



Northern Community Mediation

Where The Solution Is Up To You

Serving Charlevoix
and Emmet Counties

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NORTHERN COMMUNITY MEDIATION

2011

ANNUAL REPORT

INCOME AND EXPENSE REPORT DECEMBER 2011

INCOME CATEGORY	MONTH	2011 YTD	PROJECTED	2011BUDGET	2010 YTD
CDRP Funds		45,119.56	45,119.56	45,119.56	57,368.81
Agency Funds					
A. Charlevoix County	8,250.00	33,000.00	33,000.00	33,000.00	30,000.00
B. Emmet County	7,725.00	30,900.00	30,900.00	30,900.00	30,000.00
C. VORP Charlevoix	2,300.00	8,600.00	8,600.00	8,500.00	8,500.00
D. VORP Emmet	1,250.00	6,875.00	6,875.00	7,500.00	7,500.00
E. CDP Charlevoix		8,000.00	8,000.00	8,000.00	8,000.00
E. Fees for Service	900.00	4,095.00	4,095.00	4,000.00	4,750.00
F. ACVS Fees		3,300.00	3,300.00	1,700.00	1,875.00
G. SPED Fees	200.00	200.00	200.00	500.00	1,800.00
H. Donations	200.00	3,210.50	3,210.50	1,000.00	2,620.00
I. Designated Gifts					
J. Donor Campaign		3,050.00	3,050.00	3,000.00	4,598.00
K. Theatre Party					
1. Sponsorships		4,999.01	4,999.01	5,000.00	5,550.00
2. Ticket Sales		3,925.00	3,925.00	2,500.00	2,875.00
3. Other		210.70	210.70	500.00	673.60
L. Bartending		51.00	51.00		
M. Reimbursement/Rebate	218.31	227.93	227.93		2,130.08
N. Interest	100.83	251.73	251.73	1,000.00	1,125.80
O. Training					
1. 40-Hour				3,000.00	
2. Advanced - Fall		3,508.00	3,508.00	600.00	750.00
3. General Civil					100.00
P. Grants					
1. Bay Harbor Foundation		3,663.00	3,663.00		3663.00
2. Charlevoix Foundation					5250.00
3. Petoskey Foundation		3,200.00	3,200.00		2000.00
4. United Way	941.25	3,573.75	3,573.75		2250.00
5. Charlevoix Lions		200.00	200.00		
Q. Dinner Party Fund Raiser					980.00
Transfer from Savings				15,396.03	
TOTAL INCOME	22,085.39	170,160.18	170,160.18	171,215.59	184,359.29
In Kind					
A. Accounting Services		755.00	755.00	500.00	780.00
B. Volunteer Mediators	15,712.50	170,118.00	170,118.00	190,000.00	199,005.00
C. Volunteer Labor		890.00	890.00		60.00
D. Volunteer Training		600.00	600.00		1,850.00
E. Mediation Locations	650.00	5,750.00	5,750.00	4,500.00	4,700.00
F. Rent	1,300.00	15,600.00	15,600.00	15,600.00	15,600.00
G. Equipment/Supplies		160.00	160.00		
H. Cell Phone	321.58	1,020.05	1,020.05	1,103.00	1,075.48
I. Theatre Party		2,504.50	2,504.50	2,450.00	2,450.43
J. Training Locations		2,000.00	2,000.00	4,000.00	600.00
K. Mileage	973.61	1,155.71	1,155.71	500.00	2,194.45
L. GoToMyPC	19.95	239.40	239.40	190.00	199.50
IN KIND INCOME	18,977.64	200,792.66	200,792.66	218,843.00	228,514.86
TOTAL + IN KIND INCOME	41,063.03	370,952.84	370,952.84	390,058.59	412,874.15

EXPENSE CATEGORY	MONTH	2011 YTD	PROJECTED	BUDGET	2010 YTD
1. Personnel					
A. Salaries	11,383.86	98,660.12	98,660.12	98,660.00	104,590.40
B. FICA	870.87	7,547.54	7,547.54	7,547.49	7,990.39
C. Worker's Compensation		633.00	633.00	604.00	656.00
D. Unemployment		1,023.34	1,023.34	986.60	1,142.06
E. Insurance/Education	3,697.96	7,277.69	7,277.69	7,500.00	5,026.48
2. Accounting		3,170.00	3,170.00	3,800.00	4,000.00
3. Advertising	110.00	1,841.52	1,841.52	1,430.00	1,855.48
4. Charlevoix Office					
A. Rent	100.00	1,200.00	1,200.00	1,200.00	1,200.00
B. Telephone	56.86	701.22	701.22	650.00	623.28
5.. Communications					
A. Telephone	205.47	2,673.50	2,673.50	2,500.00	2,555.39
B. Internet	54.95	653.40	653.40	660.00	635.40
6. Contractual	162.50	2,166.83	2,166.83	2,000.00	2,879.29
7. Equipment					
A. Purchase	705.00	2,044.00	2,044.00	0.00	1,583.97
B. Repair & Maintenance	289.00	835.85	835.85	1,500.00	2,010.10
8. Insurance					
A. Employment Practices	224.00	224.00	224.00	235.00	224.00
B. Directors & Officers	1,270.00	1,270.00	1,270.00	1,333.00	1,270.00
C. Commercial Umbrella		300.00	300.00	300.00	300.00
D. Business Protection		430.00	430.00	430.00	430.00
9. Occupancy - Rent	500.00	6,000.00	6,000.00	6,000.00	6,000.00
10. Other					
A. Board	34.63	496.37	496.37	855.00	658.16
B. Dinner Party		40.00	40.00		
C. Executive Director	90.55	1,074.57	1,074.57	1,875.00	1,963.94
D. Hospitality	308.99	694.07	694.07	650.00	716.48
E. Licenses, Fees, Dues	270.00	630.00	630.00	812.50	1,430.45
F. PD		320.00	320.00	600.00	552.00
G. Shoplifting	18.31	18.31	18.31		19.38
H. Staff Retreat		100.00	100.00	100.00	100.00
I. Theatre Party		2,470.62	2,470.62	2,445.00	2,611.13
J. Dinner Party Fund Raiser					875.00
11. Postage	300.00	1,701.52	1,701.52	2,000.00	3,077.24
12. Reimbursement	265.00	290.00	290.00		
13. Printing		1,130.00	1,130.00	2,000.00	5,874.55
14. Supplies	830.25	3,418.35	3,418.35	3,000.00	5,186.75
15. Training					
A. 40-Hour		5,670.11	5,670.11	7,900.00	
B. General Civil					1,214.58
C. Update - Fall	29.38	3,359.77	3,359.77	2,400.00	2,616.15
D. Child Protection					1,491.60
E. Divorce					331.42
16. Travel					
A. Lodging		401.97	401.97	585.00	580.63
B. Meals		83.91	83.91	157.00	160.09
C. Mileage	4,989.64	7,555.96	7,555.96	8,500.00	6,958.45
D. Other		7.00	7.00		
TOTAL EXPENSES	26,767.22	168,114.54	168,114.54	171,215.59	181,390.24
16. Gain (Loss)		2,045.64	2,045.64	0.00	2,969.05
Comparison of Income & Expenses		170,160.18	170,160.18	171,215.59	184,359.29
17. Depreciation	2,260.00	2,260.00	2,260.00		
EXPENSES + DEPRECIATION	29,027.22	170,374.54	170,374.54		

01/12/12

NORTHERN COMMUNITY MEDIATION

Profit & Loss

December 2011

	<u>Dec '11</u>
Income	
County Funding	
Charlevoix	8,250.00
Emmet	7,725.00
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Total County Funding	15,975.00
Donation	200.00
Fees	
Divorce	575.00
Domestic	25.00
Guardianship	50.00
Shoplifting	250.00
SPED	200.00
	<hr/>
Total Fees	1,100.00
Grants	
United Way	941.25
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Total Grants	941.25
Interest	100.83
Refund	200.00
Restitution Income	18.31
VORP	
Charlevoix	2,300.00
Emmet	1,250.00
	<hr/>
Total VORP	3,550.00
	<hr/>
Total Income	22,085.39
Expense	
Advertising	110.00
Charlevoix Office	
Rent	100.00
Telephone	56.86
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Total Charlevoix Office	156.86
Communications	
Internet	54.95
Telephone	205.47
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Total Communications	260.42
Contractual	162.50
Depreciation Expense	2,260.00
Equipment Expense	
Purchase	705.00
Repair & Maintenance	289.00
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Total Equipment Expense	994.00
Fringe Benefits	
Education	573.00
Insurance	3,124.96
	<hr/>
Total Fringe Benefits	3,697.96

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

December 2011

	<u>Dec '11</u>
Insurance	
Directors & Officers	1,270.00
Employment Practices	224.00
Total Insurance	<u>1,494.00</u>
Occupancy	
Rent	500.00
Total Occupancy	<u>500.00</u>
Other	
Board	34.63
Executive Director	90.55
Hospitality	308.99
Licenses, Fees, Dues	270.00
Total Other	<u>704.17</u>
Payroll Expenses	870.87
Postage	300.00
Printing	265.00
Restitution Expense	18.31
Salaries and Wages	11,383.86
Supplies	830.25
Training	
Advanced	29.38
Total Training	<u>29.38</u>
Travel	
Mileage	4,989.64
Total Travel	<u>4,989.64</u>
Void	0.00
Total Expense	<u>29,027.22</u>
Net Income	<u><u>-6,941.83</u></u>

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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
December 2011

	<u>Dec '11</u>
AT&T	262.33
Bert Rousseau	176.49
Brian Kasiborski	41.79
Bruce Herbert	179.78
Charlevoix Chamber of Commerce	100.00
Chuck Jadwin	6.63
City of Charlevoix	100.00
Connie Saltonstall	184.41
Culligan	5.00
David Meyer	50.00
Debra Reed	22.44
Doug Basel	62.57
East Jordan Chamber of Commerce	60.00
Ed Engstrom	90.59
Gaslight Media	84.95
George Lewis	37.83
Glen's Supermarket	54.61
Gordon Food Service	83.43
Hi-Tech	1,156.50
Hugh Conklin	162.05
Jane Millar	2,808.43
Jeff Higgs	220.74
Jennifer Schafer	23.78
Jon Paul Bautel	170.82
Julienne Tomatoes	224.40
Karen Cole	453.57
Kathleen Lame	155.49
Kiwanis	50.00
Lisa Hicklen	118.71
Mary Horan	388.50
Meyer Hardware	28.05
Nancy Kohler	98.19
North Central Michigan College	573.00
Office Max	619.80
Online Payroll Service Fee	10.00
Pam Hagel	35.52
Par-T-Pac	18.31
Paul Schemanski	49.68
Payroll Distribution	12,254.73
Petoskey Chamber of Commerce	80.00
Polly Cheney	519.95
Reserve Account	300.00
Richard Hendrian	506.63
Robert Harkness	163.17
Ron Moore	686.19
Sky's the Limit	29.98
St. Francis Xavier	500.00
Suzanne LaBeau	5.28
The Print Shop	265.00
Tom North	289.76
United Way	50.00

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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
December 2011

	<u>Dec '11</u>
Waldvogel Insurance	1,494.00
Wayne Tri	631.19
TOTAL	<u><u>26,744.27</u></u>

01/12/12

NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2011

	<u>Jan - Dec '11</u>
Income	
CDP	8,000.00
CDRP Funds	
1st Quarter	13,535.87
2nd Quarter	11,279.89
3rd Quarter	9,023.91
4th Quarter	11,279.89
Total CDRP Funds	<u>45,119.56</u>
County Funding	
Charlevoix	33,000.00
Emmet	30,900.00
Total County Funding	<u>63,900.00</u>
Donation	
Donor Campaign	3,050.00
Mileage	133.50
Donation - Other	3,077.00
Total Donation	<u>6,260.50</u>
Fees	
ACVS	3,300.00
Breach of Contract	40.00
Divorce	2,575.00
Domestic	180.00
Employer/Employee	600.00
Guardianship	50.00
Shoplifting	650.00
SPED	200.00
Total Fees	<u>7,595.00</u>
Fund Raising	
Bartending	51.00
Theatre Party	
Raffle	203.00
Refund	7.70
Sponsor	4,999.01
Tickets	3,925.00
Total Theatre Party	<u>9,134.71</u>
Total Fund Raising	<u>9,185.71</u>
Grants	
Bay Harbor	3,663.00
Charlevoix Lions	200.00
Petoskey Foundation	3,200.00
United Way	3,573.75
Total Grants	<u>10,636.75</u>
Interest	251.73
Refund	209.62
Restitution Income	18.31

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2011

	<u>Jan - Dec '11</u>
Training & Workshops	
Advanced	3,508.00
Total Training & Workshops	3,508.00
VORP	
Charlevoix	8,600.00
Emmet	6,875.00
Total VORP	15,475.00
Total Income	170,160.18
Expense	
Accounting	3,170.00
Advertising	1,841.52
Charlevoix Office	
Rent	1,200.00
Telephone	701.22
Total Charlevoix Office	1,901.22
Communications	
Internet	653.40
Telephone	2,673.50
Total Communications	3,326.90
Contractual	2,166.83
Depreciation Expense	2,260.00
Equipment Expense	
Purchase	705.00
Repair & Maintenance	835.85
Total Equipment Expense	1,540.85
Fringe Benefits	
Education	2,146.81
Insurance	5,130.88
Unemployment	1,023.34
Total Fringe Benefits	8,301.03
Insurance	
Business Protector	430.00
Commercial Umbrella	300.00
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	633.00
Total Insurance	2,857.00
Occupancy	
Rent	6,000.00
Total Occupancy	6,000.00

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NORTHERN COMMUNITY MEDIATION

Profit & Loss

January through December 2011

	<u>Jan - Dec '11</u>
Other	
Board	496.37
Dinner Party	40.00
Executive Director	1,074.57
Hospitality	694.07
Licenses, Fees, Dues	630.00
PD	320.00
Staff Retreat	100.00
Theatre Party	2,470.62
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Total Other	5,825.63
Payroll Expenses	7,547.54
Postage	1,701.52
Printing	1,395.00
Reimbursement	
Fees	25.00
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Total Reimbursement	25.00
Restitution Expense	18.31
Salaries and Wages	98,660.12
Supplies	4,757.35
Training	
40-Hour	5,670.11
Advanced	3,359.77
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Total Training	9,029.88
Travel	
Lodging	401.97
Meals	83.91
Mileage	7,555.96
Other	7.00
	<hr/>
Total Travel	8,048.84
Void	0.00
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Total Expense	170,374.54
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Net Income	-214.36
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01/12/12

NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2011

	<u>Jan - Dec '11</u>
Ace Hardware	5.37
AT&T	3,374.72
Bert Rousseau	2,983.29
Bill Waters	2,600.00
Blissfest	70.00
Boyne Area Chamber of Commerce	325.00
Brian Kasiborski	41.79
Bruce Herbert	179.78
Charlevoix Chamber of Commerce	250.00
Charlevoix County Community Foundation	10.00
Charlevoix Public Library	75.00
Chuck Jadwin	6.63
City of Charlevoix	1,220.00
City Park Grill	150.00
Connie Saltonstall	184.41
Crystal Mountain	280.06
Culligan	143.50
David Meyer	50.00
Debra Reed	22.44
Dog Eat Dog Graphic Designs	56.25
Doug Basel	62.57
East Jordan Chamber of Commerce	60.00
Ed Engstrom	90.59
Frankenmuth Insurance	1,363.00
Gaslight Media	1,013.40
George Lewis	37.83
George Willaert	25.00
Glen's Supermarket	146.86
Gordon Food Service	413.34
Harbor Springs Chamber of Commerce	100.00
Hi-Tech	6,141.68
Hugh Conklin	162.05
Jane Millar	4,040.87
Jeff Higgs	220.74
Jennifer Schafer	23.78
Johan's	77.45
John Wiley & Sons, Inc.	166.50
Jon Paul Bautel	170.82
Julienne Tomatoes	224.40
Karen Cole	453.57
Kathleen Lame	155.49
Kiwanis	50.00
Lisa Hicklen	118.71
MACM	300.00
Mary Horan	388.50
Mason & Kammermann	3,170.00
McLean & Eakin	1,041.04
Meyer Hardware	35.21
Nancy Kohler	98.19
North Central Michigan College	573.00
Northern Michigan Review	243.60
Office Max	1,524.43
Oleson's	46.54
Online Payroll Service Fee	120.00

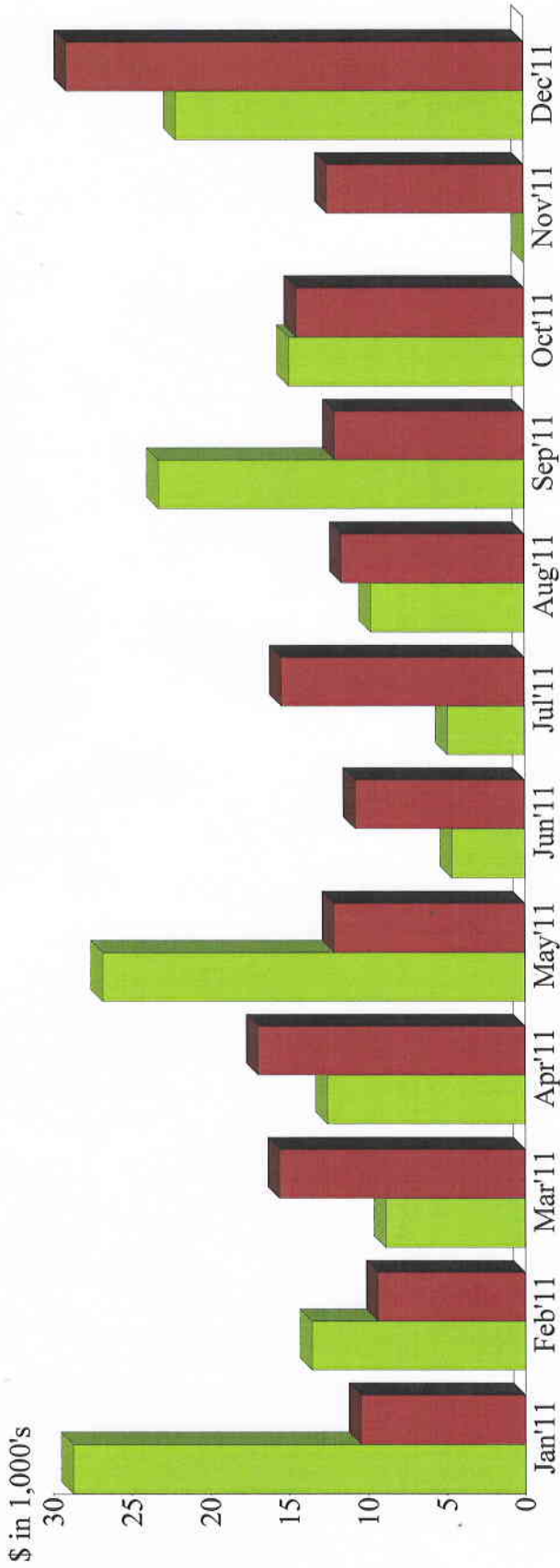
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NORTHERN COMMUNITY MEDIATION
Expenses by Vendor Summary
January through December 2011

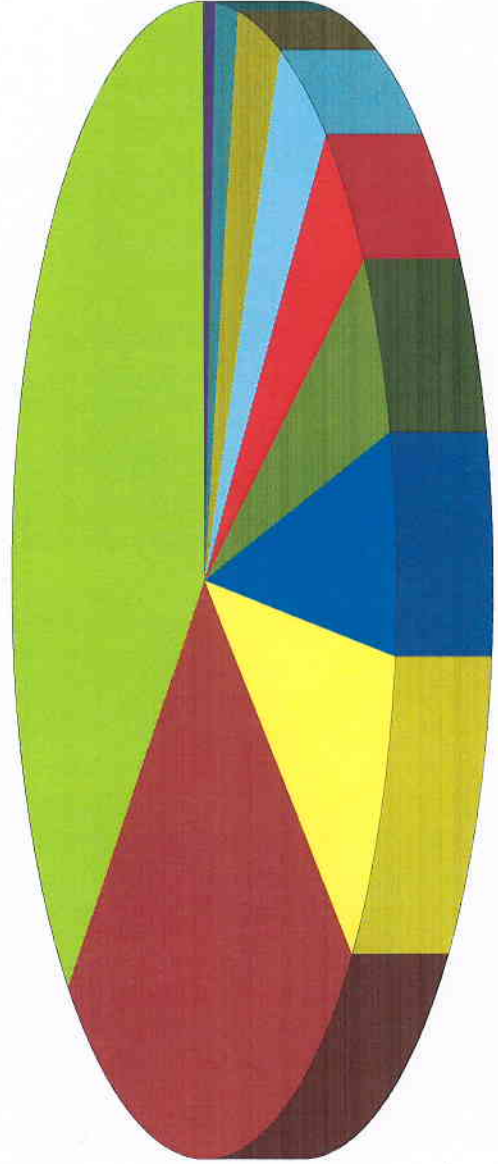
	<u>Jan - Dec '11</u>
Pam Hagel	35.52
Par-T-Pac	18.31
Paul Schemanski	49.68
Payroll Distribution	106,207.66
Petoskey Chamber of Commerce	290.00
Petoskey Cinema	929.50
Pitney Bowes	801.52
Polly Cheney	519.95
Reserve Account	900.00
Richard Hendrian	506.63
Robert Harkness	163.17
Ron Moore	686.19
Rotary	569.00
Sign & Design	125.00
Sky's the Limit	73.97
St. Francis Xavier	6,000.00
Stafford's Hospitality	1,149.35
State of Michigan	20.00
Steve Tresidder	1,200.00
Suzanne LaBeau	5.28
Symon's	26.45
Synergy	634.00
Taylor Rental	456.00
The 501 Alliance	1,023.34
The Print Shop	2,007.00
Tom North	289.76
Trophy Case	49.44
Twisted Olive	100.00
United Way	50.00
USPS	64.35
Waldvogel Insurance	1,494.00
Wanda Joseph	2,600.00
Wayne Tri	3,980.98
Weathervane	178.14
TOTAL	<u>168,091.59</u>

