



# Northern Community Mediation

Where The Solution Is Up To You

Serving Charlevoix  
and Emmet Counties

# NORTHERN COMMUNITY MEDIATION

## 2013

# ANNUAL REPORT

**President**

Lisa Hoyt

**Vice President**

Joel Wurster

**Treasurer**

John Marshall

**Secretary**

Dr. Paula Welmers

**Board Members**

Mary Faculak

Jullie Kuchnicki

David Leusink

Chief Judge Allie Greenleaf

Maldonado

The Honorable Frederick

Mulhauser

Dr. Roger Postmus

Jim Raber

Kirk Raymond

Pat Seagmen

**Executive Director**

Dr. Jane Millar

415 State Street  
Petoskey, MI 49770  
231.487.1771 (voice)  
231.487.1770 (fax)

## INCOME EXPENSE REPORT DECEMBER 2013

INCOME CATEGORY	MONTH	2013 YTD	2013 Budget	Projected	2012 YTD
CDRP Funds		41,927.45	41,927.45	41,927.45	47,032.97
Agency Funds					
A. Charlevoix County	7,500.00	33,000.00	30,000.00	33,000.00	29,250.00
B. Emmet County	7,875.00	31,500.00	30,900.00	31,500.00	30,900.00
C. VORP Charlevoix	2,100.00	8,500.00	8,500.00	8,500.00	8,400.00
D. VORP Emmet	1,875.00	8,125.00	7,500.00	8,125.00	7,500.00
E. CDP Charlevoix		8,000.00	8,000.00	8,000.00	8,000.00
E.Fees for Service	350.00	6,912.50	3,600.00	6,912.50	3,085.00
F. ACVS Fees		2,625.00	2,000.00	2,625.00	2,400.00
G. SPED Fees		1,000.00	500.00	1,000.00	2,200.00
H. Donations		3,614.81	3,000.00	3,614.81	4,250.28
I. Designated Gifts					
J. Donor Campaign	985.00	3,435.00	3,000.00	3,435.00	3,775.00
K. Theatre Party					
1. Sponsorships		6,295.65	4,700.00	6,295.65	4,700.00
2. Ticket Sales		2,850.00	2,800.00	2,850.00	2,800.00
3. Other		1,692.40	600.00	1,692.40	1,607.60
L. Bartending					
M. Reimbursement/Rebate		147.57		147.57	59.00
N. Interest	196.44	292.05	300.00	292.05	294.82
O. Training					
1. 40-Hour		5,528.38	8,000.00	5,528.38	
2. Advanced - Spring		1,500.00	1,500.00	1,500.00	
3. Advanced - Fall					1,210.00
4. Special Education		205.86		205.86	
5. Corporate		100.00		100.00	
Grants					
A. Bay Harbor Foundation					3,547.00
B. Charlevoix Foundation	2,708.00	2,708.00		2,708.00	
C. Petoskey Foundation					2,060.00
D. United Way	1,086.50	3,884.50	625.00	3,884.50	2,816.25
E. Revenue Sharing					
F. Rotary					527.00
G. Womens Club	500.00	500.00		500.00	
Transfer from Savings			9,125.28		
<b>TOTAL INCOME</b>	<b>25,175.94</b>	<b>174,344.17</b>	<b>166,577.73</b>	<b>174,344.17</b>	<b>166,414.92</b>
In Kind					
A. Accounting Services		485.00	500.00	485.00	440.00
B. Volunteer Mediators	10,837.50	190,800.00	157,670.00	190,800.00	155,922.50
C. Volunteer Labor	67.50				80.00
D. Volunteer Training		3,600.00	600.00	3,600.00	
E. Mediation Locations	650.00	6,800.00	5,520.00	6,800.00	5,400.00
F. Rent	1,300.00	15,600.00	15,600.00	15,600.00	15,600.00
G. Equipment/Supplies		1,239.29		1,239.29	800.00
H. Cell Phone	149.21	2,056.63	2,400.00	2,056.63	2,971.41
I. Theatre Party		1,531.00	2,500.00	1,531.00	2,423.50
J. Training Locations		2,400.00	2,500.00	2,400.00	
K. Mileage	712.95	847.82	500.00	847.82	806.44
L. GoToMyPC	19.94	239.39	240.00	239.39	259.35
M. Supplies		803.83		803.83	
N. Refund		150.00		150.00	
<b>IN KIND INCOME</b>	<b>13,737.10</b>	<b>226,552.96</b>	<b>188,030.00</b>	<b>226,552.96</b>	<b>184,703.20</b>
<b>TOTAL + IN KIND INCOME</b>	<b>38,913.04</b>	<b>400,897.13</b>	<b>354,607.73</b>	<b>400,897.13</b>	<b>351,118.12</b>

EXPENSE CATEGORY	MONTH	2013 YTD	2013 Budget	Projected	2012 YTD
1. Personnel					
A. Salaries	7,578.16	98,516.08	98,516.00	98,516.08	99,746.84
B. FICA	579.73	7,536.47	7,536.47	7,536.47	7,831.06
C. Worker's Compensation	131.00	629.00	498.00	629.00	634.00
D. Unemployment		792.30	976.60	792.30	1,104.23
E. Insurance/Education	1,391.61	3,621.27	7,500.00	3,621.27	5,590.02
2. Accounting	1,800.00	3,275.00	1,500.00	3,275.00	1,350.00
3. Advertising	30.00	1,812.85	1,655.00	1,812.85	1,737.43
4. Charlevoix Office					
A. Rent	100.00	1,200.00	1,200.00	1,200.00	1,200.00
B. Telephone	83.81	869.14	800.00	869.14	840.33
C. Equipment					99.00
5.. Communications					
A. Telephone	212.15	2,336.37	2,500.00	2,336.37	2,521.47
B. Internet	54.95	769.30	660.00	769.30	604.45
6. Contractual	750.00	2,292.00	1,800.00	2,292.00	1,087.50
7. Equipment					
A. Purchase	2,539.00	2,948.94	800.00	2,948.94	688.94
B. Repair & Maintenance		380.00	500.00	380.00	455.00
8. Insurance					
A. Employment Practices	224.00	224.00	224.00	224.00	224.00
B. Directors & Officers	1,270.00	1,270.00	1,270.00	1,270.00	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	39.92	542.26	696.50	542.26	589.95
B. Executive Director	194.18	1,287.61	1,827.00	1,287.61	1,231.83
C. Hospitality	669.97	1,175.85	725.00	1,175.85	1,164.53
D. Licenses, Fees, Dues	187.95	1,447.90	1,235.16	1,447.90	1,142.00
E. PD		1,357.00	500.00	1,357.00	420.00
F. Shoplifting					
G. Staff Retreat	9.00	159.00	100.00	159.00	100.00
H. Theatre Party		3,881.56	2,057.50	3,881.56	3,452.02
11. Postage	173.28	663.04	1,800.00	663.04	3,673.38
12. Printing		3,084.00	1,700.00	3,084.00	1,776.00
13. Reimbursement		50.00		50.00	250.00
14. Supplies	202.41	3,110.96	3,000.00	3,110.96	3,396.82
15. Training					
A. 40-Hour		6,269.26	7,040.00	6,269.26	
B. Advanced Spring		2,452.63	2,480.00	2,452.63	150.00
C. Advanced Fall	51.60	1,378.53		1,378.53	1,930.05
D. Special Education		205.86		205.86	
16. Travel					
A. Lodging		254.26	780.00	254.26	966.88
B. Meals	66.10	274.50	235.50	274.50	305.72
C. Mileage	3,862.06	7,913.67	7,735.00	7,913.67	8,439.34
D. Other	105.50	220.50		220.50	
<b>TOTAL EXPENSES</b>	<b>22,806.38</b>	<b>170,931.11</b>	<b>166,577.73</b>	<b>170,931.11</b>	<b>162,702.79</b>
16. Gain (Loss)		3,413.06		3,413.06	3,712.13
Comparison of Income & Expenses		<b>174,344.17</b>		<b>174,344.17</b>	<b>166,414.92</b>
Depreciation	1,307.00	1,307.00		1,307.00	1,668.95
<b>EXPENSES + DEPRECIATION</b>	<b>24,113.38</b>	<b>172,238.11</b>		<b>172,238.11</b>	<b>164,371.74</b>

01/08/14

**NORTHERN COMMUNITY MEDIATION**

**Profit & Loss**

December 2013

	<u>Dec '13</u>
<b>Income</b>	
<b>County Funding</b>	
Charlevoix	7,500.00
Emmet	7,875.00
<b>Total County Funding</b>	<u>15,375.00</u>
<b>Donation</b>	
Donor Campaign	985.00
<b>Total Donation</b>	<u>985.00</u>
<b>Fees</b>	
Breach of Contract	150.00
Divorce	100.00
Probate	50.00
Property	50.00
<b>Total Fees</b>	<u>350.00</u>
<b>Grants</b>	
Charlevoix Foundation	2,708.00
United Way	1,086.50
Womens Club	500.00
<b>Total Grants</b>	<u>4,294.50</u>
<b>Interest</b>	196.44
<b>VORP</b>	
Charlevoix	2,100.00
Emmet	1,875.00
<b>Total VORP</b>	<u>3,975.00</u>
<b>Total Income</b>	<u>25,175.94</u>
<b>Expense</b>	
<b>Accounting</b>	1,800.00
<b>Advertising</b>	30.00
<b>Charlevoix Office</b>	
Rent	100.00
Telephone	83.81
<b>Total Charlevoix Office</b>	<u>183.81</u>
<b>Communications</b>	
Internet	54.95
Telephone	212.15
<b>Total Communications</b>	<u>267.10</u>
<b>Contractual</b>	750.00
<b>Depreciation</b>	1,307.00
<b>Equipment Expense</b>	
Purchase	2,539.00
<b>Total Equipment Expense</b>	<u>2,539.00</u>

