



**2023**  
**Annual Report**

*Serving Michigan citizens and strengthening  
communities through collaborative conflict resolution  
since 1990*

Michigan Supreme Court  
State Court Administrative Office  
Office of Dispute Resolution



# Michigan's Community Dispute Resolution Program (CDRP)

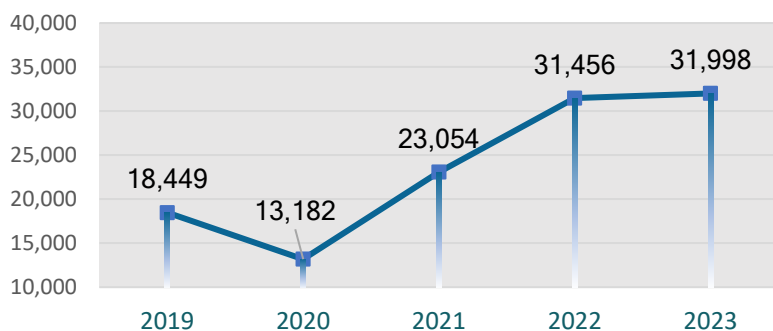
The Community Dispute Resolution Program (CDRP) was established by [1988 PA 260](#) to help fund community dispute resolution centers which provide conciliation, mediation, and other forms of voluntary dispute resolution as an alternative to the judicial process.

Since 1990, the CDRP has supported a statewide network of "Centers" providing Michigan citizens with a non-adversarial option to resolving disputes through voluntary processes that seek equitable solutions. In 2023, 16 Centers received funding to provide dispute resolution services spanning all 83 Michigan counties.

Annual grant awards are based on each Center's pro rata share of the civil court filing fund fees generated in their service area and the Center's performance measurement score. These awards do not cover the full cost of operation and Centers rely on additional grant funding from local sources, conduct fundraising, and receive donated goods and services to support the program in their area. Dispute resolution services under the CDRP are provided without cost to indigent parties.

In 2023, Centers managed almost 32,000 cases involving almost 65,000 Michigan citizens involved in a dispute. In cases resulting in a written agreement that included a specific amount of money to be paid by one party to the other, the average amount distributed was \$5,078.

## Total Cases Managed by Centers



Cases took an average of 26 days from open to close. This includes cases closed due to one or both parties electing not to use center services.

## Benefits of Mediation

### Emphasizes Conciliation, Not Confrontation

Family members, business partners, neighbors, and students who have ongoing contact with each other can work together to restore their relationships and avoid future conflicts.

### Participants Control Outcomes

People are empowered to create their own solutions instead of relying on a court judgment. Mediation seeks a "win/win" solution for all parties.

### Comfort, Convenience, Privacy

Mediation usually takes place in a neutral office setting or remotely using Zoom. The only people present are the parties, their attorneys, if any, and the mediator.

### Reaching Agreement is Voluntary

If people do not reach an agreement in mediation, they have not given up their rights to pursue other legal remedies.

### Mediation is Effective and Agreements are Legally Binding

Most mediations are successful and result in an agreement. If a party breaks the agreement, the other party can ask the court to enforce the signed agreement.

## Centers respond to the needs of their communities.

Centers work collaboratively with other organizations to assess local needs, develop intervention plans, and coordinate local resources. Centers partner with local courts to refer certain case types to mediation and develop specialty programs, including managing school conflicts, facilitating child welfare meetings, and participating in regional eviction diversion programs.

Not all services may be available at all Centers. Visit [courts.mi.gov/CDRPCenters](https://courts.mi.gov/CDRPCenters) to contact your local Center and learn more about its services.

### Circuit Court

- Unrepresented Litigant Divorce
- Pre- and Post-Judgment Domestic Relations
- Parenting Time Mediation
- Truancy
- Child Protection
- General Civil Claims (over \$25,000)

### Probate Court

- Trusts
- Conservatorships
- Guardianships
- Choice of Facilities or Long-Term Care
- Estate Expenses and Responsibility