Income and Expense by Month
January through December 2011

Income
Expense



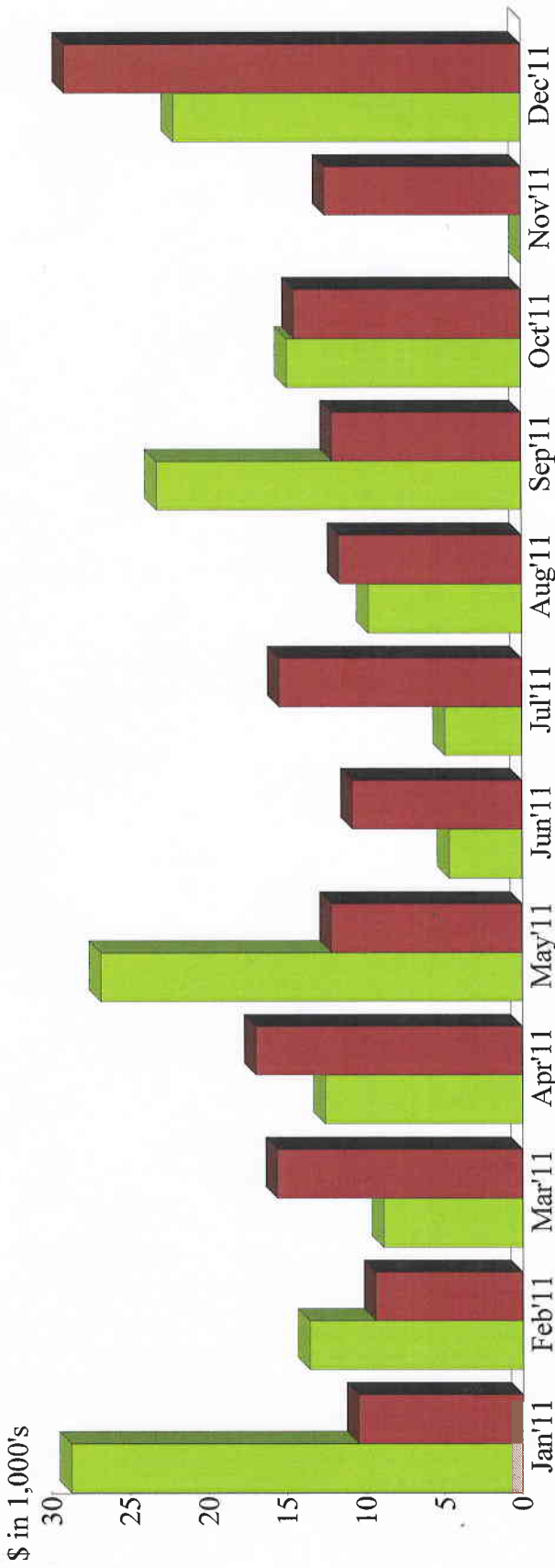
Income Summary
January through December 2011



By Account

Income and Expense by Month
January through December 2011

Income
Expense



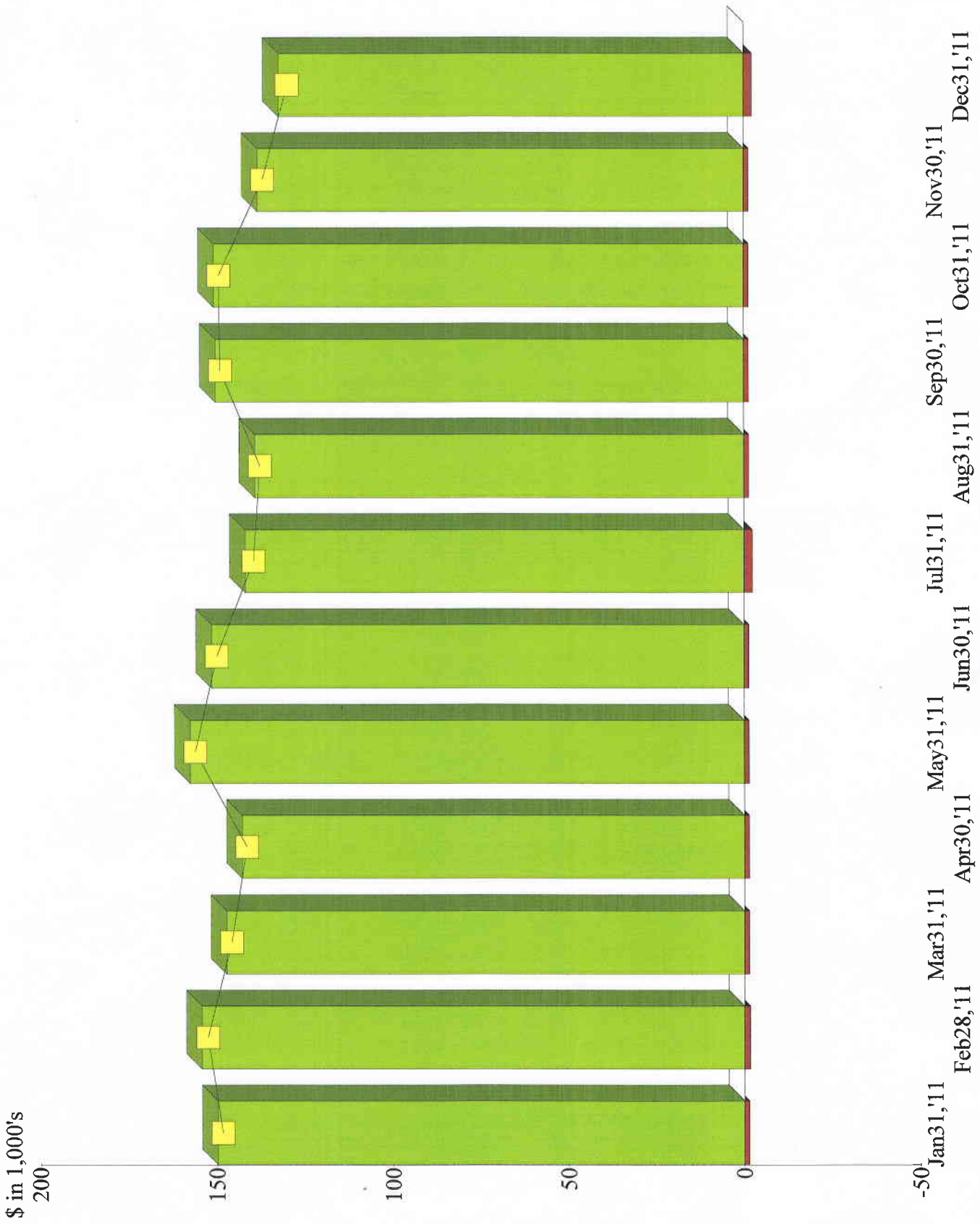
Expense Summary
January through December 2011

Salaries and Wages	%57.91
Training	5.30
Fringe Benefits	4.87
Travel	4.72
Payroll Expenses	4.43
Occupancy	3.52
Other	3.42
Supplies	2.79
Communications	1.95
Accounting	1.86
Other	9.22
Total	\$170,374.54



By Account

Net Worth by Month
As of December 31, 2011



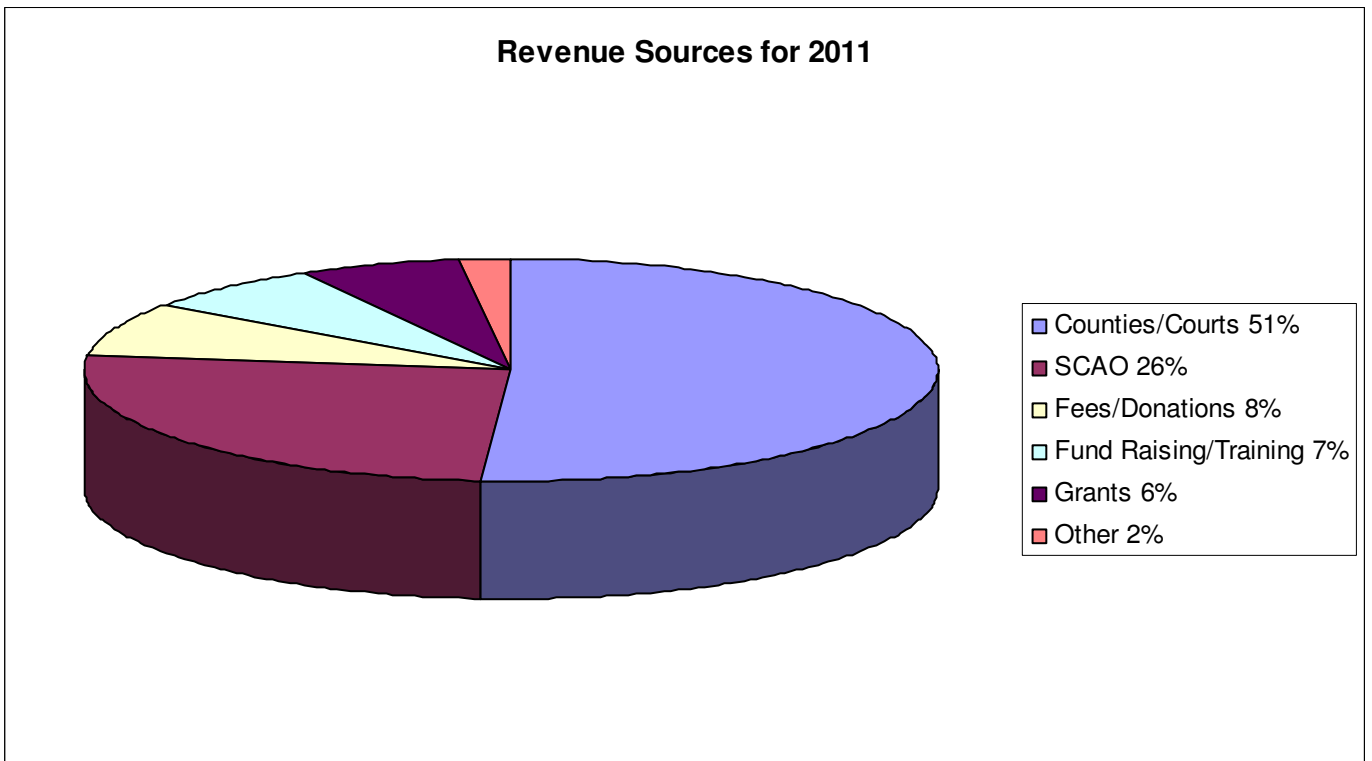
NORTHERN COMMUNITY MEDIATION
Balance Sheet Prev Year Comparison

As of December 31, 2011

	Dec 31, '11	Dec 31, '10	\$ Change	% Change
ASSETS				
Current Assets				
Checking/Savings				
CD Bank of N. MI 803611	6,482.99	6,466.83	16.16	0.3%
CD Bank of N. MI 804631	6,056.58	5,995.45	61.13	1.0%
CD Char State Bank 18756	5,825.93	5,742.46	83.47	1.5%
CD Char State Bank 18910	12,021.96	11,846.10	175.86	1.5%
CD First Comm. Bank 60302215	7,752.07	7,705.80	46.27	0.6%
CD First Comm. Bank 60302716	5,527.11	5,502.20	24.91	0.5%
CD PNC Bank 22013275839	6,259.21	6,223.33	35.88	0.6%
Checking Chase	12,246.06	10,477.74	1,768.32	16.9%
Petty Cash	100.00	100.00	0.00	0.0%
Savings Bay Winds	15,542.95	15,455.41	87.54	0.6%
Savings Chase	18,029.06	18,011.20	17.86	0.1%
Savings NW Bank 710205349	10,259.60	10,249.73	9.87	0.1%
Total Checking/Savings	106,103.52	103,776.25	2,327.27	2.2%
Total Current Assets	106,103.52	103,776.25	2,327.27	2.2%
Fixed Assets				
Accumulated Depreciation	-15,437.00	-13,177.00	-2,260.00	-17.2%
Equipment				
Purchase	658.00	658.00	0.00	0.0%
Equipment - Other	19,814.14	19,814.14	0.00	0.0%
Total Equipment	20,472.14	20,472.14	0.00	0.0%
Total Fixed Assets	5,035.14	7,295.14	-2,260.00	-31.0%
Other Assets				
Investments - CCCF	10,543.37	10,664.57	-121.20	-1.1%
Investments - PHSACF	10,608.41	10,794.43	-186.02	-1.7%
Total Other Assets	21,151.78	21,459.00	-307.22	-1.4%
TOTAL ASSETS	132,290.44	132,530.39	-239.95	-0.2%
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Other Current Liabilities				
Accrued Federal Unemp..	-224.00	-224.00	0.00	0.0%
Federal Income Tax Withheld	-340.13	823.45	-1,163.58	-141.3%
Fica Tax Withheld	2,862.62	1,731.87	1,130.75	65.3%
Processing Fee	6.00	0.00	6.00	100.0%
State Income Tax Withheld	97.78	96.54	1.24	1.3%
Total Other Current Liabilities	2,402.27	2,427.86	-25.59	-1.1%
Total Current Liabilities	2,402.27	2,427.86	-25.59	-1.1%
Total Liabilities	2,402.27	2,427.86	-25.59	-1.1%
Equity				
*Retained Earnings	130,102.54	127,753.52	2,349.02	1.8%
Opening Bal Equity	-0.01	-0.01	0.00	0.0%
Net Income	-214.36	2,349.02	-2,563.38	-109.1%
Total Equity	129,888.17	130,102.53	-214.36	-0.2%
TOTAL LIABILITIES & EQUITY	132,290.44	132,530.39	-239.95	-0.2%

**TWELVE YEAR COMPARISON
REVENUE SOURCES**

YEAR	SCAO	COUNTIES	AGENCY	TOTAL	IN KIND
2011	45,119.56	87,075.00	37,965.62	170,160.18	200,792.66
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	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 2011

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 six 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 July 2010. 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 53 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
Child Protection	24
Divorce/Domestic Relations	21
General Civil	49
Guardianship	3
Parenting Time	10
Restorative Justice	3
Special Education	4
Victim-Offender Reconciliation	9

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.

NCM benefits from the volunteer efforts of Marge Parish. During college school terms, Marge helps with office work one afternoon a week. Additionally, on the Day of Caring, four members of the Rotary Club of Petoskey Sunrise helped with fall cleaning at NCM. Day of Caring is sponsored by United Way. Volunteers from around the community donate their time to help non-profit organizations.

As a courtesy to the Board of Directors, the Executive Director documented her time out of the office throughout 2011. 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 every two years.