01/08/14

**NORTHERN COMMUNITY MEDIATION**

**Profit & Loss**

December 2013

	<u>Dec '13</u>
<b>Fringe Benefits</b>	
Education	318.00
Health Insurance	454.80
Insurance	618.81
	<hr/>
<b>Total Fringe Benefits</b>	1,391.61
<b>Insurance</b>	
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	131.00
	<hr/>
<b>Total Insurance</b>	1,625.00
<b>Occupancy</b>	
Rent	500.00
	<hr/>
<b>Total Occupancy</b>	500.00
<b>Other</b>	
Board	39.92
Executive Director	194.18
Hospitality	669.97
Licenses, Fees, Dues	187.95
Staff Retreat	9.00
	<hr/>
<b>Total Other</b>	1,101.02
<b>Payroll Expenses</b>	579.73
<b>Postage</b>	173.28
<b>Salaries and Wages</b>	7,578.16
<b>Supplies</b>	202.41
<b>Training</b>	
Advanced	51.60
	<hr/>
<b>Total Training</b>	51.60
<b>Travel</b>	
Meals	66.10
Mileage	3,862.06
Other	105.50
	<hr/>
<b>Total Travel</b>	4,033.66
<b>Void</b>	0.00
	<hr/>
<b>Total Expense</b>	24,113.38
	<hr/>
<b>Net Income</b>	<u>1,062.56</u>

01/08/14

**NORTHERN COMMUNITY MEDIATION**  
**Expenses by Vendor Summary**  
December 2013

	<u>Dec '13</u>
Analisa Charlton	84.70
AT&T	295.96
Bert Rousseau	482.65
Betsy Hanson	115.50
Brian Kasiborski	28.00
Bruce Herbert	187.95
Carolyn Belknap	85.05
Christine Gebhard	1.40
Chuck Jadwin	25.20
City of Charlevoix	100.00
City Park Grill	75.00
Connie Saltonstall	160.65
Diane Clark	108.15
Don Swank	0.70
Doug Basel	45.50
East Jordan Chamber of Commerce	95.00
Ed Engstrom	95.55
Frankenmuth Insurance	131.00
Gaslight Media	84.95
Gordon Food Service	13.95
Herb Carlson	30.80
Hi-Tech	3,333.95
Jane Millar	1,905.78
Jeff Higgs	126.00
Jon Paul Bautel	86.93
Julienne Tomatoes	198.60
Karen Cole	76.65
Kendal Taylor	36.05
Kimberly Jencka	176.75
Kristyn Balog	37.80
Lisa Hicklen	95.90
Mark Hess	101.50
Mary Beth Kur	23.80
Mary Horan	280.00
Mason & Kammermann	1,800.00
McCardel Water Conditioning	15.25
Meyer Hardware	81.45
Nancy Kohler	11.90
Office Max	21.58
Oleson's	79.60
Online Payroll Service Fee	10.00
Pam Hagel	14.70
Paul Schemanski	20.65
Payroll Distribution	8,157.89
Pitney Bowes	167.48
Polly Cheney	168.35
Printed Checks	22.95
Richard Hendrian	192.50
Robert Harkness	63.70
Ron Moore	409.85
Sky's the Limit	23.99
St. Francis Xavier	500.00
Stafford's Hospitality	278.83
Susan Davis	12.25

01/08/14

**NORTHERN COMMUNITY MEDIATION**  
**Expenses by Vendor Summary**  
December 2013

	<u>Dec '13</u>
Terri Sevener	83.39
Tim Arner	27.30
Tom Morrow	37.10
Tom North	347.55
Waldvogel Insurance	1,494.00
Wayne Tri	36.75
<b>TOTAL</b>	<u><u>22,806.38</u></u>

01/08/14

# NORTHERN COMMUNITY MEDIATION

## Profit & Loss

January through December 2013

	<u>Jan - Dec '13</u>
<b>Income</b>	
CDP	8,000.00
<b>CDRP Funds</b>	
1st Quarter	12,578.24
2nd Quarter	10,481.86
3rd Quarter	8,385.49
4th Quarter	10,481.86
<b>Total CDRP Funds</b>	<u>41,927.45</u>
<b>County Funding</b>	
Charlevoix	33,000.00
Emmet	31,500.00
<b>Total County Funding</b>	<u>64,500.00</u>
<b>Donation</b>	
Donor Campaign	3,435.00
Mileage	199.81
Donation - Other	3,415.00
<b>Total Donation</b>	<u>7,049.81</u>
<b>Fees</b>	
ACVS	2,625.00
Breach of Contract	1,100.00
Cancellation	75.00
Custody	25.00
Divorce	3,625.00
Domestic	625.00
Landlord/Tenant	200.00
Post Judgement	75.00
Probate	50.00
Property	437.50
Real Estate	100.00
Shoplifting	600.00
SPED	1,000.00
<b>Total Fees</b>	<u>10,537.50</u>
<b>Fund Raising</b>	
<b>Theatre Party</b>	
Donation	1,020.00
Raffle	240.00
Refund	11.00
Sponsor	6,295.65
Tickets	2,850.00
Theatre Party - Other	421.40
<b>Total Theatre Party</b>	<u>10,838.05</u>
<b>Total Fund Raising</b>	10,838.05
<b>Grants</b>	
Charlevoix Foundation	2,708.00
United Way	3,884.50
Womens Club	500.00
<b>Total Grants</b>	<u>7,092.50</u>



01/08/14

**NORTHERN COMMUNITY MEDIATION**

**Profit & Loss**

January through December 2013

	<u>Jan - Dec '13</u>
Interest	292.05
Refund	147.57
Training & Workshops	
40-Hour	5,528.38
Advanced	1,500.00
Mitchell Graphics	100.00
Special Education	205.86
	<hr/>
Total Training & Workshops	7,334.24
VORP	
Charlevoix	8,500.00
Emmet	8,125.00
	<hr/>
Total VORP	16,625.00
<b>Total Income</b>	<b>174,344.17</b>
Expense	
Accounting	3,275.00
Advertising	1,812.85
Charlevoix Office	
Rent	1,200.00
Telephone	869.14
	<hr/>
Total Charlevoix Office	2,069.14
Communications	
Internet	769.30
Telephone	2,336.37
	<hr/>
Total Communications	3,105.67
Contractual	2,292.00
Depreciation	1,307.00
Equipment Expense	
Purchase	2,948.94
Repair & Maintenance	380.00
	<hr/>
Total Equipment Expense	3,328.94
Fringe Benefits	
Education	2,547.66
Health Insurance	454.80
Insurance	618.81
Unemployment	792.30
	<hr/>
Total Fringe Benefits	4,413.57
Insurance	
Business Protector	730.00
Directors & Officers	1,270.00
Employment Practices	224.00
Worker's Compensation	629.00
	<hr/>
Total Insurance	2,853.00
Occupancy	
Rent	6,000.00
	<hr/>
Total Occupancy	6,000.00

01/08/14

**NORTHERN COMMUNITY MEDIATION**

**Profit & Loss**

January through December 2013

	<u>Jan - Dec '13</u>
<b>Other</b>	
Board	542.26
Executive Director	1,287.61
Hospitality	1,175.85
Licenses, Fees, Dues	1,447.90
PD	1,357.00
Staff Retreat	159.00
Theatre Party	3,881.56
	<hr/>
<b>Total Other</b>	<b>9,851.18</b>
<b>Payroll Expenses</b>	<b>7,536.47</b>
<b>Postage</b>	<b>663.04</b>
<b>Printing</b>	<b>3,084.00</b>
<b>Refund Expense</b>	<b>50.00</b>
<b>Salaries and Wages</b>	<b>98,516.08</b>
<b>Supplies</b>	<b>3,110.96</b>
<b>Training</b>	
40-Hour	6,269.26
Advanced	3,831.16
Special Education	205.86
	<hr/>
<b>Total Training</b>	<b>10,306.28</b>
<b>Travel</b>	
Lodging	254.26
Meals	274.50
Mileage	7,913.67
Other	220.50
	<hr/>
<b>Total Travel</b>	<b>8,662.93</b>
<b>Void</b>	<b>0.00</b>
	<hr/>
<b>Total Expense</b>	<b>172,238.11</b>
	<hr/>
<b>Net Income</b>	<b>2,106.06</b>
	<hr/> <hr/>

01/08/14

**NORTHERN COMMUNITY MEDIATION**  
**Expenses by Vendor Summary**  
January through December 2013

	<u>Jan - Dec '13</u>
American Spoon	32.85
Analisa Charlton	84.70
Anne Bachle Fifer	1,806.46
AT&T	3,205.51
Bert Rousseau	3,741.97
Betsy Hanson	115.50
Big Horn County Historical Museum	75.00
Boyne Area Chamber of Commerce	275.00
Brian Kasiborski	28.00
Bruce Herbert	187.95
Carolyn Belknap	85.05
Charlevoix Chamber of Commerce	610.00
Charlevoix County Community Foundation	10.00
Chase Bank	22.95
Chris Etienne	100.00
Christine Gebhard	1.40
Chuck Jadwin	25.20
City of Charlevoix	1,200.00
City Park Grill	545.04
Conni Zingler	47.94
Connie Saltonstall	160.65
Diane Clark	108.15
Diane Huff	16.41
Dog Eat Dog Graphic Designs	247.50
Don Swank	0.70
Doug Basel	110.44
East Jordan Chamber of Commerce	95.00
Ed Engstrom	95.55
Emmet County Department of Public Works	72.00
Frankenmuth Insurance	1,359.00
Gaslight Media	1,189.30
Glen's Supermarket	11.98
Gordon Food Service	568.09
Harbor Springs Chamber of Commerce	105.00
Herb Carlson	30.80
Hi-Tech	6,596.89
Island Airways	94.00
Jane Millar	4,525.74
Jeff Higgs	126.00
Johan's	163.45
Jon Paul Bautel	86.93
Julienne Tomatoes	381.50
Karen Cole	76.65
Kendal Taylor	36.05
Kimberly Jencka	176.75
Kiwanis	280.00
Kristyn Balog	37.80
Lisa Hicklen	95.90
MACM	350.00
Mark Dancer	150.00
Mark Hess	101.50
Mary Beth Kur	23.80
Mary Horan	280.00
Mason & Kammermann	3,275.00

