



Northern Community Mediation

Where The Solution Is Up To You

Serving Emmet &
Charlevoix Counties

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Dr. Jane Millar

NORTHERN COMMUNITY MEDIATION

2009

ANNUAL REPORT

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Petoskey, MI 49770
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**INCOME AND EXPENSE
YEAR END 2009**

INCOME CATEGORY	MONTH	YTD	PROJECTED	BUDGET
CDRP Funds		54,892.64	54,892.64	54,892.64
Agency Funds				
A. Charlevoix County		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	1,400.00	8,400.00	8,400.00	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	180.00	1,145.00	1,145.00	450.00
F. Fees for Service	500.00	6,712.00	6,712.00	3,000.00
G. Designated Gifts		200.00	200.00	
H. Donor Campaign	100.00	3,975.00	3,975.00	3,000.00
I. SPED Fees		1,000.00	1,000.00	1,000.00
J. Theatre Party				
1. Sponsorships		5,125.00	5,125.00	6,000.00
2. Ticket Sales		2,475.00	2,475.00	3,000.00
3. Other		692.58	692.58	
K. Reimbursement/Rebate		491.58	491.58	
L. Interest	630.18	1,193.19	1,193.19	1,000.00
M. Training				
1. 40-Hour		6,100.00	6,100.00	1,500.00
2. Update - Winter		1,835.00	1,835.00	600.00
3. Update - Fall		1,135.00	1,135.00	
4. General Civil				300.00
5. Char-Em ISD/SPED				800.00
6. Divorce/Domestic Violence		76.25	76.25	
7. VORP		200.00	200.00	
N. Restitution Income		27.00	27.00	
O. Shoplifting		232.52	232.52	
Grants				
A. Bay Harbor Foundation		3,362.00	3,362.00	
B. Charlevoix Foundation		275.00	275.00	
C. Charlevoix Lions		500.00	500.00	
Rent		650.00	650.00	2,400.00
TOTAL INCOME	11,560.18	176,194.76	176,194.76	161,942.64
In Kind				
A. Accounting Services		515.00	515.00	400.00
B. Volunteer Mediators	1,800.00	172,873.35	172,873.35	166,000.00
C. Volunteer Labor				
D. Volunteer Training				
E. Mediation Locations	300.00	3,150.00	3,150.00	4,000.00
F. Rent	1,300.00	15,600.00	15,600.00	15,600.00
G. Equipment/Supplies				
H. Cell Phone	171.18	1,022.70	1,022.70	700.00
I. Theatre Party		1,699.00	1,699.00	800.00
J. Mileage	212.85	231.03	231.03	
K. Training Locations		3,300.00	3,300.00	4,000.00
IN KIND INCOME	3,784.03	198,391.08	198,391.08	191,500.00
TOTAL + IN KIND INCOME	15,344.21	374,585.84	374,585.84	353,442.64

EXPENSE CATEGORY	MONTH	YTD	PROJECTED	BUDGET
1. Personnel				
A. Salaries	7,653.04	99,176.68	99,176.68	98,750.00
B. FICA	585.44	7,586.89	7,586.89	7,554.38
C. Worker's Compensation		646.00	646.00	531.00
D. Unemployment		415.44	415.44	987.50
E. Benefits	193.93	501.86	501.86	
2. Accounting		4,165.00	4,165.00	3,775.00
3. Training				
A. 40-Hour		5,226.09	5,226.09	4,500.00
B. General Civil				300.00
C. Update - Winter		2,743.10	2,743.10	2,700.00
D. Update - Fall		3,234.91	3,234.91	
E. VORP		1,267.56	1,267.56	
4. Contractual	507.00	2,746.54	2,746.54	2,200.00
5. Travel				
A. Lodging		672.50	672.50	585.00
B. Meals		202.99	202.99	635.25
C. Mileage	5,407.50	8,809.25	8,809.25	8,482.50
6. Equipment				
A. Purchase		2,248.94	2,248.94	1,223.52
B. Repair & Maintenance	25.00	2,165.38	2,165.38	1,100.00
7. Operating Expenses				
A. Occupancy - Rent	500.00	6,000.00	6,000.00	6,000.00
B. Supplies	29.66	3,120.99	3,120.99	3,000.00
C. Communications				
1. Telephone	192.35	1,733.18	1,733.18	1,600.00
2. Internet	52.95	633.44	633.44	850.00
D. Postage	158.00	2,001.71	2,001.71	2,000.00
E. Printing		2,057.32	2,057.32	2,500.00
F. Insurance				
1. Employment Practices	224.00	224.00	224.00	224.00
2. Directors & Officers	1,270.00	1,270.00	1,270.00	1,270.00
3. Commercial Umbrella		300.00	300.00	300.00
4. Business Protection		430.00	430.00	460.00
8. Advertising	30.00	1,460.12	1,460.12	910.00
9. Other				
A. Board	287.82	374.24	374.24	945.00
B. Executive Director	188.16	1,334.96	1,334.96	1,310.00
C. Hospitality	497.29	868.16	868.16	1,100.00
D. PD		1,075.00	1,075.00	1,200.00
E. Licenses, Fees, Dues	10.00	491.90	491.90	575.00
F. Annual Meeting				
G. Theatre Party		2,430.45	2,430.45	2,445.00
H. Shoplifting		145.01	145.01	
I. Refund		50.00	50.00	
J. Restitution Expense		27.00	27.00	
10. Grants				
A. Charlevoix Foundation		275.00	275.00	
B. Charlevoix Lions		500.00	500.00	
11. Charlevoix Office				
A. Rent	100.00	1,200.00	1,200.00	1,200.00
B. Telephone	46.17	615.70	615.70	600.00
C. Chamber	100.00	145.00	145.00	
D. Supplies		61.46	61.46	129.49
TOTAL EXPENSES	18,058.31	170,633.77	170,633.77	161,942.64
12. Gain (Loss)		5,560.99	5,560.99	
Comparison of Income & Expenses		176,194.76	176,194.76	161,942.64

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2009

	<u>Jan - Dec '09</u>
Income	
CDP	8,000.00
CDRP Funds	
1st Quarter	16,467.79
2nd Quarter	13,723.16
3rd Quarter	10,978.53
4th Quarter	13,723.16
Total CDRP Funds	<u>54,892.64</u>
County Funding	
Charlevoix	30,000.00
Emmet	30,000.00
Total County Funding	<u>60,000.00</u>
Donation	
Designated Gift	200.00
Donor Campaign	3,975.00
Donation - Other	1,145.00
Total Donation	<u>5,320.00</u>
Fees	
ACVS	2,140.00
Breach of Contract	80.00
Cancellation	40.00
Divorce	2,295.00
Domestic	350.00
Employer/Employee	300.00
Landlord/Tenant	40.00
Observation	100.00
Ord, Statute, Reg.	50.00
Probate	100.00
Property	50.00
Shoplifting	1,167.00
SPED	1,000.00
Total Fees	<u>7,712.00</u>
Fund Raising	
Theatre Party	
Donation	103.25
Raffle	177.00
Refund	405.63
Sponsor	5,125.00
Tickets	2,475.00
Theatre Party - Other	6.70
Total Theatre Party	<u>8,292.58</u>
Total Fund Raising	8,292.58
Grants	
Bay Harbor	3,362.00
Charlevoix Foundation	275.00
Charlevoix Lions	500.00
Total Grants	<u>4,137.00</u>

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2009

	<u>Jan - Dec '09</u>
Interest	1,193.19
Refund	491.58
Rental Income	650.00
Restitution Income	27.00
Shoplifting	232.52
Training & Workshops	
40-Hour	6,100.00
Divorce	76.25
Update	2,970.00
VORP	200.00
Total Training & Workshops	<u>9,346.25</u>
VORP	
Charlevoix	8,400.00
Emmet	7,500.00
Total VORP	<u>15,900.00</u>
Total Income	176,194.76
Expense	
Accounting	4,165.00
Advertising	1,460.12
Benefits	501.86
Charlevoix Office	
Dues	145.00
Rent	1,200.00
Supplies	61.46
Telephone	615.70
Total Charlevoix Office	<u>2,022.16</u>
Communications	
Internet	633.44
Telephone	1,733.18
Total Communications	<u>2,366.62</u>
Contractual	2,746.54
Equipment Expense	
Purchase	2,248.94
Repair & Maintenance	2,165.38
Total Equipment Expense	<u>4,414.32</u>
Fringe Benefits	
Unemployment	415.44
Total Fringe Benefits	<u>415.44</u>
Grant Expense	
Char Found General	275.00
Charlevoix Lion's	500.00
Total Grant Expense	<u>775.00</u>

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2009

	<u>Jan - Dec '09</u>
Insurance	
Business Protector	430.00
Commercial Umbrella	300.00
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	646.00
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Total Insurance	2,870.00
Occupancy	
Rent	6,000.00
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Total Occupancy	6,000.00
Other	
Board	374.24
Executive Director	1,334.96
Hospitality	868.16
Licenses, Fees, Dues	481.90
Professional Development	1,075.00
Refund	50.00
Shoplifting Preventative	145.01
Theatre Party	2,430.45
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Total Other	6,759.72
Payroll Expenses	7,586.89
Postage	2,001.71
Printing	2,057.32
Restitution Expense	27.00
Salaries and Wages	99,176.68
Supplies	3,120.99
Training	
40-Hour	5,226.09
Anne Bachle Fifer	2,743.10
Earlene Baggett-Hayes	3,234.91
VORP	1,267.56
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Total Training	12,471.66
Travel	
Lodging	672.50
Meals	202.99
Mileage	8,809.25
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Total Travel	9,684.74
Void	0.00
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Total Expense	170,623.77
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Net Income	5,570.99
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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2009

	<u>Jan - Dec '09</u>
Ace Hardware	11.16
Anne Bachle Fifer	1,402.40
AT&T	2,348.88
Bert Rousseau	1,992.96
Betsy Hanson	66.00
Blissfest	60.00
Bob Harkness	444.95
Bruce Herbert	302.50
Charlevoix Chamber of Commerce	145.00
Cheryl Bauman	1,878.79
Christine Gebhard	5.50
Christine Wacholz	53.35
City of Charlevoix	1,200.00
City Park Grill	200.00
Connie Saltonstall	243.10
Core Documents, Inc.	114.00
Culligan	226.50
David Pizzuti	99.55
David Searles	53.80
Dog Eat Dog Graphic Designs	488.00
Donald Swank	86.90
Doug Basel	8.80
Earlene Baggett-Hayes	2,381.93
Ed Engstrom	50.60
Eugene Smith	107.25
Frankenmuth Insurance	1,376.00
FraserTrebilcock Lawyers	360.00
Gary Barfknecht	105.05
Gaslight Media	1,087.19
Gene Miller	25.30
George Lewis	85.25
Glen's Supermarket	58.36
Gordon Food Service	592.10
Hi-Tech	6,917.22
Home Depot	10.58
Hugh Conklin	125.95
Jamie Winters	186.45
Jane Figueirido	16.50
Jane Gootee	18.70
Jane Millar	3,372.02
Jeff Higgs	215.05
Jim Minder	1.65
Jim Smith	0.55
Jodi Doak	16.00
Johan's	67.65
John Campbell	21.45
Jon Paul Bautel	218.35
Josie MacLean	22.00
Julienne Tomatoes	241.50
K-Mart	9.53
Karen Cole	100.10
Kathleen Lame	3,636.05
Kathleen Wells	50.00
Keith Lapp	500.00

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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2009

	<u>Jan - Dec '09</u>
Kirsten Cochran	60.50
Lee Hornberger	130.90
MACM	750.00
Mark Hess	24.05
Mary Horan	152.35
Mason & Kammermann	4,165.00
McLean & Eakin	24.33
Melanie Bunn	27.00
Meyer Hardware	109.12
Nancy Sherman	11.00
Northern Michigan Review	781.60
O'Donnell Glass	18.77
Office Max	1,579.60
Oleson's	234.07
Online Payroll Service Fee	120.00
Partners in Prevention	65.00
Pat Pulver	145.20
Paul Schemanski	64.35
Payroll Distribution	106,763.57
Petoskey Chamber of Commerce	540.00
Petoskey Cinema	764.50
Petoskey Printing	255.32
Pitney Bowes	1,051.69
Polly Cheney	158.95
Printed Checks	41.90
Priority Health	387.86
Radio Shack	16.31
Register of Copyrights	45.00
Reserve Account	950.02
Richard Hendrian	584.65
Robert Jarema	350.00
Roger Postmus	18.70
Ron Moore	634.15
Rotary	701.50
Sherwin Williams	117.35
Sign & Design	125.00
Sky's the Limit	85.99
St. Francis Xavier	6,000.00
Stafford's Hospitality	2,869.08
State of Michigan	20.00
Steve Tresidder	16.50
Susan Davis	56.10
Suzanne Engle	19.80
Suzanne LaBeau	3.30
Taylor Rental	413.00
The 501 Alliance	415.44
The Print Shop	1,935.00
The Resolution Center	200.00
The Villager	50.00
Tim Hass	117.70
Trophy Case	18.00
United Way	50.00
Wal-mart	31.03
Waldvogel Insurance	1,494.00

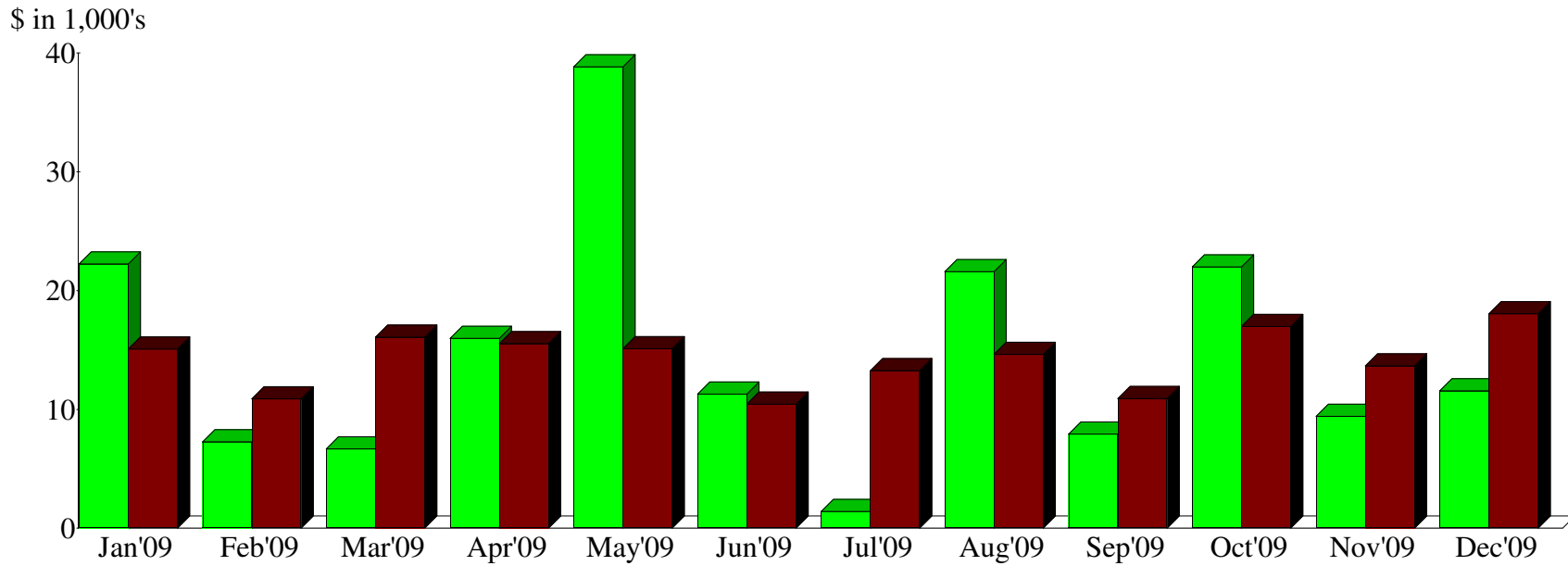
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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2009

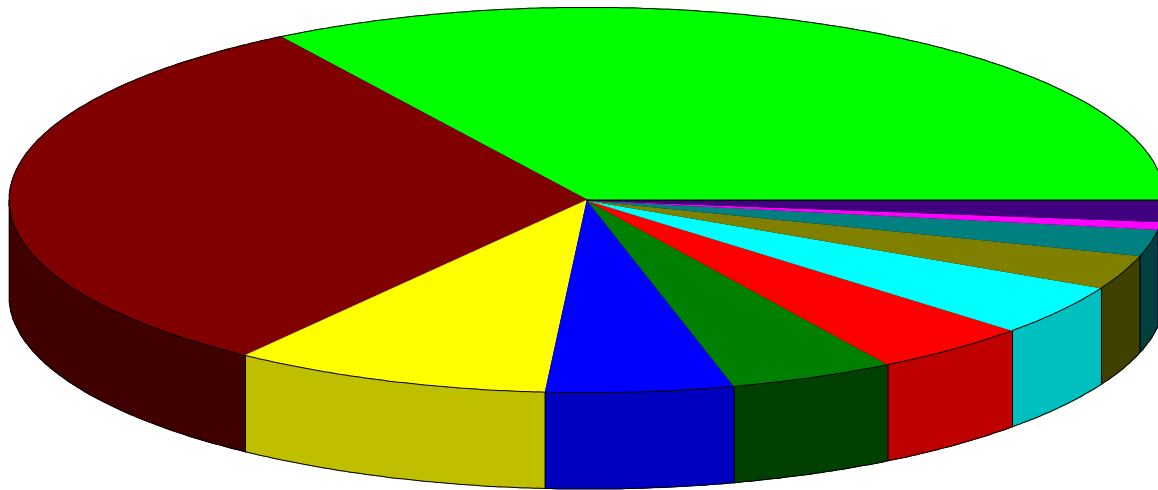
	<u>Jan - Dec '09</u>
Wayne Tri	61.05
WDRC	50.00
Westshore Dispute Resolution	<u>590.00</u>
TOTAL	<u><u>169,873.77</u></u>

Income and Expense by Month
January through December 2009

Income
Expense



Income Summary
January through December 2009

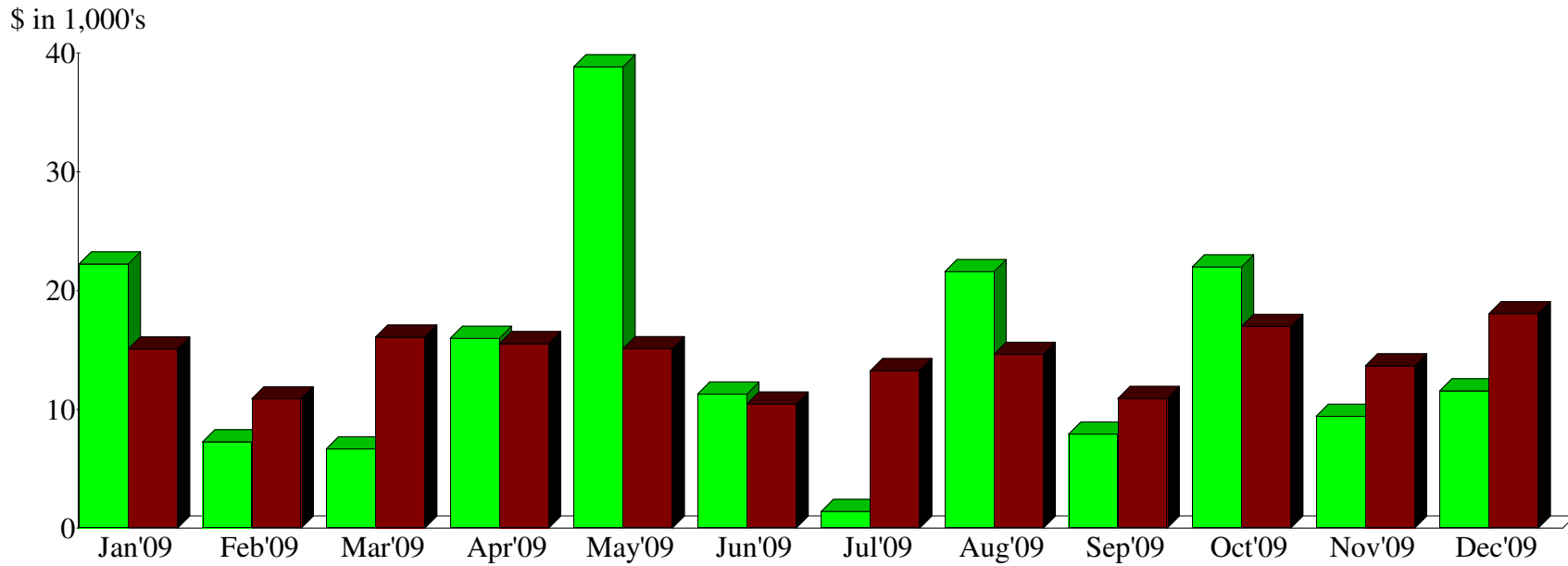


County Funding	%34.05
CDRP Funds	31.15
VORP	9.02
Training & Workshops	5.30
Fund Raising	4.71
CDP	4.54
Fees	4.38
Donation	3.02
Grants	2.35
Interest	0.68
Other	0.80
Total	\$176,194.76