Trainings and Workshops

Two training/workshop opportunities were offered by NCM:

In April, Wanda Joseph and Bill Waters facilitated the 2.411, SCAO approved forty-hour training. It was held at the Charlevoix Public Library. There were 11 participants. Two were attorneys and one was a judge. As of December 31, 2011, seven of the 11 had completed their 10-hour internship and are now mediating for NCM.

In October, Steve Tresidder conducted an eight-hour, advanced training. The session was based upon the book *Making Money Talk* by J. Anderson Little, the focus of which related to mediating issues relating to money, such as debt and foreclosures.

NCM staff participated in professional development opportunities offered at sites other than at NCM. Through the Michigan Alliance for Families, Bert Rousseau attended an anti-bullying training in Sault Ste. Marie. She also attended the Michigan Association of Court Mediators Conference, where she presented a session on domestic violence, intake screening. Wayne Tri also attended the Michigan Association of Court Mediators Conference.

Jane Millar attended a Succession Planning Seminar offered by the Petoskey-Harbor Springs Area Community Foundation and the Charlevoix County Community Foundation. She also participated in a Citizen Dispute Resolution Program school program workshop, as well as a QR code workshop.

Meetings & Gatherings

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

On January 13, 2011, NCM conducted its annual meeting for 2010. It was held from 12:05 pm to 12:35 pm at City Park Grill in Charlevoix, Michigan. Minutes of the 2011 annual meeting will be available on the NCM website (www.northernmediation.org) upon approval of the Board of Directors at the 2012 Annual Meeting, which is scheduled for Thursday, January 19, 2012.

The Board of Directors met six times in 2010: 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	Bert Rousseau, Wayne Tri & Jane Millar
New Board Members Meeting	Jane Millar
Surrogate Victims Dinner	Bert Rousseau & Jane Millar
Eight Connecting Women Meetings	Bert Rousseau
Two Brown Bag Lunches with Executive Directors of Non-Profits	Jane Millar
Monthly Human Services Coordinating Body Meetings	Bert Rousseau, Wayne Tri, or Jane Millar
Breakfast of Champions	Bert Rousseau, Wayne Tri, & Jane Millar
Weekly Rotary Meetings	Jane Millar
Weekly Kiwanis Meetings	Bert Rousseau
Petoskey/Harbor Springs Area Community Foundation Annual Meeting	Jane Millar
All-Day Staff Retreat	Bert Rousseau, Wayne Tri, & Jane Millar
Board Retreat	Jane Millar
Two CDRP Executive Directors Meetings	Jane Millar
Carl Levin Breakfast Meeting	Jane Millar
United Way Celebration Breakfast	Bert Rousseau, Wayne Tri & Jane Millar
Charlevoix County Community Foundation Reception	Jane Millar
Two United Way Meetings	Jane Millar
Meeting with the Muskegon CDRP Center Staff	Jane Millar
State of the Community Luncheon	Jane Millar
Three Athena Award Meetings	Jane Millar
Leadership Little Traverse Graduation	Jane Millar
Two Meetings with Judges	Jane Millar
Monthly Meetings with Chamber Leadership Mentees	Jane Millar
Two Mediator Roundtables	Bert Rousseau, Wayne Tri & Jane Millar

The Executive Director also was invited to participate in four conference calls, one relating to public relations and three to the formation of a professional association for the CDRP centers. As a result of the latter three conference calls, a professional, statewide association is being formed. The Executive Director of NCM has been asked to serve as vice-president of that organization.

Upon appointment, the Executive Director met with the three, 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.

On December 13 from 4:30 pm to 6:00 pm, NCM held its annual holiday party. Approximately 50 people enjoyed food, beverage, conversation and friendship.

Approximately 40 people attended the Appreciation Luncheon, which was held on May 16 at the City Park Grill in Petoskey. The following individuals were recognized: Jeff Higgs for Veteran Mediator of the Year, Marge Parish for Advocate of the Year, and Kendal Taylor for Rookie Mediator of the Year. Emily Meyerson, who was the keynote speaker, talked about her experience as a Rotary Ambassadorial Scholar at the university in Bangkok, Thailand.

Presentations and Promotion

The year 2011 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, as well as a mentor for Leadership Charlevoix County, a program sponsored by the Charlevoix Chamber of Commerce. She 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
Leadership Little Traverse Lunch Host	NCM & Mediation
North Central Michigan College Class	Conflict Resolution
Connecting Women in Business	Conflict in the Workplace
Two Presentations to Fourth Grade Classes	Shoplifting Doesn't Pay
Presentation to Boy Scouts	Shoplifting Doesn't Pay
Charlevoix Chamber Expo	What is Northern Community Mediation?
Petoskey Chamber Expo	What is Northern Community Mediation?
Boyne City Chamber Expo	What is Northern Community Mediation?
Information Summit	What is Northern Community Mediation?
Three Fourth-Grade Classes	Shoplifting Doesn't Pay

Caseload

The number of cases opened in 2011 is almost identical to the number of cases opened in 2010: 435 vs. 441. The number of cases closed in 2011 is slightly lower than the number of cases closed in 2010: 446 vs. 455. 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 (29.37%). This is followed by cases involving divorce and domestics matters (23.54%). The third most common types of cases relate to the Parenting Time cases (13.68%), followed by the Victim Offender Reconciliation Program (12.78%). The other significant number of cases relates to Child Protection Mediation (9.64%).

The case breakdown by programs is as follows:

PROGRAM	2011		2010	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Child Protection	39	43	24	22
Victim Offender	55	57	58	60
Parenting Time	52	61	38	44

The case breakdown by counties is as follows:

COUNTY	2011		2010	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
Charlevoix	247	250	204	197
Emmet	183	191	230	231

The case breakdown by dispute type is as follows:

DISPUTE TYPE	# IN 2011	# IN 2010
Breach of Contract	131	160
Juvenile Victim Offender	57	60
Domestic Matters	60	49
Child Protection	43	22
Parenting Time	61	44
Divorce	45	55
Landlord/Tenant	16	12
Other	33	33

The case breakdown relating to the courts is as follows:

COURT	2011		2010	
	# ACCEPTED	# CLOSED	# ACCEPTED	# CLOSED
33 rd Circuit	128	127	103	103
57 th Circuit	10	12	26	25
90 th District	133	135	119	118
7 th Probate	93	101	77	75

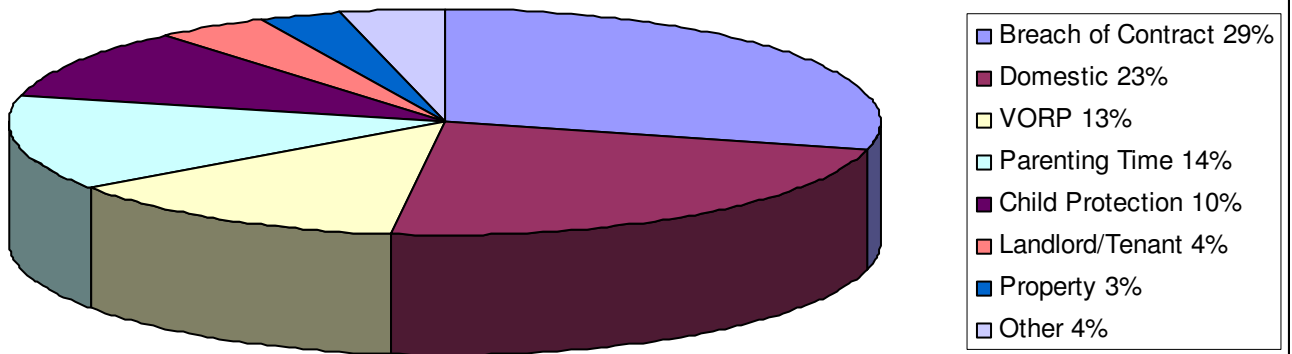
A comparison of the caseload is as follows:

CATEGORY	2011	2010	2009	2008	2007
# Opened	435	440	441	468	520
# Closed	446	435	455	459	528
Agreement Rate	68.4%	78.53%	77.66%	78.45%	81.0%
# Court Referred	372	351	348	351	429
# Self Referred	45	48	68	57	60

**TWELVE 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
2011	43	131	4	6	16	1	105	61	13	1	57	8	446
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 2011



Agreement Rates

It is interesting to note that agreement rates relating to mediations done through the CDRP are down throughout the state of Michigan. The reason for this circumstance appears to be twofold. First, the centers are receiving more complex cases, which historically result in lower agreement rates. Second, the poor economy creates situations that make it very difficult for the involved to be able to afford an agreeable solution.

The agreement rate percentages for 2011 are depicted in the pie chart entitled Agreement Rates. The table below shows the comparison of agreement rates between 2010 and 2011.

YEAR	AGREEMENT	NO AGREEMENT	CONCILIATED	FACILITATED /ARBITRATED	PARTIAL
2011	51%	31%	16%	1%	1%
2010	60%	21%	15%	1%	2%

Referral Sources

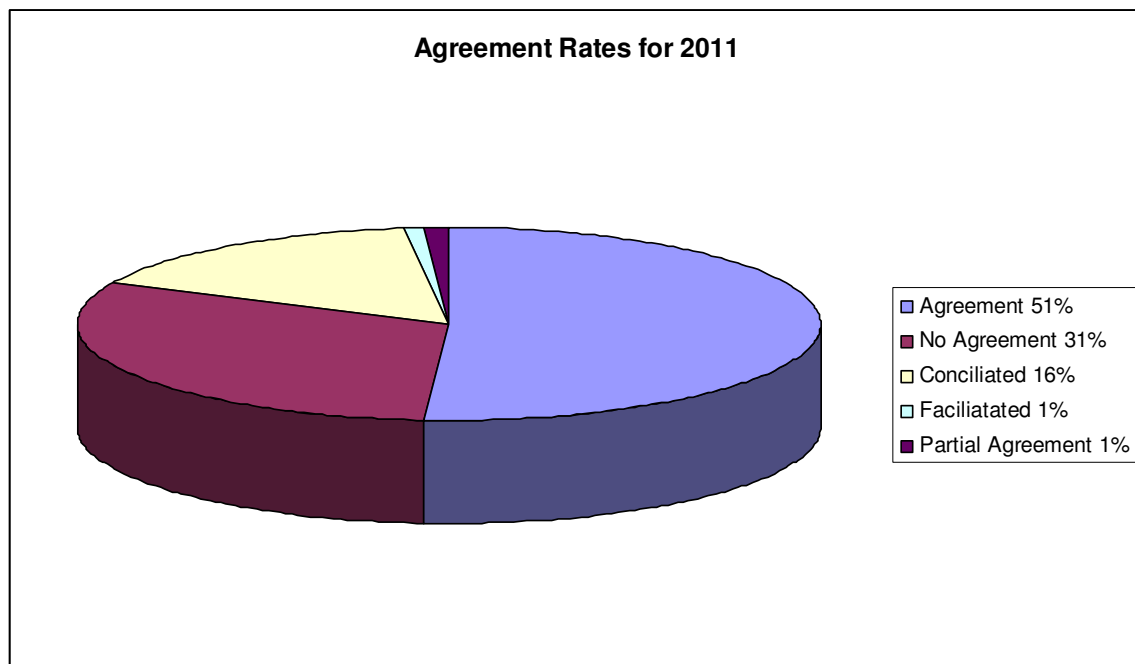
The pattern continues that the vast majority of cases are referred/ordered by the Court (83.41%). Self-referrals are second (10.09%), followed by Legal Organization referrals (4.04%). It should be noted that court case filings were down in 2011. The number of referrals from the courts to mediation, however, increased by 21 cases, 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 2011	# IN 2010
Courts	372	351
Self	45	48
Other	29	36

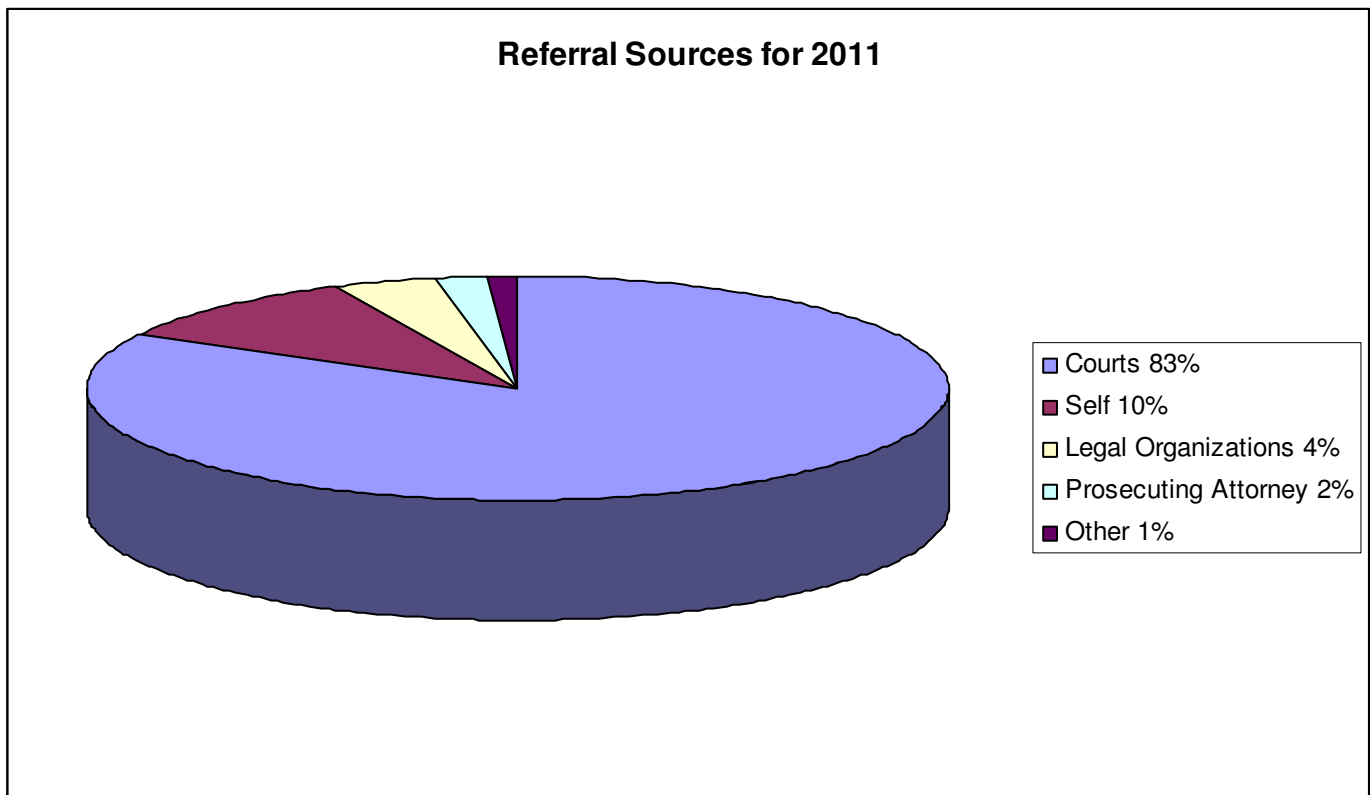
TWELVE YEAR COMPARISON AGREEMENT RATES

Year	Total Cases	Core Cases	Agreement	Partial Agreement	Conciliated	Facilitated	Arbitrated	No Agreement
2011	446	345	175	6	55	1	1	107
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



