan.