



# MICHIGAN COMMUNITY DISPUTE RESOLUTION PROGRAM

2024 ANNUAL REPORT



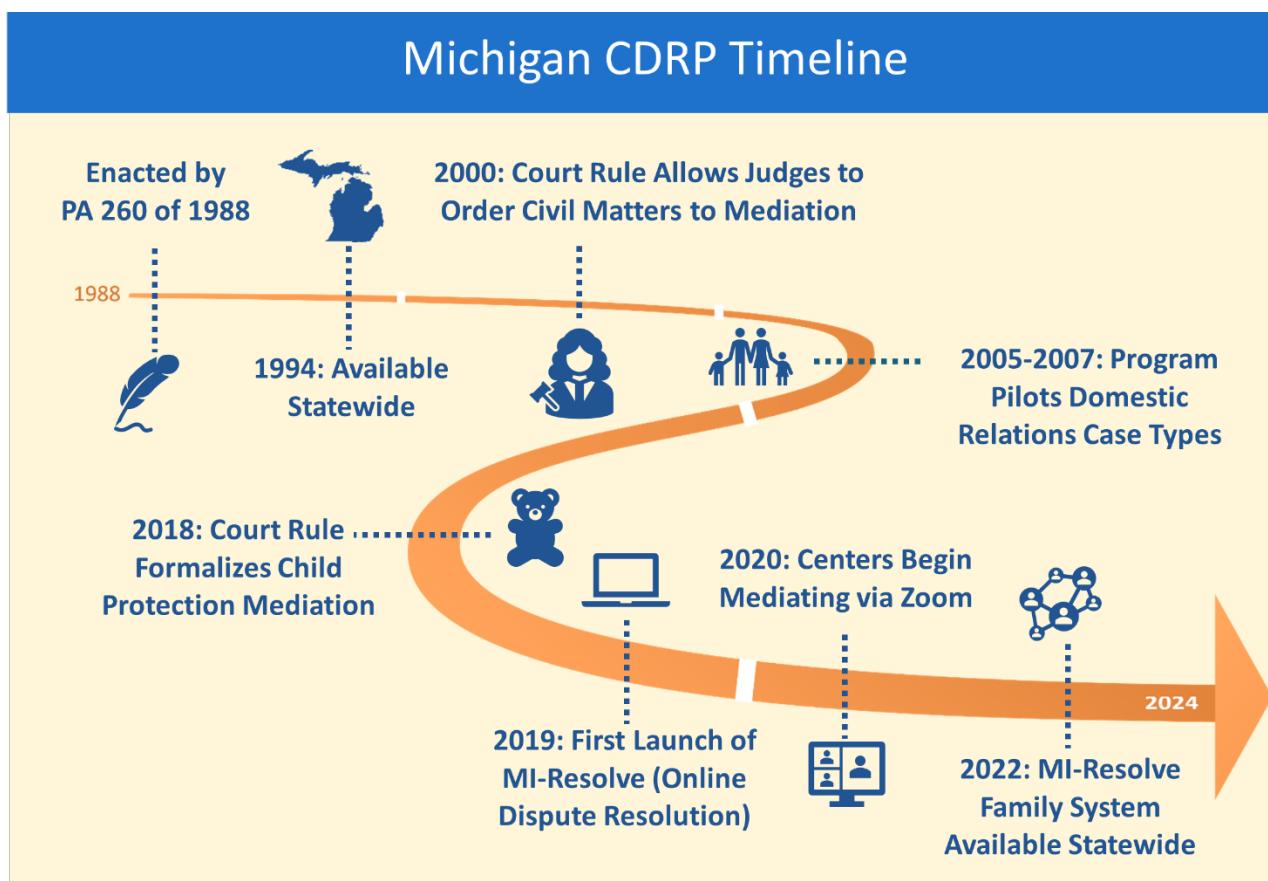
## COMMUNITY DISPUTE RESOLUTION PROGRAM

The Community Dispute Resolution Program (CDRP) was established by 1988 PA 260 to help fund community centers which provide conciliation, mediation, or other forms and techniques of voluntary dispute resolution as an alternative to the judicial process. The Senate Fiscal Agency Bill Analysis of the original legislation summarized the rationale for the program at the time:

“

Community dispute resolution centers provide a nonadversarial option for disagreeing parties for whom formal litigation may be unnecessary, inappropriate, or unaffordable. Voluntary participation with an emphasis on finding solutions where nobody 'loses' contributes to the success of these programs in such matters as landlord-tenant disputes, arguments between neighbors, small claims, and personal disagreements. Local court dockets are relieved, and disputants benefit from the personal attention and mutually acceptable solutions provided through the community centers, which stress conciliation rather than confrontation.”

Senate Fiscal Analysis, SB 816, HB 4823, 1988  
Revised Second Analysis



## THIRTY-FIVE YEARS LATER

After enacting 1988 PA 260, the State Court Administrator appointed an Advisory Committee to provide recommendations on program design and the first Centers received funding in 1990. Thirty-five years later, the Community Dispute Resolution Program has grown and adapted to the needs of its communities, accommodating more dispute types and leveraging advances in technology to provide more access to dispute resolution services.

In 2024, sixteen non-profit Centers worked together to provide services in all 83 counties, serving more than 40,000 Michigan citizens experiencing conflict in areas involving contracts, family matters, property disputes, employment, schools, and more. Michigan Governor Gretchen Whitmer [proclaimed October 17, 2024 as Community Dispute Resolution Day](#) recognizing the importance of increasing public understanding of peaceful and constructive ways to resolve interpersonal and intergroup conflicts of all types.

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—Centers must obtain additional grant funding from local sources, conduct fundraising, and receive donated goods and services to support the program in their service area. Dispute resolution services under the CDRP are provided without cost to indigent parties.

### 2024 STATISTICS AT A GLANCE

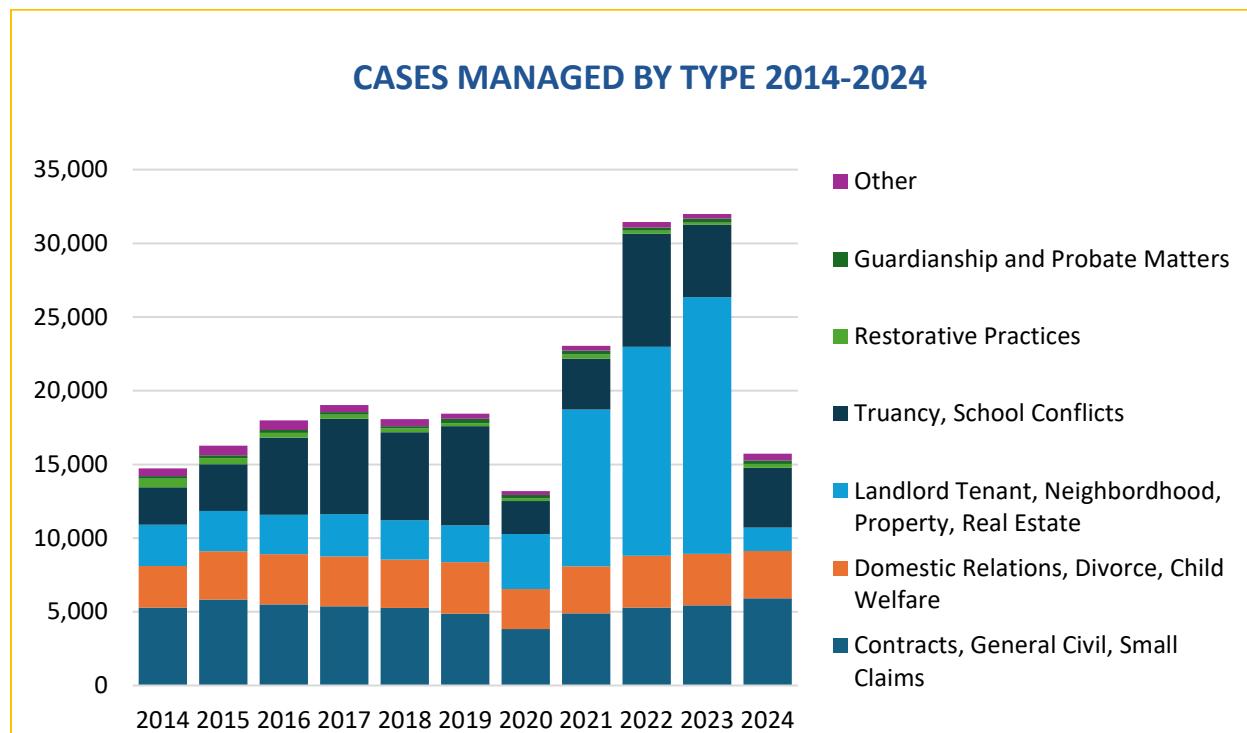
- 16 non-profit Centers received funding
- 15,724 cases managed
- 43,483 individuals served, including cases involving 12,528 children.
- Center Averages:
  - Days to disposition: **30 days**
  - Mediation duration: **1.3 hours**
  - Amount distributed under agreement: **\$4,734**
  - Settled cases: **63 percent**
  - Agreements kept: **72 percent**