**TWELVE 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
2011	372	1	19	45		9	446
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: 1/16/2012

Period: Beginning: 1/1/2011 Ending: 12/31/2011

Filtered By: None

<u>CASE DISPOSITION TOTALS</u>	<u>Count</u>		<u>NO MEDIATION HELD</u>	<u>Count</u>	
Conciliated	55	15.94%	Settled Prior to Mediation	11	10.89%
Mediated to Agreement	175	50.72%	Respondent Refuses to Mediate	33	32.67%
Mediated to Partial Agreement	6	1.74%	Initiator Failed to Show	1	0.99%
Mediated without Agreement	107	31.01%	Respondent Failed to show	6	5.94%
Facilitated	1	0.29%	Both Failed to Show	0	0.00%
Arbitrated	1	0.29%	Case Withdrawn	32	31.68%
TOTAL	345		Unable to Contact	17	16.83%
			Unamenable for Mediation	1	0.99%
			TOTAL	101	

Arbitration Sessions:	1	Mediated w/ Agreement Sessions:	182	Avg Mediation Duration (mins):	91.04
Facilitated Sessions:	1	Mediated Part Agreement Sessions:	6	Total Fees Received:	\$4,145.00
		Mediated w/o Agreement Sessions:	110	Excludes Waived Payments	
Total Money Distributed due to Agreement:	\$237,677.48	Total Cases where Money was Distributed:			81

ADDITIONAL CASE INFORMATION:

Number of Accepted Cases:	435	Number of Disposed Cases:	446
Returnee to Mediation:		Avg Days from Intake to Disposition:	28
New Matter:	12	Number of Court Ordered Cases:	264
Remediation of New Matter:	4	Number of Individuals Served:	1,147
Non-compliance of Old Matter:	0	Number of Children Involved:	196
		Number of Cases Referred Elsewhere:	2

<u>REFERRAL SOURCE</u>	<u>Count</u>		<u>DISPUTE TYPE</u>	<u>Count</u>	
BUS: Business, Corporation	1	0.22%	CDP: Child Protection	43	9.64%
CSR: Community Organization	0	0.00%	CML: Criminal	2	0.45%
CTS: Courts	372	83.41%	CON: Breach of Contract	131	29.37%
FFC: Friend, Family, Colleague	0	0.00%	EMP: Employment	4	0.90%
GOV: Government	1	0.22%	GDA: Guardianship-Adult	6	1.35%
LEG: Legal Organization	18	4.04%	GDC: Guardianship-Child	0	0.00%
MAR: Marketing, Advertising, Outreach	0	0.00%	LAN: Landord/Tenant	16	3.59%
POL: Police, Sheriff, State Police	0	0.00%	NGH: Neighbor	1	0.22%
PRS: Prosecutor	7	1.57%	ODM: Domestic Matters	60	13.45%
SCH: Educational Institution	0	0.00%	OPM: Other Probate Matters	1	0.22%
SEL: Self	45	10.09%	ORD: Ordinance/Statute/Regulation	0	0.00%
OTH: Other	2	0.45%	PBP: Public Policy	0	0.00%
TOTAL	446		PJC: Post Judgment Domestic	61	13.68%
			PPO: Personal Protection Order	0	0.00%
			PPP: Personal Protection Order-DM	0	0.00%
			PRP: Property	13	2.91%
			RST: Real Estate	2	0.45%
			SCH: Schools	1	0.22%
			VRA: Adult Victim Offender	0	0.00%
			VRJ: Juvenile Victim Offender	57	12.78%
			OTH: Other	3	0.67%
			DIV: Divorce No Children	15	3.36%
			DIK: Divorce Children	30	6.73%
			TOTAL	446	

Fund Raising and Grants

The seventh annual Theatre Party was held on Monday, March 14, 2011. NCM budgeted \$8,000.00 in revenue and \$2,445.00 in expenses for a profit of \$5,555.00. In reality, \$9,134.71 was collected in revenue, and expenses totaled \$2,270.62 for a profit of \$6,864.71, which was \$1,309.71 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 2011, \$4,095.00 was collected in fees. Of the 96 individuals who were charged a fee, 22 did not pay, which represents 22.9%. The number of individuals charged a fee in 2011 is 26 fewer than in 2010 because more fees were waived in 2011. An additional \$200.00 was collected for Special Education mediation services plus \$3,300.00 for Access & Visitation cases.

Donations for 2011 totaled \$3,210.50, as compared to \$2,620.00 in 2010. The Donor Campaign brought in an additional \$3,050.00.00, as compared to \$1,875.00 in 2010.

NCM received the following grant awards in 2011:

- The Petoskey Harbor Springs Area Community Foundation
 - \$3,200 to help defray costs of 40-hour training
- Bay Harbor Foundation
 - \$3,663 to help defray costs of Parenting Time Program
- United Way
 - \$3,573.75 to help defray costs of Victim Offender Reconciliation Program
- Charlevoix Lions Club
 - \$200.00 to help defray costs of a new printer

Board Retreat

On February 28, 2011, the Board of Directors met at the Weathervane Restaurant in Charlevoix for a board retreat. Steve Tresidder facilitated the retreat by facilitating a SWOT analysis. Based upon the identification of the strengths, weaknesses, opportunities and threats facing NCM, the Board developed four primary goals: increase public awareness, increase reliability of funding, maintain good relations with courts, and develop a succession plan. All four of these goals is being actively pursued. In fact, the succession plan has been completed and is to be reviewed on an annual basis during the month of January.

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 2011 related to the following:

- Mediation hours based upon \$150 per hour \$170,118.00
- Rent \$ 15,600.00
- Mediation locations at \$50 per session \$ 5,750.00
- Theatre Party \$ 2,504.50
- Training Locations \$ 2,000.00

The total amount of in kind contributions for 2011 was \$200,792.66, which is slightly lower than the in kind contributions in 2010. The in kind donations constitute 55.1% of the total budget. The total in kind contributions attributable to the mediators themselves represented 84.7% of the in kind contributions.

Financial Analysis

Although NCM entered the year 2011 with concerns relating to the financial picture, it ended the year with a cash-flow gain of \$2,045.64. In that there was an excess of income over expense for 2011, three major purchases were made in 2011 rather than leaving them for the 2012 fiscal year: a new laptop, copy paper for 2012, and NCM note pads. These three items totaled \$1,709.80. If those expenses had not been expended in 2010, the cash-flow gain for 2011 would have been \$3,755.44. This would have resulted in the balance sheet previous year comparison showing a slight increase from 2010 to 2011 rather than a slight decrease.

Summary

The year 2011 was a good one for NCM. The organization continues to maintain a positive relationship with the courts, as well as with SCAO. It also continues to have a positive reputation within the communities it serves, as well as around the state of Michigan. It is anticipated that the year 2012 will be similar to that of 2011.