01/08/14

**NORTHERN COMMUNITY MEDIATION**  
**Expenses by Vendor Summary**  
January through December 2013

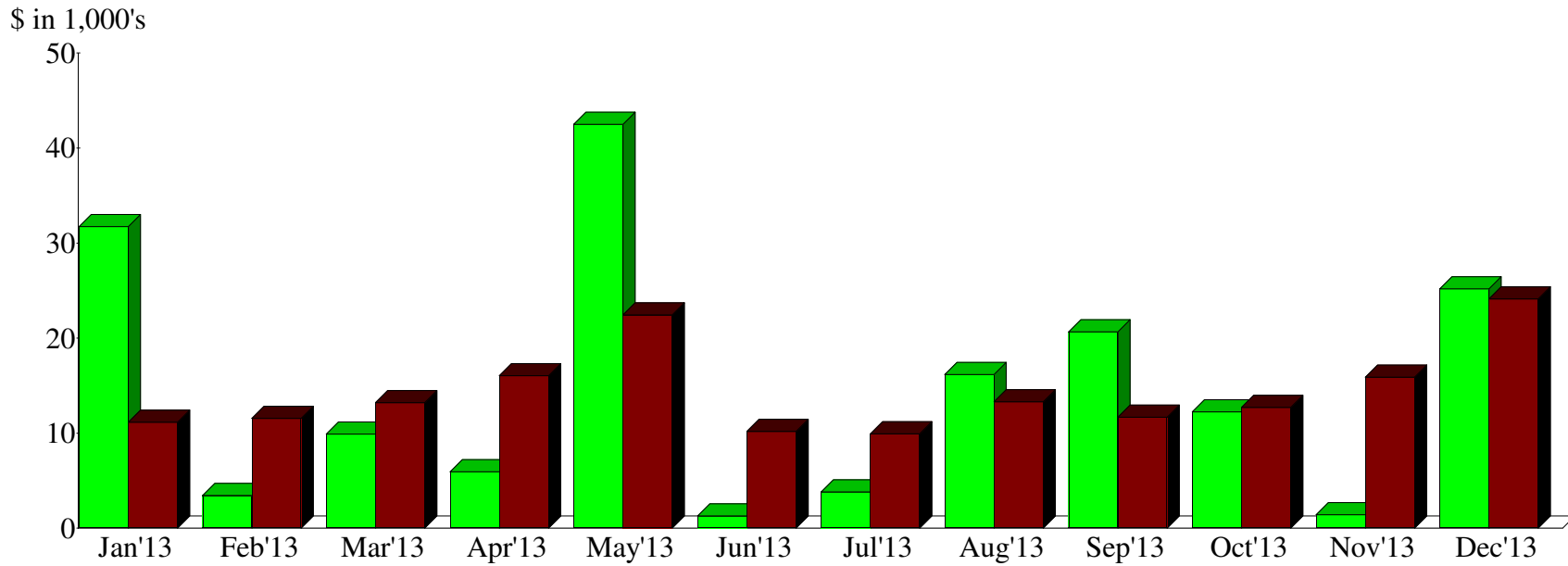
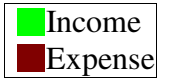
	<u>Jan - Dec '13</u>
McCardel Water Conditioning	137.50
McLaren Northern Michigan Foundation	15.00
Meyer Hardware	145.82
Mike VanAst	143.81
NAFCM	67.00
Nancy Kohler	11.90
North Central Michigan College	1,759.50
Northern Michigan Review	1,406.70
Oakland Community Mediation	564.85
Oakland Mediation Center	3,500.00
Office Max	1,141.37
Oleson's	205.32
Online Payroll Service Fee	120.00
Pam Hagel	14.70
Paul Schemanski	20.65
Payroll Distribution	106,052.55
Petoskey-Harbor Springs Foundation	10.00
Petoskey Chamber of Commerce	645.00
Petoskey Cinema	924.00
Pierpont Productions	25.00
Pitney Bowes	650.96
Polly Cheney	168.35
Printed Checks	22.95
Ray Richard	50.00
Richard Hendrian	192.50
Roast & Toast	144.65
Robert Harkness	63.70
Ron Moore	409.85
Rotary	564.50
Royal Publishing	45.00
Scott Kingdon	29.89
Sign & Design	125.00
Sky's the Limit	77.98
St. Francis Xavier	6,000.00
Stafford's Hospitality	1,313.58
State of Michigan	20.00
Steve Tresidder	1,200.00
Susan Davis	12.25
Taylor Rental	442.60
Terri Sevener	1,917.97
The 501 Alliance	792.30
The Print Shop	3,713.00
Tim Arner	27.30
Tom Morrow	37.10
Tom North	347.55
Trophy Case	24.00
Twisted Olive	150.00
United States Treasury	140.00
United Way	50.00
Van's Business Machines	90.00
Waldvogel Insurance	1,494.00
Wayne Tri	36.75

01/08/14

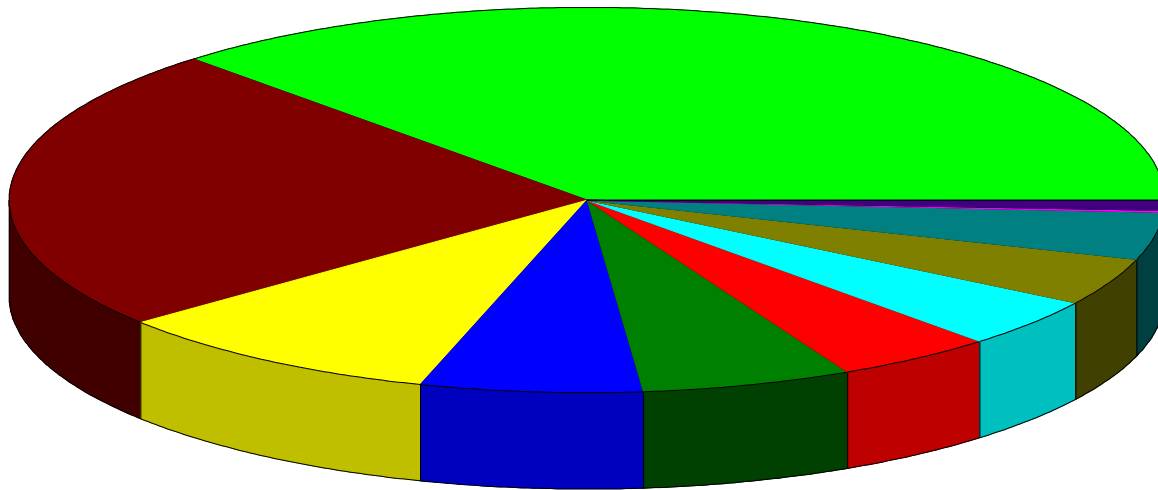
**NORTHERN COMMUNITY MEDIATION**  
**Expenses by Vendor Summary**  
January through December 2013

	<u>Jan - Dec '13</u>
Weathervane	268.91
Wiley Subscription Services	168.75
<b>TOTAL</b>	<u><u>170,931.11</u></u>

Income and Expense by Month  
January through December 2013



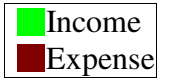
Income Summary  
January through December 2013



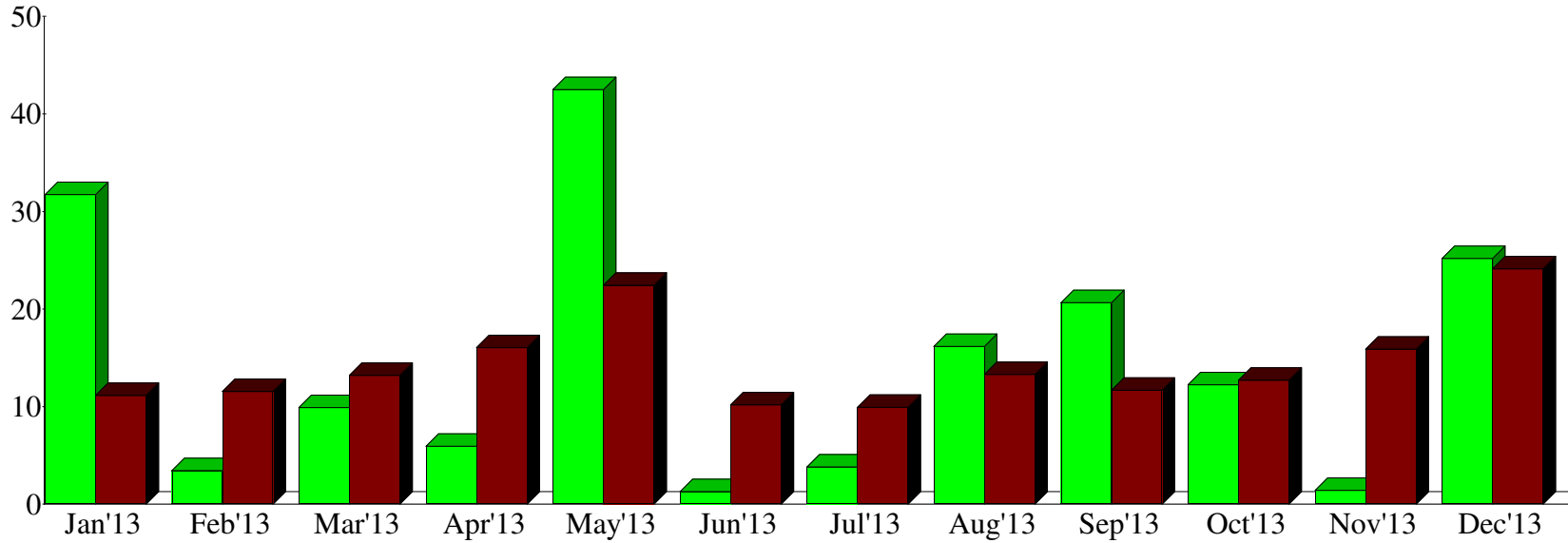
County Funding	%37.00
CDRP Funds	24.05
VORP	9.54
Fund Raising	6.22
Fees	6.04
CDP	4.59
Training & Workshops	4.21
Grants	4.07
Donation	4.04
Interest	0.17
Refund	0.08
<b>Total</b>	<b>\$174,344.17</b>

By Account

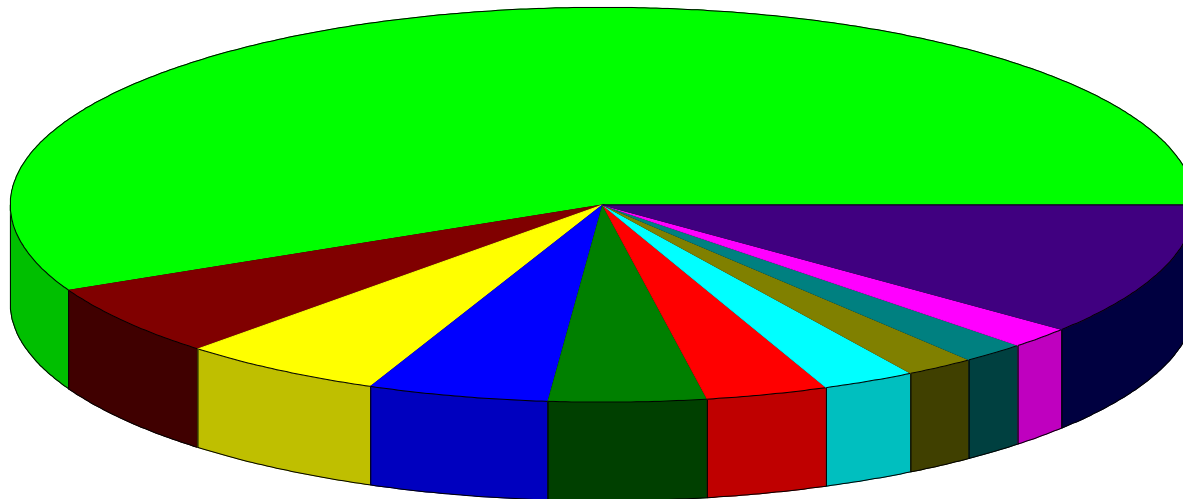
Income and Expense by Month  
January through December 2013



\$ in 1,000's



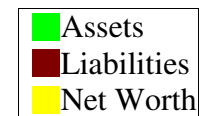
Expense Summary  
January through December 2013



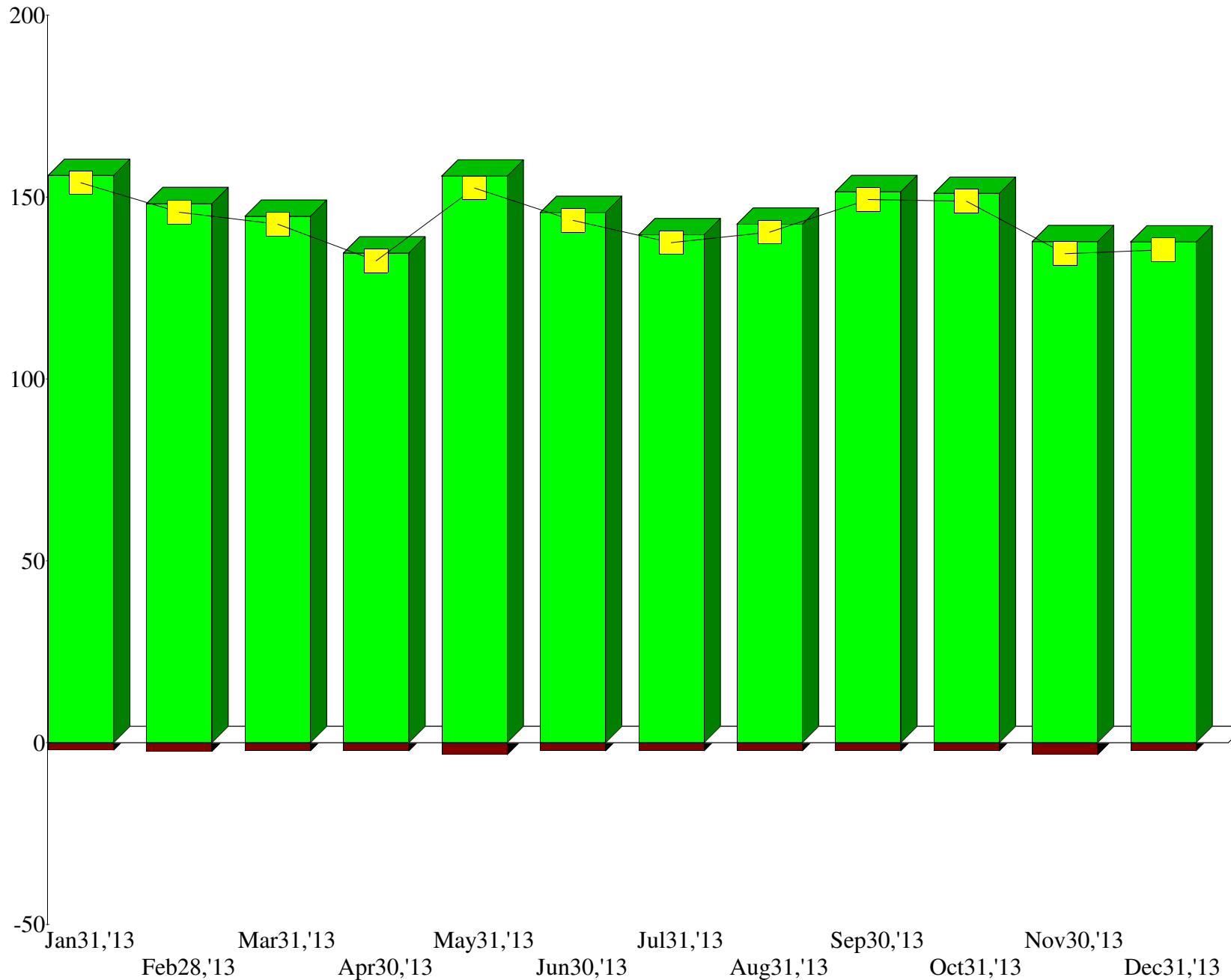
Salaries and Wages	%57.20
Training	5.98
Other	5.72
Travel	5.03
Payroll Expenses	4.38
Occupancy	3.48
Fringe Benefits	2.56
Equipment Expense	1.93
Accounting	1.90
Supplies	1.81
Other	10.01
<b>Total</b>	<b>\$172,238.11</b>

By Account

Net Worth by Month  
As of December 31, 2013



\$ in 1,000's





01/08/14

## NORTHERN COMMUNITY MEDIATION Balance Sheet Prev Year Comparison

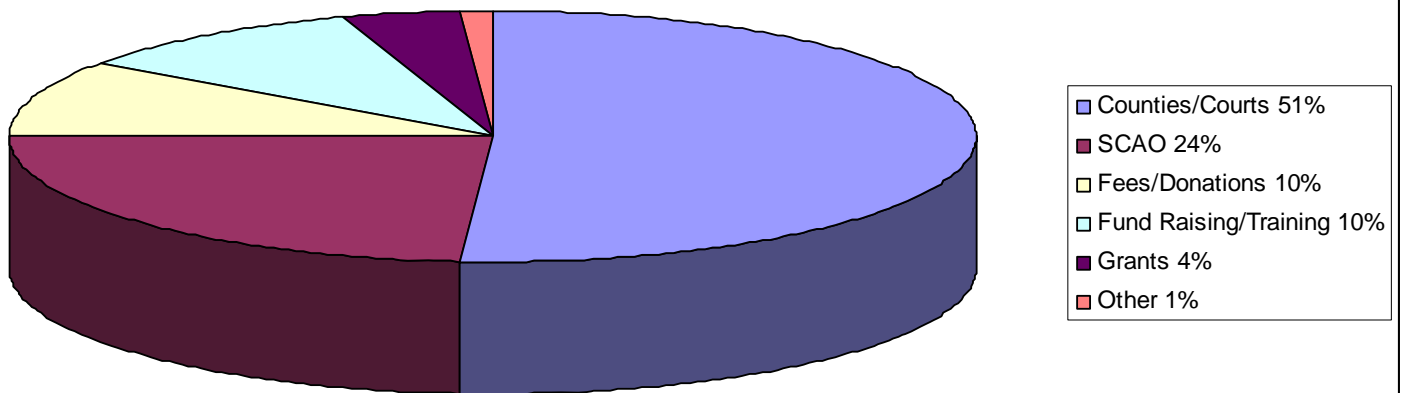
As of December 31, 2013

	Dec 31, '13	Dec 31, '12	\$ Change	% Change
<b>ASSETS</b>				
<b>Current Assets</b>				
<b>Checking/Savings</b>				
CD Bank of N. MI 803611	6,528.59	6,509.04	19.55	0.3%
CD Bank of N. MI 804631	6,140.45	6,102.16	38.29	0.6%
CD Bank of N. MI 806536	6,319.03	6,287.54	31.49	0.5%
CD Char State Bank 18756	5,910.02	5,880.53	29.49	0.5%
CD Char State Bank 18910	12,112.48	12,070.14	42.34	0.4%
CD First Comm. Bank 60302215	7,798.71	7,775.37	23.34	0.3%
CD First Comm. Bank 60302716	5,560.36	5,543.73	16.63	0.3%
Checking Chase	18,440.68	15,365.59	3,075.09	20.0%
Petty Cash	100.00	100.00	0.00	0.0%
Savings Bay Winds	15,696.38	15,620.90	75.48	0.5%
Savings Chase	18,059.11	18,048.80	10.31	0.1%
Savings NW Bank 710205349	10,269.86	10,264.73	5.13	0.1%
<b>Total Checking/Savings</b>	<b>112,935.67</b>	<b>109,568.53</b>	<b>3,367.14</b>	<b>3.1%</b>
<b>Total Current Assets</b>	<b>112,935.67</b>	<b>109,568.53</b>	<b>3,367.14</b>	<b>3.1%</b>
<b>Fixed Assets</b>				
<b>Accumulated Depreciation</b>	-18,412.95	-17,105.95	-1,307.00	-7.6%
<b>Equipment</b>				
Maintenance	190.00	0.00	190.00	100.0%
Purchase	658.00	658.00	0.00	0.0%
Equipment - Other	19,814.14	19,814.14	0.00	0.0%
<b>Total Equipment</b>	<b>20,662.14</b>	<b>20,472.14</b>	<b>190.00</b>	<b>0.9%</b>
<b>Total Fixed Assets</b>	<b>2,249.19</b>	<b>3,366.19</b>	<b>-1,117.00</b>	<b>-33.2%</b>
<b>Other Assets</b>				
Investments - CCCF	11,045.07	11,045.07	0.00	0.0%
Investments - PHSACF	11,455.46	11,455.46	0.00	0.0%
<b>Total Other Assets</b>	<b>22,500.53</b>	<b>22,500.53</b>	<b>0.00</b>	<b>0.0%</b>
<b>TOTAL ASSETS</b>	<b>137,685.39</b>	<b>135,435.25</b>	<b>2,250.14</b>	<b>1.7%</b>
<b>LIABILITIES &amp; EQUITY</b>				
<b>Liabilities</b>				
<b>Current Liabilities</b>				
<b>Other Current Liabilities</b>				
Federal Income Tax Withheld	716.00	723.46	-7.46	-1.0%
Fica Tax Withheld	1,159.46	1,007.92	151.54	15.0%
State Income Tax Withheld	309.16	309.16	0.00	0.0%
<b>Total Other Current Liabilities</b>	<b>2,184.62</b>	<b>2,040.54</b>	<b>144.08</b>	<b>7.1%</b>
<b>Total Current Liabilities</b>	<b>2,184.62</b>	<b>2,040.54</b>	<b>144.08</b>	<b>7.1%</b>
<b>Total Liabilities</b>	<b>2,184.62</b>	<b>2,040.54</b>	<b>144.08</b>	<b>7.1%</b>
<b>Equity</b>				
*Retained Earnings	133,394.72	130,087.00	3,307.72	2.5%
Opening Bal Equity	-0.01	-0.01	0.00	0.0%
Net Income	2,106.06	3,307.72	-1,201.66	-36.3%
<b>Total Equity</b>	<b>135,500.77</b>	<b>133,394.71</b>	<b>2,106.06</b>	<b>1.6%</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>137,685.39</b>	<b>135,435.25</b>	<b>2,250.14</b>	<b>1.7%</b>

**FOURTEEN YEAR COMPARISON  
REVENUE SOURCES**

<b>YEAR</b>	<b>SCAO</b>	<b>COUNTIES</b>	<b>AGENCY</b>	<b>TOTAL</b>	<b>IN KIND</b>
2013	41,927.45	89,125.00	43,291.72	174,344.17	226,552.96
2012	47,032.97	84,050.00	35,331.95	166,414.92	184,703.20
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	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 2013**



## ANNUAL REPORT FOR 2013

### Personnel

Northern Community Mediation (NCM) has three, full-time employees: the Intake Coordinator, the Assistant Director and the Executive Director. Intake Coordinator Terri Sevenser has been with NCM for almost two years. She is responsible for general civil, divorce, domestic relations, small claims cases, and the School Attendance Mediation Program. Assistant Director Bert (Roberta) Rousseau has been with NCM for eight years. She is responsible for the Victim-Offender Reconciliation Program (VORP), Special Education, Access & Visitation (parenting-time cases), Child Protection Mediation, and Guardianship cases. Dr. Jane Millar has been the Executive Director of NCM since July 2003.

It should be noted that this has been a difficult year for NCM staff in that Bert Rousseau lost both her mother and father seven months apart, and Terri Sevenser lost her sister and father-in-law only months apart from one another. Yet, the staff pulled together so that the quality of NCM's services was never in jeopardy.

In addition to the paid staff, NCM has 56 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.

<b>SPECIALIZATION</b>	<b># OF MEDIATORS</b>
Child Protection	23
Divorce/Domestic Relations	28
Advanced General Civil	18
Guardianship	7
Parenting Time	9
Restorative Justice	3
Special Education	6
Victim-Offender Reconciliation	8
Mental Health	11
School Attendance	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.

NCM enforces the State Court Administrative Office (SCAO) requirement that mediators complete a minimum of eight hours of continuing education every two years. NCM also continues 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

The month of January kicked-off the trainings and workshops for 2013. It was essential that mediators interested in being a part of the School Attendance Mediation Program receive special training. Eleven mediators were trained in the uniqueness of the program through a two-hour, mediator roundtable.

In March, NCM collaborated with North County Community Mental Health (NCCMH) for the purpose of offering training for NCM mediators to gain greater insight into working with individuals who have psychological and emotional challenges and how this can impact the mediation process. A secondary goal was to educate the mediators as to the types of services that are available through NCCMH. Eleven mediators enrolled for this training.

NCM offered a forty-hour, general civil training in April 2013. Fourteen individuals participated in the training. Of the ten who will be mediating for NCM, one is an attorney and one is a retired judge. Of the four who will not be mediating for NCM, one is an attorney, one is from Friend of the Court, one is from 90<sup>th</sup> District Court, and one will be mediating for a CDRP center in southern Michigan. NCM contracted with the Oakland CDRP Center to have Kenzi Bisbing serve as the trainer.

Also in April was a mediator roundtable held at the 90<sup>th</sup> district court hour in Emmet County. Wendy Viles, civil-deputy clerk, led the mediators through the small claims process.

In May, NCM contracted with Anne Bachle Fifer to facilitate an advanced mediator training, the topic of which was *Best Practices in Mediation*. Twenty-seven people signed-up for the training: 23 being NCM non-attorney mediators, four being NCM attorney mediators, two being NCM retired judge mediators, and four being attorneys from outside of the NCM service area,

NCM also offered two four-hour sessions on *Michigan Civil Law for Non Attorney Mediators*, which was facilitated by Steve Tresidder, who is both an attorney and a mediator. This eight-hour advanced mediator training was approved by the SCAO. There were 15 participants in the September, four-hour session, and 13 participants in the October, four-hour session.

In October, the Executive Director facilitated a workshop for the staff of Mitchell Graphics. The topic was *Conflict in the Workplace*. This was a one-hour session during lunch. Although the atmosphere was casual and the time was short, the workshop was well received by the participants and rated highly by them.

NCM offered an eight-hour, advanced mediator training in the fall of 2011. Attorney and mediator Steve Tresidder facilitated the workshop entitled *Mediating Monetary Claims & Damages*. There were thirteen participants. Eleven were mediators for NCM, and six were attorneys, four of whom mediate for NCM. All three staff members also participated in the training.

NCM staff participated in professional development opportunities offered at sites other than at NCM. Terri Sevenser attended the Michigan Association of Court Mediators (MACM) annual conference as did Assistant Director 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 17, 2013, NCM conducted its annual meeting for 2012. It was held from 12:02 pm to 1:05 pm at City Park Grill in Petoskey, Michigan. Minutes of the 2013 annual meeting will be available on the NCM website ([www.northernmediation.org](http://www.northernmediation.org)) upon approval of the Board of Directors at the 2014 Annual Meeting, which is scheduled for Thursday, January 16, 2014.

The Board of Directors met in person five times in 2013: January, March, May, July, and September. In November, the Board of Directors conducted its business via e-mail correspondence. The primary purpose of this was to approve the 2014 budget, which was approved unanimously by 100% of the directors. The minutes of the Board of Directors meetings are available on the NCM website. The executive Committee traditionally meets on the months that the board of Directors does not meet. Additional meetings in which NCM staff was involved are depicted in the table below.