### District Court

- General Civil Claims (under \$25,000)
- Landlord/Tenant
- Small Claims

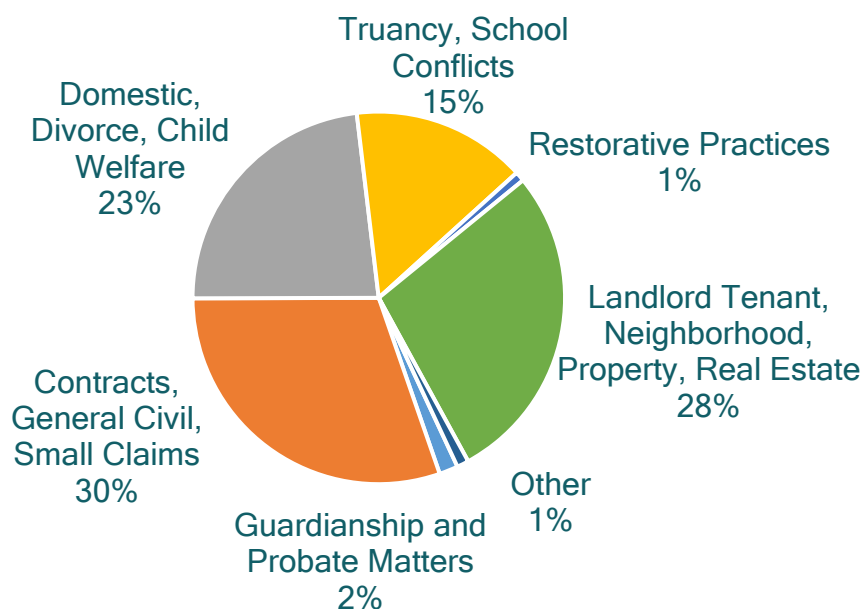
### School Conflict Management Services

- Restorative Practices
- Truancy Reduction
- Restorative Conferencing

### Specialty Programs

- Michigan Behavioral Health Mediation Services
- Michigan Agricultural Mediation Program

### Cases Resolved by Centers by Type in 2023



The most frequent cases resolved by Centers are disputes involving landlord/tenant issues, breach of contracts, and the creation or modification of parenting time plans.

# Centers help find solutions everyone can agree on.

In 2023, **65 percent** of cases settled when both parties agreed to use Center services, and the average mediation took only **1.25 hours**.

Follow-up surveys on randomly selected cases indicate that mediation agreements are followed in over **74 percent** of all cases. This included **68 percent** of agreements in civil division cases, **76 percent** in family division cases, and **92 percent** in education institution cases.

*The following stories were inspired by real disputes managed by Centers but are not intended to represent specific individuals or cases.*



## Parenting Time

“Alex” and “Taylor” wanted to maintain a good relationship after the divorce for their kids, but between disagreements over whose holiday it was, and last-minute schedule changes, it was hard to feel like they were on the same page.

In mediation, both parents were able to voice their concerns and their ideas on holiday schedules, communication expectations, and co-parenting. Their mediator helped them create a parenting plan that was clear and easy to follow.



## Credit Card Debt

When “Xavier” lost his job and could no longer make his credit card payment, his bank filed a lawsuit.

As a single father in his last term of college, he knew he couldn’t afford to *not* get this resolved if it might keep him from landing a professional job or finding a good apartment for him and his son after graduation.

He turned to his local CDRP center for help, who contacted his bank and arranged a mediation.

A community mediator worked with Xavier and his bank to create a payment plan Xavier could manage, and that the bank would accept, in return for dismissing the suit.



## Resolving everyday conflicts in Michigan communities.



## Landlord/Tenant

“Jade” *knew* she left her apartment in good condition when she moved out but felt nervous about confronting her old landlord when her security deposit was not returned. She heard about MI-Resolve and how she could try it for free through her local Center.

Jade liked that she could log onto MI-Resolve from her computer or phone, read new messages, and think through responses at her own pace. She was even able to upload pictures to support her side! After only a couple days messaging with both the mediator and landlord, Jade negotiated the return of her deposit.

## Centers are supported by the communities they serve.

Volunteers serve as mediators, mediator trainers, outreach workers, administrators, workshop facilitators, and office assistants. Centers also receive donated goods and services such as rent, photocopying services, accounting services, and purchase discounts.

In 2023, this amounted to:

**12,421**

volunteer hours donated

**\$2.3 million**

total market value of donations<sup>1</sup>

Centers  
recruited  
125+ new  
volunteer  
mediators  
in 2023

Volunteer community mediators reflect a wide spectrum of backgrounds and life experience, but all share a common drive to make a difference in their community.

