

Neighborhood Mediation Center

Annual Report

7/1/14-6/30/2015

Mediation Case Statistics: Fiscal year–end 6/30/15 NMC handled a total of 367 cases for the year. Disposition: 171 cases did not mediate; 192 cases mediated, 2 cases pending, 2 cases conciliated. Mediated cases: 62 cases did not come to agreement, 130 cases came to agreement (68% resolved). Service is provided to Reno and Sparks Justice Courts as well as to community members without court connected cases.

Volunteers: Mediators donated 388 hours of their time in mediation and an additional 48 hours assisting staff for a total of 436 hours. **THANK YOU!**

Training and Mentoring

NMC provided 48.5 hours of training to 48 participants.

NMC provided 102 hours of mentoring for 10 mediators

Technology: As a recipient of the 2015 IT Makeover Award from Microsoft and IQ Technology Solutions (\$3,500.00), NMC has upgraded outdated computer hardware and software to meet demands in increases in case load and case management. Technology upgrades will enhance internal and external communication and safeguard sensitive information.

Community

- ◆ Staff met with RJC judges and staff in January and February to coordinate the procedures for the mandatory small claims mediation program.
- ◆ On March 3, 2014 RJC launched the small claims mandatory mediation program; a collaboration between RJC and NMC.
- ◆ Staff met with judges and attorneys from the Republic of Georgia to present a synopsis of community mediation in the Reno and Sparks Justice Courts. The participants were interested in small claims mediation, mandatory mediation, and restorative justice involving juveniles.
- ◆ Staff attended the NNRA Breakfast to promote NMC to members attending a conflict resolution presentation.
- ◆ Staff attended the County Commissioner’s meeting in Sparks to receive a Conflict Resolution Day proclamation read and signed by Mayor Martini.
- ◆ Staff attended Nonprofit Tech Day at Microsoft Corporation.
- ◆ Staff spoke with 8 members of Western Nevada Management, Inc. regarding the benefits of mediation.
- ◆ Staff met with an HOA Community Manager to discuss the benefits of mediation and future training for managers.
- ◆ NMC delivered 25 brochures to the Sedona Village Community Association.
- ◆ Cases from the community are increasing with the majority of clients referred by the NMC website.
- ◆ Staff presented 4 hours of conflict resolution training to UNR Gear-up Scholars and Upward Bound volunteers.

Organizational Participation

Ongoing collaboration with the Nevada Dispute Resolution Coalition (NDRC), Member.

Association for Conflict Resolution, Member.

Ongoing collaboration with UNR for mediation classes

Collaboration between Reno and Sparks Justice Courts and NMC.

Collaboration between NMC and Northern Nevada International Center

Marketing

Continuing updates to www.mediatenmc.org website

Continuing ad in YP

Consistent distribution of NMC quarterly newsletter to 376 contacts

NMC website

Staff, Board members, and mediators continue to speak to groups regarding mediation, facilitation, and Training

Brochures are distributed to all Washoe County Libraries and County Agencies

Mediation information sheets (both English & Spanish) are handed out to all participants in the Reno and Sparks Justice Courts

Financial: NMC financial information is available at 200 Ridge Street, Reno, NV 89501