<b>MEETING</b>	<b>STAFF</b>
Two Steering Committee Meetings	Bert Rousseau & Jane Millar
New Board Members	Jane Millar
Les Atchison	Jane Millar
Mark Muniak, Charlevoix Prosecuting Attorney	Jane Millar
Katrina Martin, Charlevoix Assistant Prosecuting Attorney	Jane Millar
David Jones, ED of PHSACF	Jane Millar
The Honorable James Erhart, 90 <sup>th</sup> District	Jane Millar
Five Meetings of the Michigan CDRP Association Executive Committee	Jane Millar
Six Meetings of the Michigan CDRP Association Marketing Committee	Jane Millar
Two Meetings of the Michigan CDRP Association Board Meeting	Jane Millar
Carlin Smith, ED of Petoskey Chamber	Jane Millar
Martha Lancaster, ED of United Way	Jane Millar
The Honorable Richard Pajtas	Jane Millar
The Honorable Charles Johnson	Jane Millar
Three Meetings for the Athena Award	Jane Millar
Sheriff Pete Wallin	Jane Millar
Dr. Paula Welmers	Jane Millar
Three Meetings with Steve Tresidder	Jane Millar
Kendall Taylor, 57th Circuit FOC	Bert Rousseau & Jane Millar
Sherie Veray, Foster Care Home Liaison	Jane Millar

Barb Griffin, ED of Independence Village	Jane Millar
Diane Henizelman, Francis Paris & Wanda Joseph – Special Education	Bert Rousseau & Jane Millar
Three Meetings of the Petoskey News-Review Advisory Panel	Jane Millar
Five Meetings with Leadership Little Traverse Mentee	Jane Millar
Seven Meetings with Leadership Charlevoix County Mentee	Jane Millar
Two Brown Bag Lunches with Executive Directors of Non-Profits	Jane Millar
Two Meetings with Becky Garland, ED of CDRP Center in Traverse City	Jane Millar
Two Meetings with Kenzi Bisbing, 40-Hour Trainer	Jane Millar
Melissa Richards, PR Director at Odawa Casino	Jane Millar
David Gruber, Special Education	Jane Millar
Bill Tebbe, Superintendent of Pellston School District	Jane Millar
Two Meetings with Monique Dean, Superintendent of Pellston School District	Jane Millar
Anne Bachle Fifer for Advanced Mediator Training	Jane Millar
Karen Sherwood, Superintendent of Boyne Falls School District	Jane Millar
Wendy Viles, 90 <sup>th</sup> District, civil-deputy clerk	Terri Sevener & Jane Millar
Lorraine Manary, ED of United Way	Jane Millar
Dave Kring & Lisa Jessick	Jane Millar
Kristy Beyer, Brochure Design	Jane Millar
Bob Esford, Insurance Agent	Jane Millar
CDRP Directors' Meeting in Lansing	Jane Millar
Monthly Human Services Coordinating Body Meetings	Jane Millar
Breakfast of Champions	Bert Rousseau, Terri Sevener, & Jane Millar
Weekly Staff Meetings	Bert Rousseau, Terri Sevener, Jane Millar
Weekly Rotary Meetings	Jane Millar
Weekly Kiwanis Meetings	Bert Rousseau
Monthly Kiwanis Board Meetings	Bert Rousseau
Petoskey/Harbor Springs Area Community Foundation Annual Meeting	Jane Millar
Riley Justis, Superintendent of Beaver Island Schools	Jane Millar
Kim Newport, Special Education Teacher for Beaver Island Schools	Bert Rousseau
Twenty-five Big Sister Meetings	Bert Rousseau

Six Connecting Women in Business Meetings	Terri Sevener
Jeff Leidel, Superintendent of Alanson School District	Jane Millar
John Scholten, Superintendent of Petoskey School District	Jane Millar
Petoskey/Harbor Springs Area Community Foundation Grant Writing Workshop	Jane Millar
Two Michigan Mediates Meetings	Jane Millar
All-Day Staff Retreat	Bert Rousseau, Terri Sevener, & Jane Millar
Board Retreat	Jane Millar
United Way Celebration Breakfast	Bert Rousseau & Terri Sevener
State of the Community Luncheon	Jane Millar
Three Athena Award Meetings	Jane Millar
Leadership Charlevoix County Graduation	Jane Millar
Boyne City Expo	Bert Rousseau & Terri Sevener
Petoskey Expo	Bert Rousseau, Terri Sevener & Jane Millar
Numerous Meetings with Present & Potential Mediators	Jane Millar
Six Michigan Association of Court Mediators Board Meetings	Bert Rousseau
Michigan Association of Community Mediators Annual Conference	Bert Rousseau & Terri Sevener
Open House for Shirley Gillespie	Jane Millar
Charlevoix-Emmet Intermediate School District 50th Anniversary	Jane Millar
United Way Fund Raiser	Jane Millar
Athena Luncheon	Jane Millar
Leadership Little Traverse Wine Tasting	Jane Millar
Bay Harbor Foundation Fund Raiser	Jane Millar
Swearing in of Attorney Julie Reiner	Jane Millar
State of the Community Luncheon	Jane Millar
Middle East Conference at NCMC	Jane Millar

On December 10 from 4:30 pm to 6:00 pm, NCM held its annual holiday party. Even though it was a stormy night, approximately 40 people enjoyed food, beverage, conversation and friendship.

Approximately 40 people attended the Appreciation Luncheon and twentieth anniversary celebration, which was held on Monday, May 20 at the City Park Grill in Petoskey. The following individuals were recognized: Karen Cole for Veteran Mediator of the Year and Tom North for Rookie Mediator of the Year. Bill Meengs accepted the Advocate of the Year Award on behalf of The Emmet-Charlevoix Bar Association. As the keynote speakers, the Honorable Charles Johnson and attorney David Fershee reflected upon the early year of NCM.

The Executive Director continues to be a driving force behind the newly formed Michigan Citizen Dispute Resolution Program Center Association. She serves as the co-president of the association, on the marketing committee, and on the outreach committee. She also serves as the representative to Michigan Mediates

### Presentations and Promotion

The year 2013 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.

NCM also participated in the Information Summit, which is sponsored by the Human Services Coordinating Body. The Summit was held on September 20 and provides an opportunity for those individuals involved with social service agencies to network and learn more about one another's services. Since all staff members had conflicts in their schedules, Joel Wurster and Carolyn Belknap covered the NCM booth.

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

<b>ORGANIZATION</b>	<b>TOPIC</b>
Leadership Little Traverse	Conflict in the Workplace
Leadership Little Traverse Lunch Host	NCM & Mediation
Leadership Charlevoix County Lunch Host	Stories of Mediation
United Way	Day of Caring
Two Presentations to Fourth Grade Classes	Shoplifting Doesn't Pay
Petoskey Chamber Expo	What is Northern Community Mediation?
Boyne City Chamber Expo	What is Northern Community Mediation?
Information Summit	What is Northern Community Mediation?
Rotary Club of Frankfort	Stories of Mediation
Rotary Club of Kalkaska	Stories of Mediation
Harbor Springs Kiwanis	Stories of Mediation
Bone City Girl Scouts	Ways to Resolve Conflicts
Charlevoix Zonta	Stories of Mediation
Petoskey Noon Kiwanis	School Attendance Mediation
Women's Club	Stories of Mediation
Charlevoix County Commissioners	Thank You for Their Support
Great Start	Family Dynamics in Split & Merging Families

### Caseload

The number of cases opened in 2013 as compared with 2012 was up by 103 cases: 514 vs. 411. This increase is primarily attributable to three factors. First, the pilot project with the 90<sup>th</sup> District Court in Emmet County is bringing almost all small claims cases to



NCM. Second, the School Attendance Mediation Program is engaging the school districts to refer more cases to NCM. Three, the efforts and initiatives of promoting NCM in general seems to be paying off.

Breach of Contract continues to be the most prevalent type of case (32%). This is followed by cases involving divorce and domestics matters (21%). The third most common type of case relates to parenting time (12%), followed by the victim-offender reconciliation (11%)

The case breakdown by programs is as follows:

<b>PROGRAM</b>	<b>2013</b>		<b>2012</b>	
	<b># ACCEPTED</b>	<b># CLOSED</b>	<b># ACCEPTED</b>	<b># CLOSED</b>
Child Protection	32	32	32	32
Victim Offender	55	54	62	55
Parenting Time	64	58	45	43

The case breakdown by counties is as follows:

<b>COUNTY</b>	<b>2013</b>		<b>2012</b>	
	<b># ACCEPTED</b>	<b># CLOSED</b>	<b># ACCEPTED</b>	<b># CLOSED</b>
Charlevoix	205	214	190	187
Emmet	293	275	213	197
Other	3	3	5	7

The case breakdown relating to the courts is as follows:

<b>COURT</b>	<b>2013</b>		<b>2012</b>	
	<b># ACCEPTED</b>	<b># CLOSED</b>	<b># ACCEPTED</b>	<b># CLOSED</b>
33 <sup>rd</sup> Circuit	107	107	93	90
57 <sup>th</sup> Circuit	31	31	27	23
90 <sup>th</sup> District	197	184	129	124
7 <sup>th</sup> Probate	84	83	92	83

The case breakdown by dispute type is as follows:

<b>DISPUTE TYPE</b>	<b># IN 2013</b>	<b># IN 2012</b>
Breach of Contract	162	127
Juvenile Victim Offender	54	55
Domestic Matters	62	47
Child Protection	32	30
Parenting Time	58	41
Divorce	42	45
Landlord/Tenant	24	14
Other	67	32

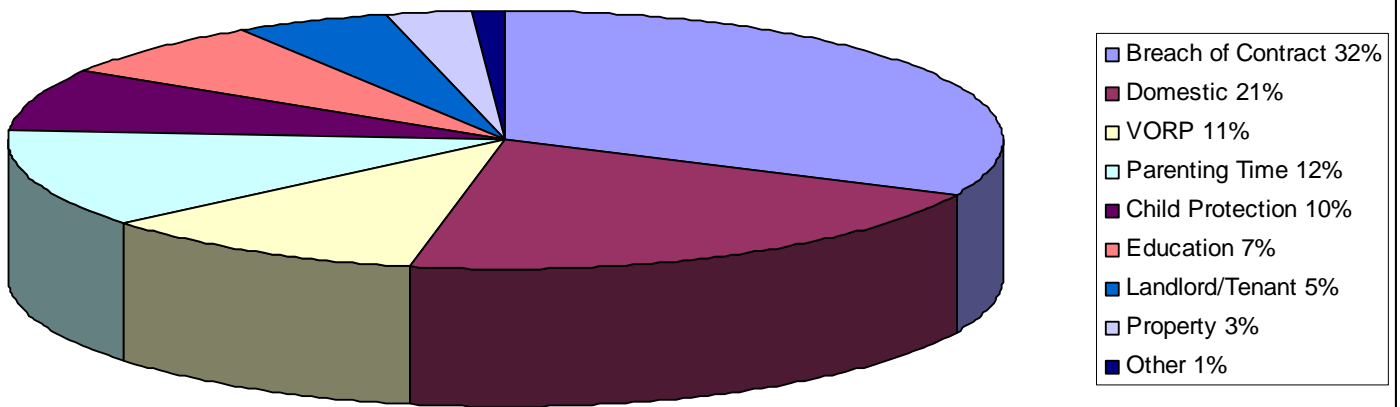
A comparison of the caseload is as follows:

<b>CATEGORY</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
# Opened	514	411	435	440	441
# Closed	501	391	446	435	455
Agreement Rate	75.51%	73.44%	68.4%	78.53%	77.66%
# Court Referred	373	273	372	351	348
# Self Referred	70	74	45	48	68

**FOURTEEN 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
2013	32	162	1	2	24	1	104	58	15	37	54	11	501
2012	30	127	2	4	14	1	92	41	12	2	55	11	391
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 2013**



### Agreement Rates

It should be noted that the “no agreement” rate in 2013 was down by 3% from 2012 and that the “full agreement” rate has remained the same from 2012 to 2013, as did the “partial agreement” rate. The 3% increase in conciliations is directly attributable to the fact that NCM is handling more small claims cases. These cases are often resolved by talking to the involved parties over the telephone. Hence, there is reconciliation without mediation.