Mediators do not take sides, tell a person how strong or weak their case is, or offer legal advice. Center mediators help people navigate disputes by holding conversations where everyone can feel heard and take an active role in finding their own solution.

To provide services as a volunteer mediator, individuals must complete either a 40-hour General Civil (Michigan Court Rule 2.411) or 48-hour Domestic Relations (Michigan Court Rule 3.216) mediation training program approved by the State Court Administrator, observe at least two mediations conducted by an approved mediator, and conduct at least one mediation to conclusion under the supervision of an approved mediator, as well as meet other additional educational or experiential qualifications.

Volunteers conduct mediation in person, remotely by Zoom or phone, and now online through MI-Resolve.

MI-Resolve is a platform where two or more people who are involved in a conflict can engage in a written, online conversation with the help of a trained mediator. If an agreement is reached, the mediator will write out the terms everyone has agreed to and create a document that the parties can sign online within the platform. MI-Resolve can also produce necessary forms for filing in court.

MI-Resolve is free to use and can be accessed 24/7 allowing people to respond when their schedule allows instead of having to take time off work or find childcare. And like other forms of mediation, MI-Resolve is confidential, meaning that with few exceptions, such as threats of harm, communications shared in the system cannot be used in court.

To learn more about MI-Resolve, visit [courts.mi.gov/MIResolve](https://courts.mi.gov/MIResolve).

<sup>1</sup>Donated goods are calculated at the fair market value. Donated services are calculated at rates consistent with the rates normally paid for similar work by the Center or using standard volunteer rates where no similar paid work exists.

## MI-Resolve Video Shorts

WHAT is mediation? This informational video describes the process of mediation:

[courts.mi.gov/MiResolveMediation](https://courts.mi.gov/MiResolveMediation)

Who IS the mediator? Check out this video to learn more about the role of the mediator:

[courts.mi.gov/MiResolveMediator](https://courts.mi.gov/MiResolveMediator)

To learn more about the MI-Resolve Family System and how it can help to resolve some disputes in domestic relations proceedings:

[courts.mi.gov/MiRFamily](https://courts.mi.gov/MiRFamily)

For an overview of the MI-Resolve online dispute resolution platform, watch this short video on how to file a civil case for free using the MI-Resolve Civil System:

[courts.mi.gov/HowToMiResolve](https://courts.mi.gov/HowToMiResolve)



## Contact your local Center to learn more about the programs available in your area.


The following centers provide conciliation, mediation, and other forms of dispute resolution pursuant to 1988 PA 260, the Community Dispute Resolution Act.

### UPCAP Services

P.O. Box 606

Escanaba, MI 49829

Counties Served: Baraga, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Menominee, Ontonagon, Schoolcraft

 (906) 789-9580

 [mediation@upcap.org](mailto:mediation@upcap.org)


 [upcap.org](https://upcap.org)

### Community Mediation Services

114 East Main Street, Suite #1

Gaylord, MI 49735

Counties Served: Alcona, Alpena, Cheboygan, Chippewa, Crawford, Iosco, Kalkaska, Luce, Mackinac, Montmorency, Oscoda, Otsego, Presque Isle

 (989) 732-1576

 [annette@mimmediation.com](mailto:annette@mimmediation.com)


 [mimmediation.com](https://mimmediation.com)

### Marquette-Alger Resolution Service

914 W. Baraga Ave

Marquette, MI 49855

Counties Served: Alger, Marquette

 (906) 226-8600

 [director@marsmediation.org](mailto:director@marsmediation.org)


 [marsmediation.org](https://marsmediation.org)

### Northern Community Mediation

2202 Mitchell Park Drive, Unit 4

Petoskey, MI 49770

Counties Served: Charlevoix, Emmet

 (231) 487-1771




 [jane@northernmediation.org](mailto:jane@northernmediation.org)

 [northernmediation.org](https://northernmediation.org)

### **Conflict Resolution Services**

3143 Logan Valley Road  
Traverse City, MI 49684

Counties Served: Antrim, Benzie, Grand Traverse, Leelanau, Missaukee, Wexford

 (231) 941-5835  
 brandiesigler@crsmediationtc.org  
 [crsmediationtc.org](http://crsmediationtc.org)

