



Neighborhood Mediation Center Annual Report 7/1/17 - 6/30/18

Mediation Case Statistics

Fiscal year-end is 6/30/18. NMC handled 438 cases during the fiscal year, including 426 mediated cases and 12 conciliations/intakes during the year. Mediated cases reaching agreement: 210 for a resolution rate of 49%.

Volunteers

Mediators donated 832 hours of their time in mediation and an additional 50 hours assisting staff with the mediation program for a total of hours. **THANK YOU!**

Mediator & Staff Training

- NMC provided 40 hours of beginning mediation training to a class of 21
- NMC provided 2 hours of in-service training to 18 volunteer mediators
- NMC staff and court coordinators provided approximately 90 hours of debrief to volunteers
- NMC provided 72 hours of mentoring for 6 new mediators
- Staff attended Advanced Mediation training with Kenneth Cloke, Center for Dispute Resolution
- Staff and volunteers attended 6-hour advanced mediation training through NDRC
- Staff attended Advanced Conflict Resolution Skills course at UC Davis Extension

Community

- NMC continues to mediate complex Temporary Protective Order cases as referred
- NMC continues to collaborate with a variety of City and County agencies on referrals to mediation
- NMC continues to collaborate with the Northern Nevada International Center (NNIC) to expose travelling delegations to mediation as an alternative dispute resolution (ADR) process

Organizational Participation

- Ongoing collaboration with the Nevada Dispute Resolution Coalition (NDRC), Member
- Association for Conflict Resolution, Member
- National Association for Community Mediation, Member
- Ongoing collaboration with UNR Extended Studies to provide mediation training
- Collaboration between Reno and Sparks Justice Courts and NMC

Marketing

- Continuing ad in YP
- Consistent distribution of NMC newsletters to 325 contacts
- NMC website – www.mediatenmc.org
- Staff and volunteers continue to speak to groups regarding mediation as requested
- Brochures are distributed to all Washoe County Libraries and court law library

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