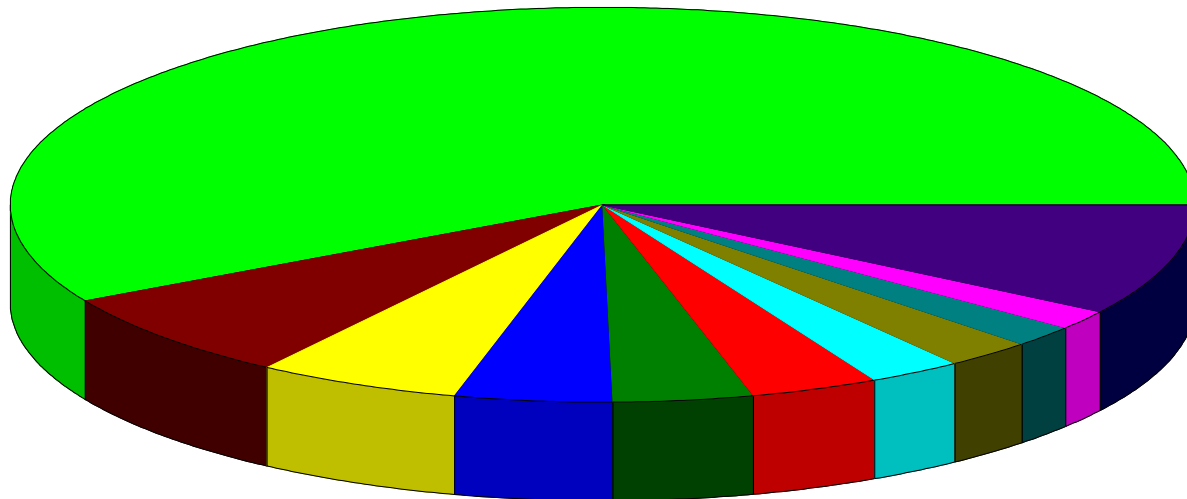
By Account

Income and Expense by Month
January through December 2009

Income
Expense



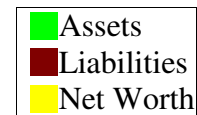
Expense Summary
January through December 2009



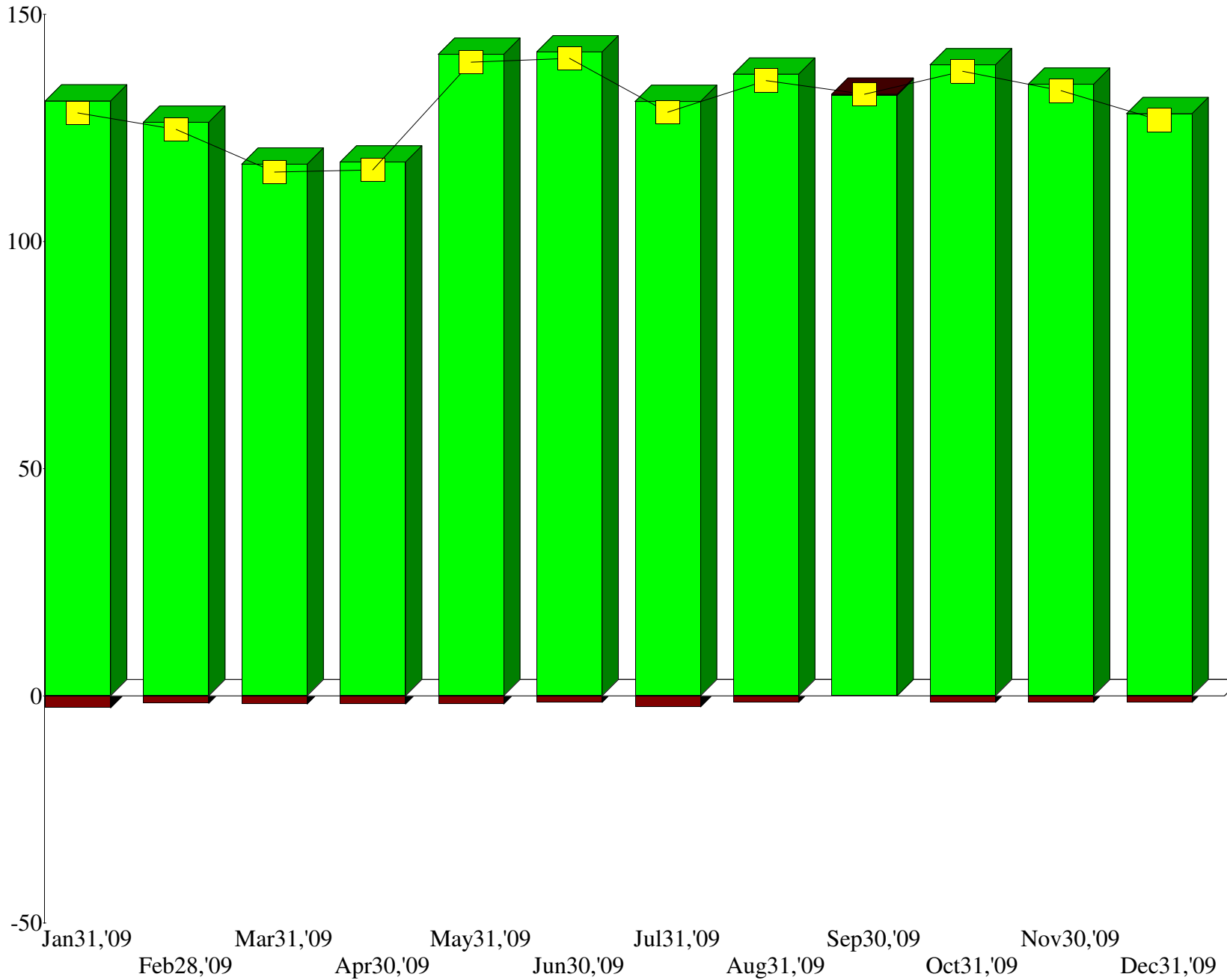
Salaries and Wages	%58.13
Training	7.31
Travel	5.68
Payroll Expenses	4.45
Other	3.96
Occupancy	3.52
Equipment Expense	2.59
Accounting	2.44
Supplies	1.83
Insurance	1.68
Other	8.42
Total	\$170,623.77

By Account

Net Worth by Month
As of December 31, 2009



\$ in 1,000's



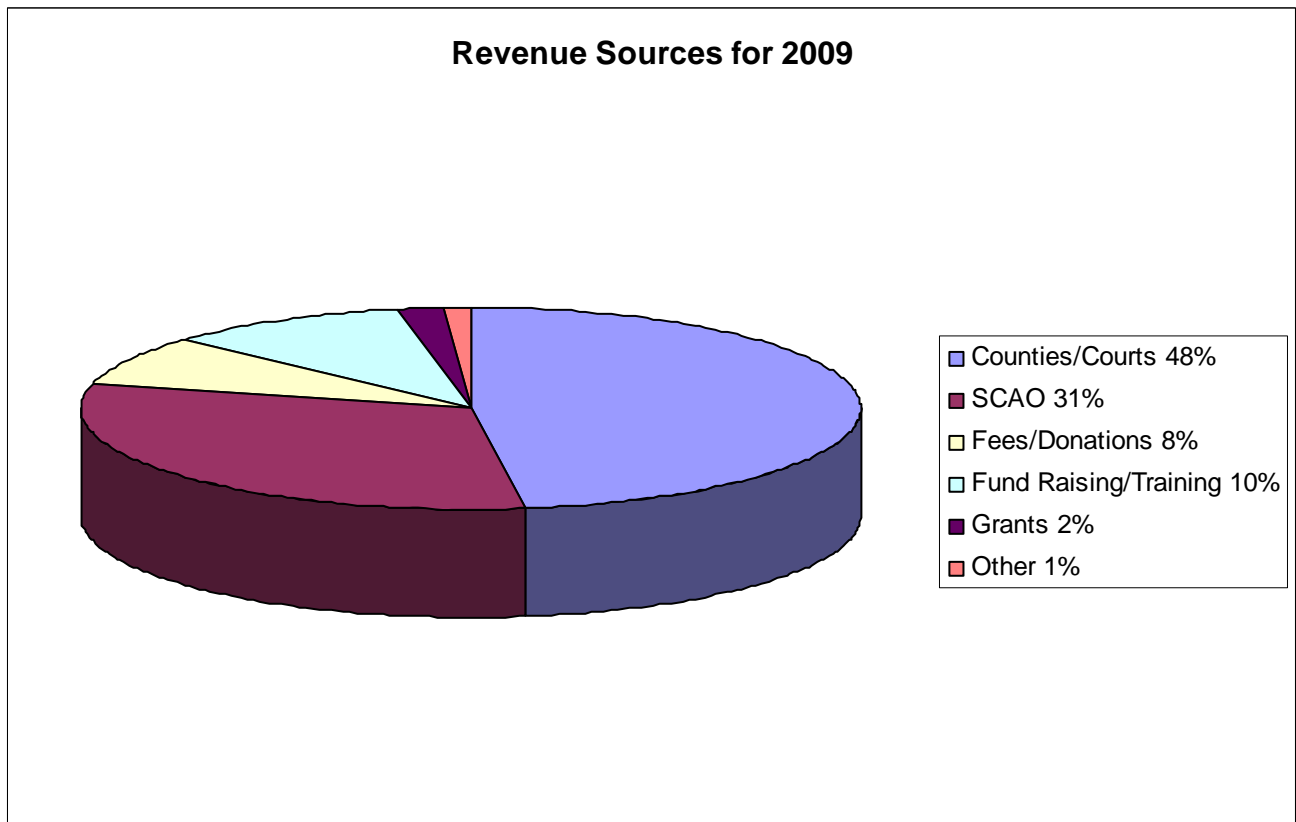
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NORTHERN COMMUNITY MEDIATION
Balance Sheet Prev Year Comparison
As of December 31, 2009

	Dec 31, '09	Dec 31, '08	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
CD Bank of N. MI 802164	0.00	5,647.88	-5,647.88	-100.0%
CD Bank of N. MI 803611	6,425.35	6,183.13	242.22	3.9%
CD Bank of N. MI 804631	5,848.79	0.00	5,848.79	100.0%
CD Char State Bank 16925	5,277.40	5,277.40	0.00	0.0%
CD Char State Bank 18910	11,129.36	11,129.36	0.00	0.0%
CD First Comm. Bank 60302215	7,623.94	7,495.17	128.77	1.7%
CD First Comm. Bank 60302716	5,448.10	5,314.18	133.92	2.5%
CD Nat'l City Bank 4160286236	5,698.95	5,472.24	226.71	4.1%
Checking Chase	28,461.17	24,715.13	3,746.04	15.2%
Petty Cash	100.00	100.00	0.00	0.0%
Savings Bay Winds	15,314.50	15,100.78	213.72	1.4%
Savings Chase	17,993.31	17,974.53	18.78	0.1%
Savings NW Bank 710205349	10,237.30	10,209.14	28.16	0.3%
Total Checking/Savings	119,558.17	114,618.94	4,939.23	4.3%
Total Current Assets	119,558.17	114,618.94	4,939.23	4.3%
Fixed Assets				
Accumulated Depreciation	-11,213.00	-11,213.00	0.00	0.0%
Equipment	19,814.14	19,814.14	0.00	0.0%
Total Fixed Assets	8,601.14	8,601.14	0.00	0.0%
TOTAL ASSETS	128,159.31	123,220.08	4,939.23	4.0%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Other Current Liabilities				
Accrued Federal Unemp..	-224.00	-224.00	0.00	0.0%
Federal Income Tax Withheld	502.50	584.64	-82.14	-14.1%
Fica Tax Withheld	1,170.92	1,105.81	65.11	5.9%
State Income Tax Withheld	-32.83	581.90	-614.73	-105.6%
Total Other Current Liabilities	1,416.59	2,048.35	-631.76	-30.8%
Total Current Liabilities	1,416.59	2,048.35	-631.76	-30.8%
Total Liabilities	1,416.59	2,048.35	-631.76	-30.8%
Equity				
*Retained Earnings	121,171.74	101,083.90	20,087.84	19.9%
Opening Bal Equity	-0.01	-0.01	0.00	0.0%
Net Income	5,570.99	20,087.84	-14,516.85	-72.3%
Total Equity	126,742.72	121,171.73	5,570.99	4.6%
TOTAL LIABILITIES & EQUITY	128,159.31	123,220.08	4,939.23	4.0%

**TEN YEAR COMPARISON
REVENUE SOURCES**

YEAR	SCAO	COUNTIES	AGENCY	TOTAL	IN KIND
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	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



ANNUAL REPORT FOR 2009

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 four years. As an Intake Coordinator, she is responsible for general civil, divorce and small claims cases. Cheryl Bauman, also an Intake Coordinator, has been with the organization since May 2008. She handles Child Protection cases and oversees the Victim-Offender Reconciliation Program. 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 55 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	14
Divorce/Domestic Relations	28
General Civil	41
Guardianship	4
Parenting Time	9
Postal	1
Restorative Justice	13
Special Education	3

As can be seen, NCM has a sufficient number of mediators, as well as an adequate number of mediators qualified in various areas of specialization. The challenge relates to their availability to mediate. Many of the mediators are retired or work full-time. Hence, they are either traveling or only available on a limited basis for daytime mediations.

As of October 1, 2009, NCM was in compliance with its new 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. As well as being a good practice, it is a requirement from the State Court Administrative Office (SCAO).

Trainings and Workshops

Five training/workshop opportunities were offered by NCM:

Anne Bachle-Fifer conducted an Advanced Mediator Training in February. She covered four topics: 1) Effective Use of Apology in Mediation, 2) Getting Beyond Impasse, 3) Ethical Dilemmas, and 4) Participants Set the Agenda. Thirty-three people participated, 26 of whom are mediators for NCM

In March, NCM offered training for mediators who were interested in being involved in the Victim Offender Reconciliation Program (VORP). Eighteen people participated, 10 of whom were from NCM and eight of whom were from the courts or other Citizen Dispute Resolution Centers in the state.

