



## Neighborhood Mediation Center Annual Report 7/1/19 - 6/30/20

### Mediation Case Statistics

Fiscal year-end is 6/30/20. NMC handled 370 cases during the fiscal year, including 352 mediated cases and 18 case intakes that did not result in mediation; mediated cases reaching agreement = 159 - resolution rate 45.2%. *(Due to the COVID-19 pandemic outbreak, NMC's services to local courts were suspended for a period of approximately 7 weeks from March to May 2020 which resulted in a lower than average total case count for the fiscal year.)*

### Volunteers

Volunteer mediators donated 860.5 hours of their time in mediation and an additional 50 hours assisting staff with the mediation program for a total of 910.5 hours. **THANK YOU!**

### Training and Development

- NMC scheduled to offer 40-Hour Beginning Mediation training in April 2020 - *cancelled due to COVID-19.*
- NMC provided 4 hours of in-service training to 20 volunteer mediators.
- NMC staff and court coordinators conducted approximately 103 hours of debrief with volunteer mediators.
- NMC provided approximately 72 hours of mentoring to 6 new volunteer mediators.
- Staff attended advanced trainings at: Straus Institute for Dispute Resolution, Pepperdine; American Management Association, San Diego; and various 1-2 hour online training webinars.

### Community

- NMC continues to mediate complex Temporary Protective Order cases as referred by the courts.
- 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.
- NMC provides Conflict Resolution Skills workshops to community organizations and businesses on request.

### 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 approximately 300 recipients
- NMC website – [www.mediatenmc.org](http://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