



## Neighborhood Mediation Center Annual Report 7/1/20 - 6/30/21

Reported by Mark Batson Baril - Executive Director

### Mediation Case Statistics

Fiscal year-end is 6/30/21. NMC handled 307 cases during the fiscal year, including 291 mediated cases and 16 case intakes that did not result in mediation; mediated cases reaching agreement = 151 for an annual resolution rate of 52%. *(Due to the COVID-19 pandemic outbreak, NMC's services to local courts were conducted on-line up and through the end of fiscal year on June 30, 2021)*

### Volunteers

Volunteer mediators donated 847.75 hours of their time in mediation and an additional 50 hours assisting staff with the mediation program for a total of 897.75 hours. **THANK YOU VOLUNTEERS!**

### Training and Development

- NMC provided a 40-Hour Beginning Mediation training in March 2021.
- NMC provided an Advanced Mediation skills training in February 2021.
- NMC staff and court coordinators conducted approximately 113 hours of debrief trainings with volunteer mediators.
- NMC provided approximately 75 hours of mentoring to 5 new volunteer mediators.
- Staff attended a variety of 1-2 hour online advanced conflict/mediation related trainings at various venues.
- NMC provided 0 hours of additional in-service training to 20 volunteer mediators. (covid19 related reduction)

### 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.
- NMC maintains an open to the public office space with regular business hours and some evenings/weekends.

### Referrals

- NMC made a total of 71 referrals to other organizations during the year.

### 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 advertising in YP
- Consistent distribution of semi-annual NMC newsletters to approximately 300 recipients.
- NMC website – [www.mediatenmc.org](http://www.mediatenmc.org) and SEO optimization
- 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