Although there is no percentage shown under facilitated / arbitrated, there was one case that was facilitated in 2013. This was true in 2012 as well.

The agreement rate percentages for 2013 are depicted in the pie chart entitled Agreement Rates. The table below shows the comparison of agreement rates between 2012 and 2013.

<b>YEAR</b>	<b>AGREEMENT</b>	<b>NO AGREEMENT</b>	<b>CONCILIATED</b>	<b>FACILITATED /ARBITRATED</b>	<b>PARTIAL</b>
2013	53%	24%	20%		3%
2012	53%	27%	17%		3%

### Referral Sources

The pattern continues that the vast majority of cases are referred / ordered by the Court (75%). This percentage, however, is significantly higher than the percentage ordered by the courts in 2012 (70%). Much of this increase in the percentage of court referrals is directly attributable to the pilot project that began in the fall of 2013 with small claims of the 90<sup>th</sup> District Court in Emmet County. With the increase in court referrals, self referrals dropped from 19% in 2012 to 14% in 2013. Also dropping in 2013 from 2012 were legal organization referrals (5% to 1%) and prosecutor referrals (5% to 2%)

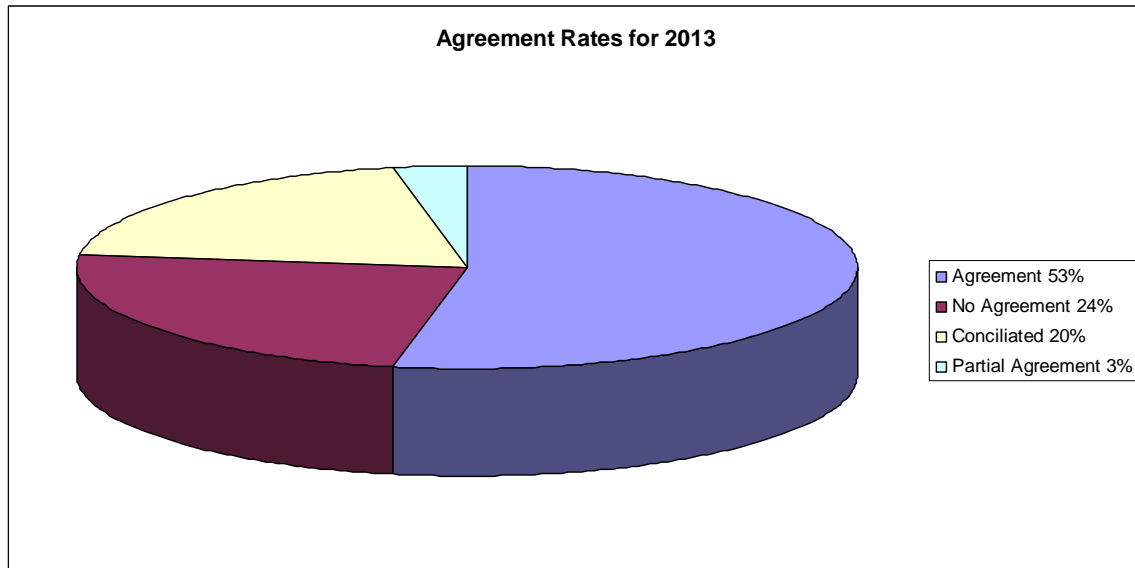
The fact that the increase in educational institution referrals went from 0% in 2012 to 7% in 2013 directly relates to the School Attendance Mediation Program. This program also stimulated four special education mediations/facilitations.

The referral source percentages for 2013 are shown in the pie chart entitled Referral Sources. The case breakdown by referral source is as follows:

<b>REFERRAL SOURCE</b>	<b># IN 2013</b>	<b># IN 2012</b>
Courts	373	273
Self	70	74
Educational Institutions	36	0
Legal Organizations	3	20
Prosecutor	12	19
Other	7	5

## FOURTEEN YEAR COMPARISON AGREEMENT RATES

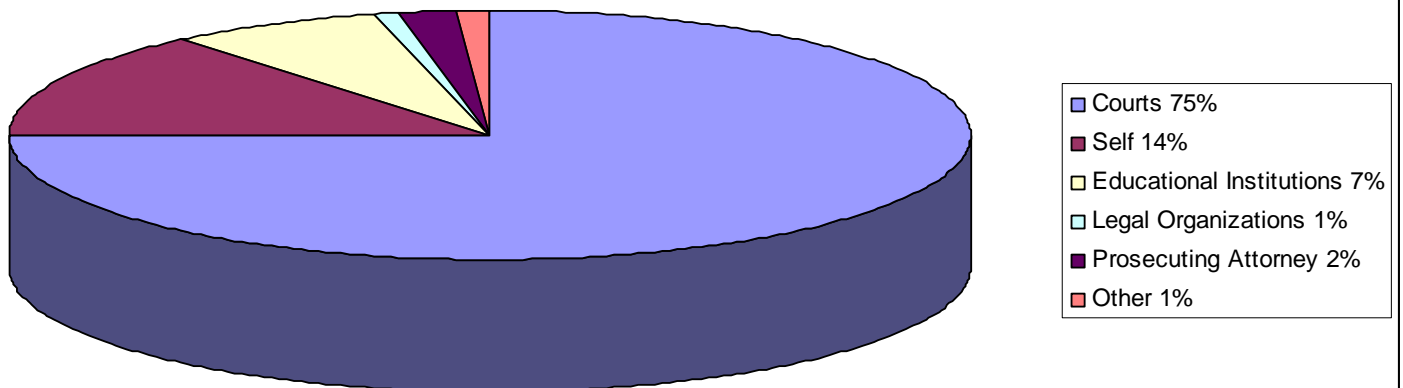
Year	Total Cases	Core Cases	Agreement	Partial Agreement	Conciliated	Facilitated	Arbitrated	No Agreement
2013	501	392	209	12	75	1	0	95
2012	391	305	162	9	52	1	0	81
2011	446	345	175	6	55	1	1	107
2010	435	340	203	7	52	4	1	73
2009	455	349	224	4	41	1	1	78
2008	459	339	173	4	67	21	1	73
2007	528	395	177	0	143	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



**FOURTEEN 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
2013	373	2	15	70	37	4	501
2012	273	4	39	74	0	1	391
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

**Referral Sources for 2013**



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

**Annual Case Profile CDRP03QT**

**Report Date:** 1/14/2014

**Period:** Beginning: 1/1/2013 Ending: 12/31/2013

**Filtered By:** None

<u>CASE DISPOSITION TOTALS</u>	<u>Count</u>	<u>NO MEDIATION HELD</u>	<u>Count</u>
Conciliated	75 19.13%	Settled Prior to Mediation	27 25.23%
Mediated to Agreement	209 53.32%	Respondent Refuses to Mediate	28 26.17%
Mediated to Partial Agreement	12 3.06%	Initiator Failed to Show	2 1.87%
Mediated without Agreement	95 24.23%	Respondent Failed to show	5 4.67%
Facilitated	1 0.26%	Both Failed to Show	0 0.00%
Arbitrated	0 0.00%	Case Withdrawn	17 15.89%
<b>TOTAL</b>	<b>392</b>	Unable to Contact	27 25.23%
		Unamenable for Mediation	1 0.93%
		<b>TOTAL</b>	<b>107</b>

Arbitration Sessions:	0	Mediated w/ Agreement Sessions:	221	Avg Mediation Duration (mins):	86.87
Facilitated Sessions:	1	Mediated Part Agreement Sessions:	13	Total Fees Received:	\$7,337.50
		Mediated w/o Agreement Sessions:	95	<b>Excludes Waived Payments</b>	
Total Money Distributed due to Agreement:	\$445,833.79	Total Cases where Money was Distributed:	130		

**ADDITIONAL CASE INFORMATION:**

Number of Accepted Cases:	512	Number of Disposed Cases:	499
Returnee to Mediation:		Avg Days from Intake to Disposition:	28
New Matter:	0	Number of Court Ordered Cases:	247
Remediation of New Matter:	1	Number of Individuals Served:	1,292
Non-compliance of Old Matter:	0	Number of Children Involved:	421
		Number of Cases Referred Elsewhere:	0

