

Mediation Case Statistics

The Fiscal year–end is 6/30/23. NMC handled 332 conflict cases during the fiscal year, including 311 mediated cases. Mediated cases reaching agreement = 170 for an annual mediation resolution rate of 55%. NMC’s services to local courts, organizations, and residents were conducted mostly in-person with some cases by phone and online.

Volunteers

Volunteers donated approximately 1,144 hours of their time in mediation and other mission critical jobs. **THANK-YOU VOLUNTEERS!**

Training and Development

- NMC provided a public 40-Hour Beginning Mediation training in March 2023 with two additional public 1 day trainings in Oct 2022 and May 2023.
- NMC staff and court coordinators conducted approximately 150 hours of debrief trainings with volunteer mediators.
- NMC provided approximately 80 hours of mentoring to 4 new volunteer mediators.
- Staff attended a variety of 1-2 hour online advanced conflict/mediation and non-profit related trainings at various venues.
- NMC provided additional in-service trainings to 30+ volunteer mediators.

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 170 referrals to other organizations during the year. This includes referrals through our new online referral tool.

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

- Modernized the look and feel of the NMC brand to continue to be relevant and attract users.
- Continued advertising in the Yellow Pages.
- Consistent distribution of semi-annual NMC newsletters to approximately 300 recipients.
- NMC website – 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, The Law library, RJC and SJC courts.

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