

Northern Community Mediation  
Board of Directors' Meeting  
July 11, 2013  
The Edgewater Bistro, Charlevoix

Board members present: Lisa Hoyt, David Leusink, Dr. Roger Postmus, Jim Raber, Kirk Raymond, Pat Seagmen, Dr. Paula Welmers, Joel Wurster

Board members absent: Mary Faculak, Hon. Allie Greenleaf Maldonado, John Marshall, Hon. Fred Mulhauser, Ted Teller

Staff Present: Dr. Jane Millar

Lisa Hoyt called the meeting to order at 12:04 p.m.

Minutes:

The meeting minutes from May 9, 2013, were presented. Paula Welmers moved to approve the minutes, seconded by Pat Seagman. Motion carried.

Treasurer's Report:

Jane Millar provided the treasurer's report for John Marshall. Increased case filings this year are expected to help the budget. The current projection is that \$2,000 from savings may be needed to balance the budget at year end, but this figure is down from prior projections and could be reduced even further during the course of the year. Jane reviewed the status of various grant applications that may also impact the budget. Joel Wurster moved to accept the treasurer's report, seconded by Roger Postmus. Motion carried.

Executive Director's Report, presented by Jane Millar:

1. Case Reports – NCM case report statistics were provided and reviewed. Cases being handled are up significantly over last year. Local court filings also continue to increase. These are positive trends for the center's finances and mission.
2. Collection of Fees – a fee collection report was distributed. Collections are going well. The board discussed various efforts that could be made to help increase the collection of fees that are not being paid. Additional reminder notices will be sent when fees remain unpaid.
3. Theatre Party – A sponsorship remains unpaid from this year, but this is being addressed through the sponsor's corporate office.
4. Advanced Training – NCM will offer advanced mediator training sessions on September 20 and October 18. These sessions will be conducted by Steve Tresidder and will cover the legal system and basic legal concepts.
5. Board of Directors' Workshop – Jane may seek a grant for a board of directors' training session to be conducted as part of the board retreat in early 2014.
6. Security Workshop – Jane has had contact with the head of security for the Michigan Hall of Justice in Lansing. This person may be willing to provide a local security workshop without charge to NCM. Jane will pursue this as a potential programming option for NCM mediators. She will also explore opening such a program to personnel from other area agencies that might benefit from it.
7. NCM quality survey – NCM recently conducted a written survey involving area attorneys, court personnel, and others that have dealings with the mediation center. Over 50% of the surveys were completed and returned, which is a very good response rate. Most of the

responses indicated that NCM is “always” or “usually” providing good service in the surveyed areas. This is encouraging to hear from so many of those that work with NCM on a regular basis. Jane identified a few areas to target for improvement based upon the survey results and will work on these areas moving forward. The board appreciated the positive survey results and the survey comments indicating that staff members are providing good service. The board also discussed the possibility of conducting a follow up survey every few years as part of an ongoing evaluation and improvement plan.

8. Whistleblower Policy - The board considered a whistleblower policy as part of the NCM personnel policies. The proposed policy focuses on a process for allowing employees to freely report good faith complaints regarding NCM’s finances and accounting. The proposed policy is based upon similar policies that have been adopted by some other local non-profit organizations. The consensus of the board is that this proposed policy could be helpful in providing a process for handling such potential concerns that might arise in an organization such as NCM. Joel Wurster moved that the proposed whistleblower policy be adopted, seconded by Paula Welmers. Motion carried.
9. Workplace Workshop – Jane has been involved in discussions to have NCM conduct some workshops for an area employer regarding conflict resolution in the workplace. The employer would make a contribution to NCM in support of these workshops. No dates have been established yet, but Jane will continue to pursue the possibility of such a service expansion and will keep the board advised of developments in this regard.
10. Statewide Speakers’ Bureau - The statewide organization of community dispute resolution programs may establish a speakers’ bureau to assist local CDRP’s with obtaining speakers from throughout the state willing to speak on various mediation-related topics.

Old Business: none

New Business: none

Next Meeting: Thursday, September 12, 2013, at noon at The Bob-In Again in Petoskey.

Meeting Adjourned at 12:50 p.m.

Respectfully submitted,  
Joel Wurster, Secretary