<u>REFERRAL SOURCE</u>	<u>Count</u>	<u>DISPUTE TYPE</u>	<u>Count</u>
BUS: Business, Corporation	0 0.00%	CDP: Child Protection	32 6.41%
CSR: Community Organization	1 0.20%	CML: Criminal	0 0.00%
CTS: Courts	373 74.75%	CON: Breach of Contract	162 32.46%
FFC: Friend, Family, Colleague	0 0.00%	EMP: Employment	1 0.20%
GOV: Government	2 0.40%	GDA: Guardianship-Adult	2 0.40%
LEG: Legal Organization	3 0.60%	GDC: Guardianship-Child	0 0.00%
MAR: Marketing, Advertising, Outreach	0 0.00%	LAN: Landord/Tenant	24 4.81%
POL: Police, Sheriff, State Police	0 0.00%	NGH:Neighbor	1 0.20%
PRS: Prosecutor	12 2.40%	ODM: Domestic Matters	62 12.42%
SCH: Educational Institution	34 6.81%	OPM: Other Probate Matters	4 0.80%
SEL: Self	70 14.03%	ORD: Ordinance/Statute/Regulation	0 0.00%
OTH: Other	4 0.80%	PBP: Public Policy	1 0.20%
<b>TOTAL</b>	<b>499</b>	PJC:Post Judgment Domestic	58 11.62%
		PPO: Personal Protection Order	1 0.20%
		PPP: Personal Protection Order-DM	0 0.00%
		PRP: Property	15 3.01%
		RST: Real Estate	5 1.00%
		SCH: Schools	35 7.01%
		VRA: Adult Victim Offender	0 0.00%
		VRJ: Juvenile Victim Offender	54 10.82%
		OTH: Other	0 0.00%
		DIV: Divorce No Children	14 2.81%
		DIK: Divorce Children	28 5.61%
		<b>TOTAL</b>	<b>499</b>

## Fund Raising and Grants

The ninth annual Theatre Party was held on Monday, March 11. NCM budgeted \$8,100.00 in revenue and \$2,057.50 in expenses for a profit of \$6,042.50. In reality, \$10,838.05 was collected in revenue, and expenses totaled \$3,881.56 for a profit of \$6,956.49, which was \$913.99 over budget. Having a higher profit than had been projected was directly attributable to an increase in sponsorships.

<b>Theatre Party</b>	<b>2013</b>	<b>2012</b>
Sponsorships	\$6,295.65	\$4,700.00
Ticket Sales	\$2,850.00	\$2,800.00
Other	\$1,692.40	\$1,607.50
<b>Total Income</b>	<b>\$10,838.05</b>	<b>\$9,107.50</b>
Expenses	\$3,881.56	\$3,452.02
<b>Profit</b>	<b>\$6,956.49</b>	<b>\$5,655.48</b>

NCM does charge a minimal administrative fee for most cases. Those cases for which there is no charge are school attendance, access and visitation, victim-offender, special education, and small claims. Additionally, fees are waived if it would be a hardship for an individual to pay the fee. In 2013, NCM collected \$6,912.50 in fees from 155 individuals as compared to \$3,085 from 55 participants in 2012. In 2013, \$1,612.50 in fees was written off as uncollectable, as compared to \$1,500.00 in 2012. It is not surprising that the collection rate would be less desirable in 2013 over 2012 due to the fact that more fees were charged in 2013 than in 2012.

NCM received \$2,625.00 from the federal government for access and visitation cases, as compared to \$2,400.00 in 2012. In both cases, the amount received was the maximum that could have been received. For special education cases, NCM was awarded from the Department of Special Education \$1,000.00 in 2013 and \$2,200.00 in 2012.

<b>Fee Source</b>	<b>2013</b>	<b>2012</b>
NCM Fees	\$6,912.50	\$3,085.00
Access & Visitation	\$2,625.00	\$2,400.00
Special Education	\$1,000.00	\$2,200.00
<b>Total</b>	<b>\$10,537.50</b>	<b>\$7,685.00</b>

Donations for 2013 totaled \$3,614.81, as compared to \$4,250.28 in 2012. The Donor Campaign brought in an additional \$3,435.00, as compared to \$3,775.00 in 2012. The overall decline in donations between 2013 and 2012 undoubtedly relates to the fact that two major donors died the beginning of 2013.

<b>Donations</b>	<b>2013</b>	<b>2012</b>
Non-Specified	\$3,614.81	\$4,250.28
Donor Campaign	\$3,435.00	\$3,775.00
<b>Total</b>	<b>\$7,049.81</b>	<b>\$8,025.28</b>



NCM received the following grant awards in 2013:

- The Charlevoix County Community Foundation
  - \$2,708 for laptop & portable printer for School Attendance Mediation
- United Way
  - \$625 for the Victim-Offender Reconciliation Program, the final payment from a 2012 grant application
  - \$3,259.50 for the School Attendance Mediation Program, the final \$1,086.50 to be paid in 2014.
- Women's Club
  - \$500 for expenses relating to youth programs

### Board Retreat

On Thursday, March 14, 2013, the Board of Directors met at the Weathervane Restaurant in Charlevoix for a board retreat. The purpose of the retreat was to envision what NCM would look like five years into the future. To accomplish this goal, Executive Director Jane Millar challenged each of the board members to "write a letter" to Doug Van Epps, who is the Executive Director of the Citizen Dispute Resolution Program (CDRP) for the State Court Administrative Office (SCAO). The goal was to convince Doug Van Epps that NCM should receive the **GOLD Distinguished Center Medallion** as the outstanding CDRP center in the state of Michigan. According to the cumulative results, on March 14, 2018, NCM will

- Be a household name in Charlevoix and Emmet Counties
- Will be the "mediator of choice" by the courts
- Handle all small claims cases
- Use skype and other forms of technology
- Be financially sound
- Have an enhanced public image

### 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 six areas of contributions in 2013 related to the following:

- |   |              |
|---|--------------|
| • Mediation hours based upon \$150 per hour | \$190,800.00 |
| • Rent                                      | \$ 15,600.00 |
| • Mediation Locations at \$50 per session   | \$ 6,800.00  |
| • Training Locations                        | \$ 2,400.00  |
| • Theatre Party                             | \$ 2,400.00  |
| • Cell Phone                                | \$ 2,056.63  |

The total amount of in kind contributions for 2013 was \$226,552.96, which is considerably above that of 2012, which totaled \$184,703.20. This directly relates to the fact NCM handled more cases in 2013 than in 2012, which meant that there were more mediation hours in 2013 than in 2012. The in kind donations for 2013 constituted 57% of

the total budget. The total in kind contributions attributable to the mediators themselves represented 84% of the in kind contributions.

<b>In Kind</b>	<b>2013</b>	<b>2012</b>
Mediator Hours	\$190,800.00	\$155,922.50
Rent	\$15,600.00	\$15,600.00
Mediation Locations	\$6,800.00	\$5,400.00
Training Locations	\$2,400.00	0
Theatre Party	\$1,531.00	\$2,423.50
Cell Phone	\$2,056.63	\$2,971.41
Percentage of Budget	57%	53%
Mediator Percentage of In Kind	84%	84%

### Taylor School

Students from Taylor School continue to clean for NCM on a weekly basis. They are a wonderful group of special needs students, and they do a very thorough job. They vacuum, dust, seep the floors and make the bathrooms sparkle.

### Financial Analysis

Since there had been a cut in funding from SCAO in the amount of \$5,105.52 from 2012, NCM was quite concerned about its financial picture for 2013. In fact, the budget for 2013 reflected a loss of \$9,125.28. Fortunately, NCM ended the 2013 fiscal year with a gain of \$1,307.00. The following factors contributed towards the successful, fiscal year for NCM:

- Charlevoix County increased its funding from \$30,000 to \$33,000
- Fees for service were \$4,437.50 over budget
- Donations were \$1,049.81 over budget
- The Theatre Party made \$913.99 over budget
- There was \$6,467.50 more in grant revenue than budgeted. This is typical every year.
- Unless grant related, expenses balanced out overall.

### Summary

The year 2013 was an outstanding one for NCM. With 512 cases opened and 501 cases closed, NCM exceeded more than any other previous year. In terms of performance, NCM was the most efficient center in the state of Michigan. Consequently, NCM received more performance funding from SCAO than any of the other centers in the state. The frustrating news is that NCM covers a relatively small area (Charlevoix and Emmet counties), which means that NCM receives the second lowest amount of funding from local court filings. Simply stated, based upon the 2013 caseload, NCM will receive \$41,146.77 in 2014 from the pooled monies from SCAO, which is more than any other center. Even larger centers, such as Oakland and Wayne will receive less, \$35,936.21 and \$32,924.05 respectively. For 2014, however, NCM will receive only \$5,160.92 from the pooled monies, as compared to Oakland at \$139,388.74 and Wayne at \$227,769.85.

The 2013 year was successful also from the standpoint of the expansion of two programs. The School Attendance Mediation Program serviced four school districts: Alanson, Beaver Island, Boyne Falls and Pellston. The pilot with the 90<sup>th</sup> District Court in Emmet County refers all small claims cases to NCM once papers have been served to the defendants. As of this writing, the program is so successful that it likely will be expanded to include small claims in Charlevoix County.

The fact that NCM has an exception Board of Directors, as well as an outstanding Executive Committee has contributed significantly to NCM's success. Although Ted Teller termed out, NCM is fortunate to have Lisa Hoyt take the helm as president of the organization. In other words, NCM will continue to have strong leadership in 2014.

NCM faced major personnel issues in 2013. In March, Bert Rousseau's mother died, and then in November her father died. Not only was this an emotional toll on Bert with her parents' living in Montana, it necessitated considerable time off so that their estates could be settled. In addition, Terri Sevener's sister died in July, and although it was right after the new year of 2014, Terri's father-in-law died. In that Terri was highly responsible for the settling of the estates, again this was an emotional, as well as time-consuming demand on her. There are insufficient words to describe how the staff pulled together so that the quality of services was not jeopardized during these times of turmoil.

With the significant growth that NCM has seen during 2013, the biggest challenge it faces is determining whether or not this is an actual trend or if the 2013 caseload was a fluke. If it is a trend, NCM needs to prepare itself for the potential of having to hire a new staff member. This could be problematic in that funding from SCAO is always in the rears and would not cover the cost of a new hire. Therefore, NCM would need to approach the local counties and courts for additional funding.

The bottom line is that the growth that NCM is seeing is good. NCM must, however, take the growth with a steady pace so that it can sustain its programs and services with quality, efficiency and effectiveness.