Seventeen people participated in the forty-hour training which was held in April. Of those that were trained, 12 went on to become mediators for NCM. The others are attorneys from other areas of the state.

In May, a Mediator Roundtable was held. Julie Wallin, Court Administrator for the 57th Circuit Court, explained the court process, which was followed by a question and answer period and discussion in general.

A second Advanced Mediator Training was held in September. Earlene Baggett-Hayes was the facilitator. The topics of discussion were 1) Making Attorneys Your Allies in Mediation, 2) Diversity Awareness, 3) Fifty Ways to Leave Impasse, and 4) Effective Agreement Writing. Thirty people participated, 24 of whom mediate for NCM.

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

TRAINING	STAFF
Technology for Non-Profits	Jane Millar
Website	Jane Millar
Volunteer Connection	Jane Millar
Restorative Justice Conference	Cheryl Bauman
Poverty Reduction Conference	Cheryl Bauman
Applied Suicide Intervention Skills Training	Cheryl Bauman
Michigan Association of Court Mediators Conference	Cheryl Bauman & Bert Rousseau
BARJ	Bert Rousseau & Cheryl Bauman
Agricultural Mediation	Bert Rousseau
Special Education Update	Bert Rousseau

Meetings & Gatherings

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

On January 29, 2009, NCM conducted its annual meeting for 2008. It was held from 12:05 pm to 12:35 pm at City Park Grill in Charlevoix, Michigan. Minutes of the 2009 annual meeting will be available on the NCM website (www.northernmediation.org) upon approval of the Board of Directors at the 2010 Annual Meeting, which is scheduled for Thursday, January 14, 2010.

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
Two Child Protection Steering Committee Meetings	Cheryl Bauman & Jane Millar
Eight Connecting Women Meetings	Bert Rousseau
Monthly Human Services Coordinating Body Meetings	Bert Rousseau, Cheryl Bauman &/or Jane Millar
Breakfast of Champions	Bert Rousseau, Cheryl Bauman, & Jane Millar
Weekly Rotary Meetings	Jane Millar
Petoskey/Harbor Springs Area Community Foundation Annual Meeting	Jane Millar
All-Day Staff Retreat	Bert Rousseau, Cheryl Bauman, & Jane Millar
Four Business Before Hours	Jane Millar
State of the Community Luncheon	Jane Millar
Three Athena Award Meetings	Jane Millar
Petoskey Community Foundation Director	Jane Millar & Steve Tresidder
Charlevoix Community Foundation Director	Jane Millar & Steve Tresidder
Two CDRP Directors' Meetings	Jane Millar & Bert Rousseau
Dan Rally, New City Manager	Jane Millar
Doug Caldwell, Petoskey News-Review	Jane Millar
Cameron Brunet Koch, NCMC	Jane Millar
Monthly Poverty Reduction Initiative Serve Group Meeting	Cheryl Bauman
United Way Celebration Breakfast	Jane Millar & Cheryl Bauman
Research for Recidivism Rate Teleconference	Jane Millar & Cheryl Bauman
Regular Meetings with Referees & Probation Officers	Cheryl Bauman
Meeting with MSU on Diversity Training	Jane Millar

The Executive Director also was invited to participate in four conference calls, two of which related to marital dissolution, one related to the Citizen Dispute Reconciliation Program in general, and one for the purpose of evaluating process, procedure and effectiveness of the Victim Offender Reconciliation Program (VORP) in the state of Michigan.

Upon appointment of the new board members, the Executive Director met with those individuals for an orientation. One meeting was in Charlevoix; the other was in Petoskey. At that time, they were presented with their official binders that contained the information that they would need as board members.

On December 15 from 4:30 pm to 6:00 pm, NCM held its annual holiday party. Approximately 50 people enjoyed food, beverage, conversation and friendship. The annual awards were presented at this event. Recipients were Susan Capaldi for Advocate of the Year, Polly Cheney for Veteran Mediator of the Year, and Wayne Tri for Rookie Mediator of the Year. Outgoing board members were also recognized: Ray Kiogima, Bill Lovett, and Steve Tresidder.

Presentations and Promotion

The year 2009 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. Staff and volunteers were available to explain the process of mediation and the services offered by NCM. The Executive Director also 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.

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
Community Mental Health in Charlevoix	Special Education Mediation Services
Health Department	Special Education Mediation Services
North Central Michigan College RAs	Conflict in the Dormitory
Rotary Club of Charlevoix	Preventative Shoplifting Program
Human Services Coordinating Body Summit	Evolution of conflict Resolution
Boyne City High School Conflict Resolution Class	Mediation as an Alternative to Conflict Resolution
Petoskey Kiwanis Club	Preventative Shoplifting Program
Petoskey Lions Club	Preventative Shoplifting Program
Business After Hours Exposition	General Information About NCM
Bank of Northern Michigan	Mediation Process
NCMC Dorm Assistants	Conflict Resolution

Caseload

The caseload statistics for 2009 parallel those for 2008. 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 (39.56%). This is followed by cases involving divorce and domestics matters (21.98%). The third most common types of cases relate to the Victim Offender Reconciliation Program (11.21%), followed by Parenting Time cases (8.79%). The other significant number of cases relates to Child Protection Mediation (7.25%).

The case breakdown by programs is as follows:

PROGRAM	2009		2008	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Child Protection	33	33	22	26
Victim Offender	38	51	31	81
Parenting Time	34	40	43	29

The case breakdown by counties is as follows:

COUNTY	2009		2008	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Charlevoix	207	231	235	229
Emmet	204	220	221	218

The case breakdown by dispute type is as follows:

DISPUTE TYPE	# IN 2009	# IN 2008
Breach of Contract	180	186
Juvenile Victim Offender	51	81
Domestic Matters*	51	66
Child Protection	33	26
Parenting Time	40	29
Divorce	49	29
Landlord/Tenant	20	16
Other	31	26

The case breakdown relating to the courts is as follows:

COURT	2009		2008	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
33 rd Circuit	66	74	86	82
57 th Circuit	14	16	9	7
90 th District	154	162	51	44
7 th Probate	70	81	94	101
Family Court	75	87	92	97

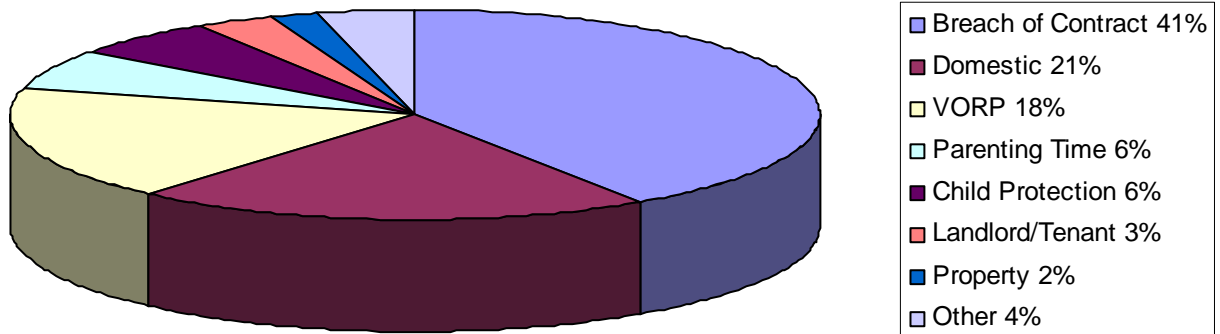
A comparison of the caseload is as follows:

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

**TEN 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
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 2009



Agreement Rates

While the percentage of cases mediated without agreement has remained relatively the same from 2008 to 2009 (21.30% vs. 22.35%), the percentage of cases mediated to agreement or partial agreement went up from 2008 to 2009 (52.36% vs. 65.33%), while the percentage of conciliated cases went down from 2008 to 2009 (19.82% vs. 11.75%).

