



Neighborhood Mediation Center Annual Report 7/1/18 - 6/30/19

Mediation Case Statistics

Fiscal year-end is 6/30/19. NMC handled 435 cases during the fiscal year, including 409 mediated cases and 26 case intakes that did not result in mediation; mediated cases reaching agreement = 202 - resolution rate 49.4%.

Volunteers

Volunteer mediators donated 886 hours of their time in mediation and an additional 50 hours assisting staff with the mediation program for a total of 936 hours. **THANK YOU!**

Training and Development

- NMC provided 40 hours of Beginning Mediation training to a class of 14
- NMC provided 24 hours of Advanced Mediation training to a class of 8
- NMC provided 6 hours of Conflict Resolution and De-escalation Skills training to 65 participants
- NMC provided 4 hours of in-service training to 18 volunteer mediators
- NMC staff and court coordinators conducted approximately 90 hours of debrief with volunteer mediators
- NMC provided approximately 75 hours of mentoring to 5 new volunteer mediators
- Staff attended advanced trainings at: Center for Understanding in Conflict, Mill Valley, CA; Straus Institute for Dispute Resolution, Pepperdine; "ToP" training through Institute of Cultural Affairs
- Staff and volunteers attended 6-hour advanced mediation training through NDRC

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 (ACR), Member
- National Association for Community Mediation (NAFCM), Member
- Ongoing collaboration with UNR Extended Studies to instruct mediation trainings
- Ongoing collaboration with Reno and Sparks Justice Courts in Washoe County, NV

Marketing

- Continuing ad in YP
- Consistent distribution of semi-annual NMC newsletters to 325 contacts
- NMC website – www.mediatenmc.org (new website design and content completed FY 2019)
- Staff and volunteers continue to speak to groups regarding mediation as requested
- Brochures (new design in FY 2019) are distributed to all Washoe County libraries and court law library

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