



# COMMUNITY DISPUTE RESOLUTION PROGRAM



## ANNUAL REPORT 2021

MI-Resolve online  
dispute resolution:

**FREE, 24/7,  
Statewide**

[courts.mi.gov/miresolve](https://courts.mi.gov/miresolve)

### Dispute Resolution Services at the Centers

#### Circuit Court Case Type

- Unrepresented Litigant Divorce
- Pre- and Post-Judgment Domestic Relations
- Parenting Time Mediation
- Truancy
- Child Protection
- General Civil Claims

#### Probate Court Case Type

- Guardianships
- Conservatorships
- Trusts

#### District Court Case Type

- General Civil Claims
- Landlord/Tenant
- Small Claims

#### School Conflict Management Services

- Restorative Practices
- Truancy Reduction
- Restorative Conferencing
- Bullying Prevention

The Community Dispute Resolution Program (CDRP) is a network of seventeen nonprofit organizations (Centers) that receive grant funding from the State Court Administrative Office (SCAO) to provide Michigan citizens with a means to work out disputes outside of court.

During the pandemic, the CDRP centers participated in the Michigan State Housing and Development Authority Eviction Diversion Program. The Michigan Supreme Court extended Administrative Order 2020-17 which allowed CDRP center mediators to assist the courts by conducting pretrial hearings in landlord-tenant (LT) cases; they also provided dispute resolution services in an effort to help Michigan residents avoid eviction from their homes. This contributed to a large increase in the number of LT cases referred to centers in 2021. A random sampling of the LT cases indicated 83.3% of the parties that reached an agreement, upheld their agreements.

The centers continue to make virtual dispute resolution services available to citizens through synchronous sessions using videoconferencing or teleconferencing, and the MI-Resolve platform which allows parties to asynchronously, 24/7, negotiate resolutions using smartphones, tablets or personal computers. In late 2021, MI-Resolve was enhanced to add multi-party functionality. A component to negotiate parenting-time disputes will be added to MI-Resolve in 2022.

With more than **13,186 hours** of mediation, training, and other types of volunteer services in 2021 (representing a market value contribution of more than **\$1.8 million**), CDRP is devoted to serving Michigan communities. The centers managed more than **23,000 cases** in 2021.

**69%** of cases settle

Avg. amount per settlement:

**\$5,191**

Parties kept the agreements  
they made:

**82.0%** (Civil Div. Cases)

**71.8%** (Family Div. Cases)

**88.1%** (Educ. Institution)

Avg. days to disposition:

**27**

Avg. duration of mediation:

**1.4hrs**

# Independent Evaluation: MI-Resolve, Zoom Rated as Effective Tools for Dispute Resolution

An independent evaluation funded by State Justice Institute (SJI)'s Pandemic Response and Recovery Grant shows the effectiveness of virtual dispute resolution using Zoom and SCAO's MI-Resolve.

## Evaluation Highlights:

- About 90 percent of referral sources and center personnel surveyed were satisfied with the use of Zoom.
- A large majority of mediators and stakeholders surveyed said that Zoom mediation was either just as effective or more effective for resolving disputes as in-person mediation.
- Survey respondents from courts and other referral sources generally reported MI-Resolve to be an effective means for resolving disputes.
- Because it is provided online, and free of charge to Michigan citizens, MI-Resolve increases access to dispute resolution services.

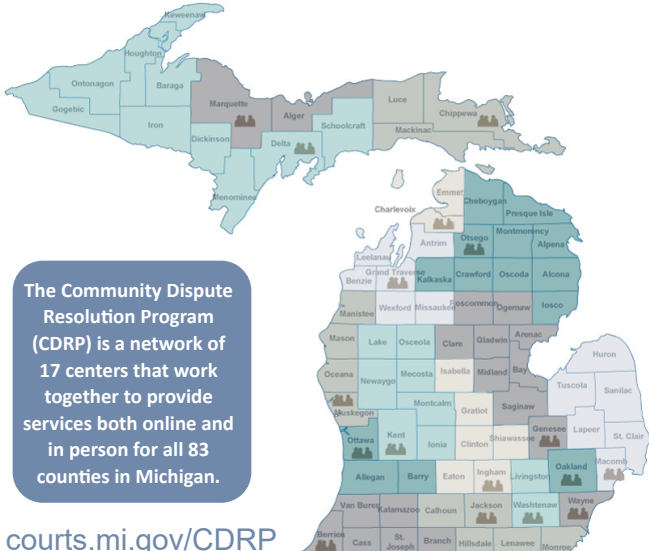
*"This independent assessment confirms what we already knew from anecdotal user reports – that both MI-Resolve and Zoom are effective in helping to resolve disputes," said Michigan Supreme Court Chief Justice Bridget M. McCormack. "Our challenge now is to increase awareness regarding MI-Resolve so more users statewide can benefit from this innovative first-in-the-nation service."*

[READ MORE](#)



## MI-RESOLVE

Just as we bank, take classes, and book vacations online, a new service—MI-Resolve—allows us to resolve a variety of disputes online with the benefit of not going to court. If a case has already been filed in court, it may be able to be resolved before the trial date.



The Community Dispute Resolution Program (CDRP) is a network of 17 centers that work together to provide services both online and in person for all 83 counties in Michigan.

[courts.mi.gov/CDRP](https://courts.mi.gov/CDRP)

## Types of disputes resolved online:

- Landlord/Tenant issues
- Living arrangements and loans not formalized with a lease or legal contract
- Distribution of property after a relationship
- Quality of home or vehicle repairs
- Disputes over billing for professional services
- Collection of wages after job termination
- Neighborhood disputes
- Parenting Time - Coming Soon!



## MI-RESOLVE

- AVAILABLE IN ALL 83 COUNTIES
- A FREE, QUICK, AND EASY WAY TO RESOLVE DISPUTES
- THE PROCESS IS CONFIDENTIAL
- NEED HELP WITH DISTRIBUTION OF PROPERTY AFTER A RELATIONSHIP – USE MI-RESOLVE.
- IT'S SPONSORED BY THE MICHIGAN SUPREME COURT, WILL SAVE YOU TIME, MONEY, AND STRESS!

[COURTS.MI.GOV/MIRESOLVE](https://COURTS.MI.GOV/MIRESOLVE)