The agreement rate percentages for 2009 are depicted in the pie chart entitled Agreement Rates. The table below shows the comparison of agreement rates between 2008 and 2009.

YEAR	AGREEMENT	NO AGREEMENT	CONCILIATED	FACILITATED	PARTIAL
2009	64%	22%	12%	1%	1%
2008	51%	22%	20%	6%	1%

Referral Sources

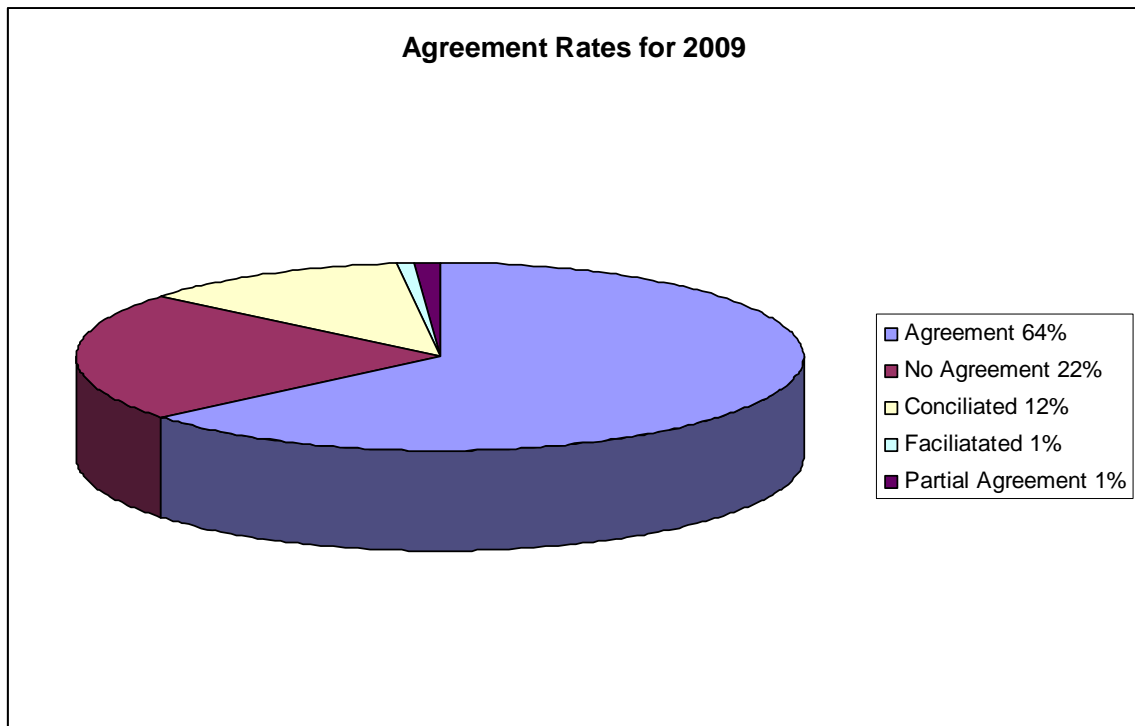
The pattern continues that the vast majority of cases are referred/ordered by the Court (76.48%). Self-referrals are second (14.95%), followed by Legal Organization referrals (4.84%). It should be noted that court case filings were down in 2009; however, the number of referrals from the courts to mediation has remained the same as in 2008, 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 2009	# IN 2008
Courts	348	351
Self	68	57
Other	39	51

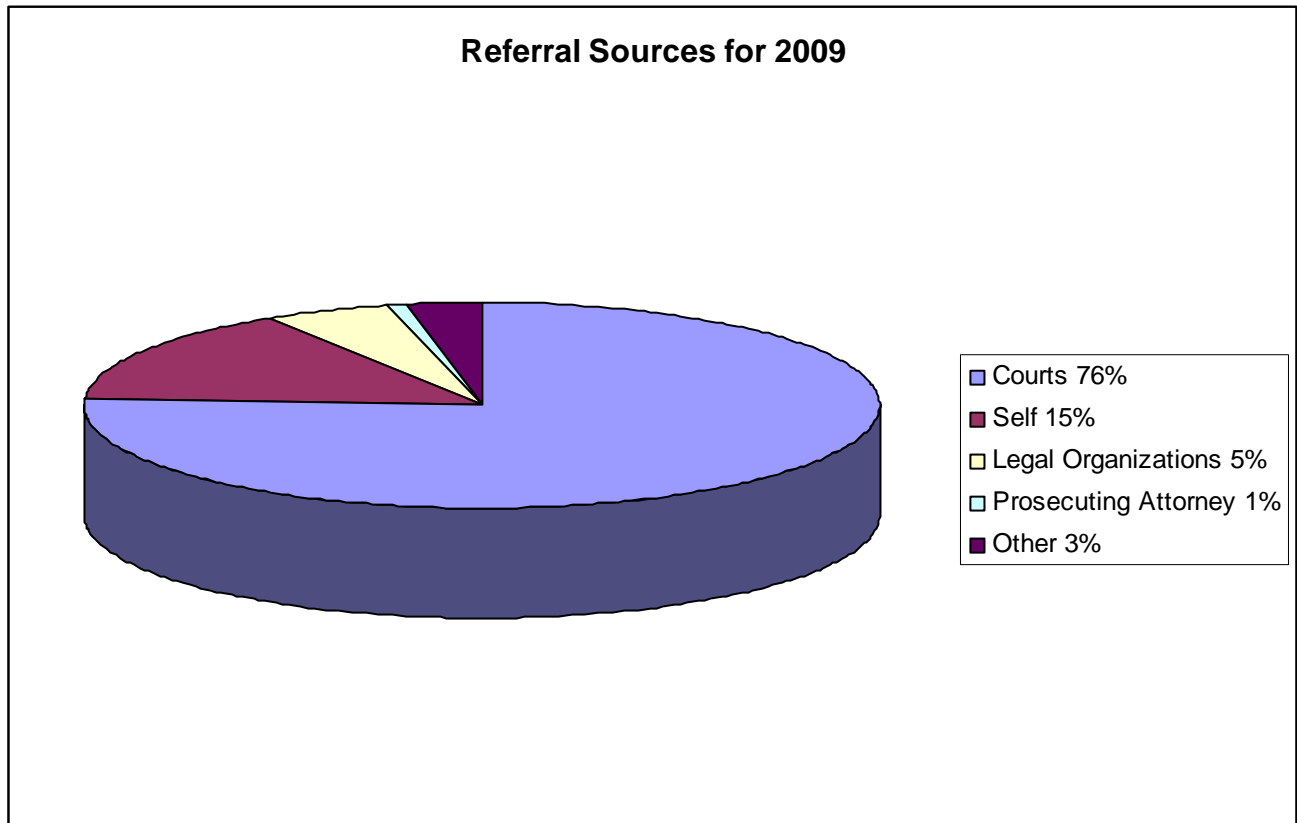
**TEN YEAR COMPARISON
AGREEMENT RATES**

Year	Total Cases	Core Cases	Agreement	Partial Agreement	Conciliated	Facilitated	Arbitrated	No Agreement
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