### **Mediation & Restorative Services**

27 East Clay Avenue  
Muskegon, MI 49442

Counties Served: Manistee, Mason, Muskegon, Oceana

 (231) 727-6001  
 JHallberg@mediatewestmichigan.com  
 [mediatewestmichigan.com](http://mediatewestmichigan.com)

### **Mediation Services**

291 West Lakewood Blvd, Suite 9  
Holland, MI 49424




Counties Served: Allegan, Barry, Ottawa

 (616) 399-1600  
 director@MediationServices.Works  
 [mediationservices.works](http://mediationservices.works)

### **Dispute Resolution Center of West Michigan**

678 Front Avenue, NW, Suite 250  
Grand Rapids, MI 49504




Counties Served: Kent, Ionia, Lake, Mecosta, Montcalm, Newaygo, Osceola

 (616) 774-0121  
 cgilman@drcwm.org  
 [drcwm.org](http://drcwm.org)

### **Resolution Services Center of Central Michigan**

516 S. Creyts Rd, Suite A  
Lansing, MI 48917




Counties Served: Clinton, Eaton, Gratiot, Ingham, Isabella, Shiawassee

 (517) 485-2274  
 lbonney@rscdm.org  
 [rscdm.org](http://rscdm.org)

### **Community Resolution Center**

315 East Court Street, Suite 200  
Flint, MI 48502




Counties Served: Arenac, Bay, Clare, Genesee, Gladwin, Midland, Ogemaw, Roscommon, Saginaw

 (989) 799-5949  
 dlh.mediation@yahoo.com  
 [mediation-crc.org](http://mediation-crc.org)

### **The Resolution Center**

176 S. Main Street, Suite 2  
Mt. Clemens, MI 48043




Counties Served: Huron, Lapeer, Macomb, Sanilac, St. Clair, Tuscola

 (586) 469-4714  
 cpappas@theresolutioncenter.com  
 [theresolutioncenter.com](http://theresolutioncenter.com)

### **Citizens Mediation Service**

811 Ship Street, Suite 302  
St. Joseph, MI 49085


Counties Served: Berrien, Branch, Cass, Kalamazoo, St. Joseph, Van Buren

 (269) 982-7898  
 jenny@citizensmediation.org  
 [citizensmediation.org](http://citizensmediation.org)

### **Southeastern Dispute Resolution Services**

5211 Ganson St., Suite 105,  
Jackson, MI 49204

Counties Served: Calhoun, Hillsdale,  
Jackson, Lenawee, Monroe

 (517) 990-0279


 [mediation@sedrs.org](mailto:mediation@sedrs.org)

 [sedrs.org](http://sedrs.org)

### **The Dispute Resolution Center**

4133 Washtenaw Avenue,  
Ann Arbor, MI 48107

Counties Served: Livingston, Washtenaw

 (734) 794-2125


 [dulinb@thedrcmi.org](mailto:dulinb@thedrcmi.org)

 [thedisputeresolutioncenter.org](http://thedisputeresolutioncenter.org)

### **Oakland Mediation Center**

550 Hulet Drive, Suite 102  
Bloomfield Hills, MI 48302

Counties Served: Oakland

 (248) 338-4280


 [cburke@mediation-omc.org](mailto:cburke@mediation-omc.org)


 [mediation-omc.org](http://mediation-omc.org)

### **Wayne Mediation Center**

835 Mason Street, Suite C300  
Dearborn, MI 48124

Counties Served: Wayne

 (313) 561-3500

 [swilson@wcdrc.org](mailto:swilson@wcdrc.org)

 [wcdrc.org](http://wcdrc.org)

OFFICE OF DISPUTE RESOLUTION

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ONE COURT OF JUSTICE WEBSITE  
[courts.mi.gov/CDRP](http://courts.mi.gov/CDRP)

X (formerly TWITTER)  
[x.com/misupremecourt](https://x.com/misupremecourt)

FACEBOOK  
[facebook.com/misupremecourt](https://facebook.com/misupremecourt)

LINKEDIN  
[linkedin.com/company/michigan-supreme-court](https://linkedin.com/company/michigan-supreme-court)

INSTAGRAM  
[instagram.com/michigansupremecourt](https://instagram.com/michigansupremecourt)

YOUTUBE  
[youtube.com/michigancourts](https://youtube.com/michigancourts)