**TEN 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
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: 1/8/2010

Period: Beginning: 1/1/2009 Ending: 12/31/2009

Filtered By: None

<u>CASE DISPOSITION TOTALS</u>	Count		<u>NO MEDIATION HELD</u>	Count	
Conciliated	41	11.75%	Settled Prior to Mediation	24	22.64%
Mediated to Agreement	224	64.18%	Respondent Refuses to Mediate	36	33.96%
Mediated to Partial Agreement	4	1.15%	Initiator Failed to Show	1	0.94%
Mediated without Agreement	78	22.35%	Respondent Failed to show	5	4.72%
Facilitated	1	0.29%	Both Failed to Show	1	0.94%
Arbitrated	1	0.29%	Case Withdrawn	16	15.09%
TOTAL	349		Unable to Contact	17	16.04%
			Unamenable for Mediation	6	5.66%
			TOTAL	106	

Arbitration Sessions:	1	Mediated w/ Agreement Sessions:	235	Avg Mediation Duration (mins):	96.46
Facilitated Sessions:	1	Mediated Part Agreement Sessions:	4	Total Fees Received:	\$4,037.00
		Mediated w/o Agreement Sessions:	82	Excludes Waived Payments	
Total Money Distributed due to Agreement:	\$201,034.48	Total Cases where Money was Distributed:			113

ADDITIONAL CASE INFORMATION:

Number of Accepted Cases:	441	Number of Disposed Cases:	455
Returnee to Mediation:		Avg Days from Intake to Disposition:	24
New Matter:	87	Number of Court Ordered Cases:	201
Remediation of New Matter:	6	Number of Individuals Served:	1,158
Non-compliance of Old Matter:	0	Number of Children Involved:	223
		Number of Cases Referred Elsewhere:	0

<u>REFERRAL SOURCE</u>	Count		<u>DISPUTE TYPE</u>	Count	
BUS: Business, Corporation	1	0.22%	CDP: Child Protection	33	7.25%
CSR: Community Organization	1	0.22%	CML: Criminal	1	0.22%
CTS: Courts	348	76.48%	CON: Breach of Contract	180	39.56%
FFC: Friend, Family, Colleague	0	0.00%	EMP: Employment	3	0.66%
GOV: Government	2	0.44%	GDA: Guardianship-Adult	3	0.66%
LEG: Legal Organization	22	4.84%	GDC: Guardianship-Child	2	0.44%
MAR: Marketing, Advertising, Outreach	0	0.00%	LAN: Landord/Tenant	20	4.40%
POL: Police, Sheriff, State Police	0	0.00%	NGH: Neighbor	6	1.32%
PRS: Prosecutor	6	1.32%	ODM: Domestic Matters	51	11.21%
SCH: Educational Institution	2	0.44%	OPM: Other Probate Matters	6	1.32%
SEL: Self	68	14.95%	ORD: Ordinance/Statute/Regulation	0	0.00%
OTH: Other	5	1.10%	PBP: Public Policy	0	0.00%
TOTAL	455		PJC: Post Judgment Domestic	40	8.79%
			PPO: Personal Protection Order	1	0.22%
			PPP: Personal Protection Order-DM	0	0.00%
			PRP: Property	2	0.44%
			RST: Real Estate	2	0.44%
			SCH: Schools	3	0.66%
			VRA: Adult Victim Offender	0	0.00%
			VRJ: Juvenile Victim Offender	51	11.21%
			OTH: Other	2	0.44%
			DIV: Divorce No Children	19	4.18%
			DIK: Divorce Children	30	6.59%
			TOTAL	455	

Fund Raising and Grants

The fourth annual Theatre Party was held on Tuesday, March 10. Although the profit on the Theatre Party was below budget, it was still a successful event. It netted \$5,862.13, which was \$692.87 below budget. This was primarily due to the loss of several sponsors and the reduction in sponsorship levels by others, which was attributable to the state of the economy.

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 2009, \$4,612.00 was collected in fees. Of the 76 individuals who were charged a fee, 15 did not pay, which represents 19.7%. This is a considerably higher rate than in 2008, in all probability due to the economy. An additional \$1,000.00 was collected for Special Education mediation services plus \$2,100.00 for Access & Visitation cases.

Donations for 2009 totaled \$1,345.00, as compared to \$6,192.25 in 2008. The Donor Campaign brought in an additional \$3,975.00, as compared to \$4,050.00 in 2008. This drop in giving is consistent with what other non-profit organizations are experiencing

NCM received the following grant awards in 2009:

- The Charlevoix County Community Foundation awarded four grants:
 - \$275 through three unsolicited contributions 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
- Charlevoix Lions
 - \$500 for a new printer and upgraded phones

Strategic Plan

Throughout 2009, NCM continued to review and implement its strategic plan.

- Increase and stabilize funding
 - Seek additional funding from the counties: Both Charlevoix and Emmet Counties will continue to support NCM through a line item expense of \$30,000 each. An increase in this amount is not likely in the near future.
 - 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 \$80,759.70, which does not include \$28,461.17 in the 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. It may be necessary, however, to use some of the cash reserve to support the Benefit Program that goes into effect January 2010.
 - Increase the replacement fund to \$10,000 by January 2011: The replacement fund is presently at \$10,237.30. Therefore, this goal has been achieved. Although there were some major equipment purchases in 2009, 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 employees received an increase in salary for 2009, 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 will offer optional health insurance to its employees. For those that opt out, they will 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 \$172,873
- Rent \$ 15,600
- Training Locations at \$50 per session \$ 3,300
- Mediation locations at \$50 per session \$ 3,150
- Theatre Party \$ 1,699

The total amount of in kind contributions for 2009 was \$198,391.08, which is slightly up from 2008. The in kind donations constitute 53% 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 2009 with concerns relating to the financial picture, it ended the year with a gain of \$5,560.99. With the present economy coupled with the fact that NCM will be offering benefits to its employees, however, it is not anticipated that the year 2010 will realize a fund balance into 2011.

Summary

The year 2009 was a good one for NCM. The year 2010, however, will create significant challenges. With the economic climate facing the nation and the world, NCM will have to curtail spending and accept the fact that anticipated income may not be as great as budgeted. 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 2010 is highly recommended so that NCM can update its strategic plan.