## MORE THAN JUST NUMBERS

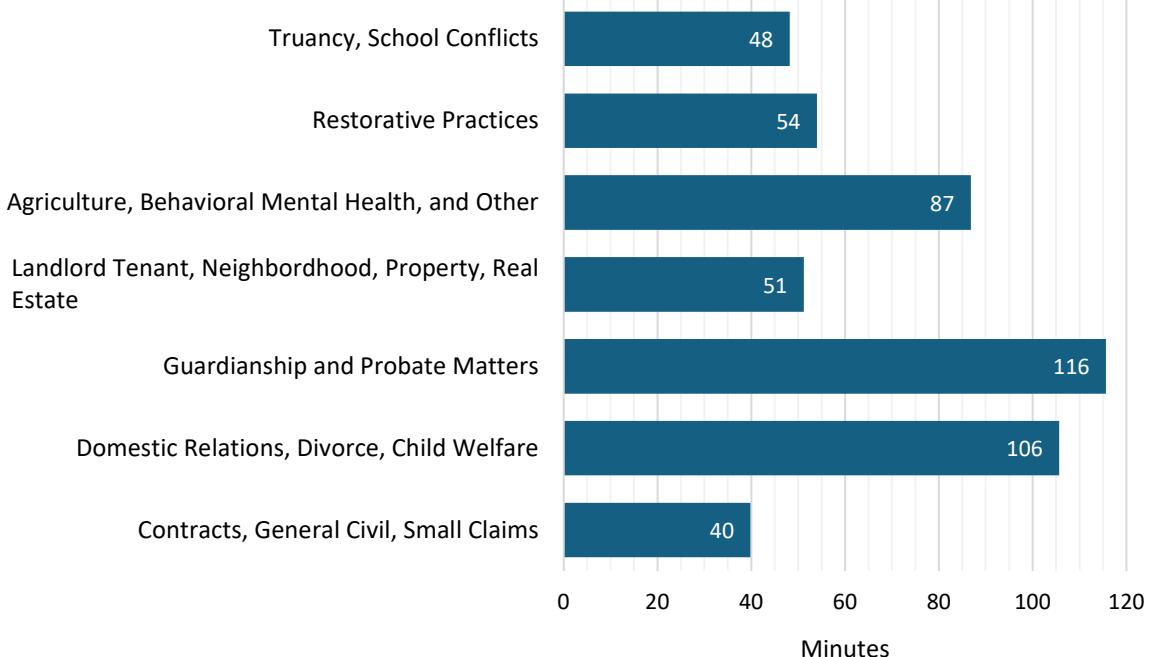
Community Dispute Resolution Program Centers play a vital role in promoting community cohesion and resolving interpersonal conflicts. Case statistics can provide a snapshot of a program's impact, but they don't tell the full story.

Centers are continually assessing the needs of the communities they serve, and developing new programs, procedures, and partnerships. During the pandemic, Centers participated in the Michigan State Housing and Development Authority Eviction Diversion Program and later assisted courts by conducting pretrial hearings for landlord/tenant cases temporarily authorized under MSC Administrative Order 2020-17. Centers worked to develop procedures to effectively and efficiently manage the high volume of these cases. As the backlog began to clear in late 2023, Centers were withdrawn from conducting pre-trial hearings which contributed to a decline in cases managed but it provided the Centers an opportunity to once again pivot to respond to the changing needs of their communities.

2024 saw a shift towards helping individuals resolve debt collection cases; expanding access to child protection mediation programs; participating in large group mediations/facilitations with governmental agencies, private businesses and non-profits; and collaborating with school partners for restorative practices. Centers worked to develop and expand access to restorative intervention programs for youth involved with issues ranging from shoplifting, property damage, and resisting arrest.



## AVERAGE MEDIATION DURATION BY CASE TYPE



The duration of mediation is typically an indication of the complexity of the case and the number of parties represented at the mediation. The duration of the mediation represents only about 34 percent of the total time spent processing a case. The remaining 66 percent of the time involves conducting case intake and screening, following up with the parties, preparing for the mediation, and performing case follow-up activities.

### **Centers work to build relationships and trust.**

Effective community dispute resolution requires building relationships with courts, community partners, and the public. Center staff spend significant time meeting with stakeholders and new referral sources and conducting outreach and education efforts.

In 2024, Centers hosted workshops, provided trainings, created and distributed educational materials, and advocated for collaborative conflict resolution in their communities. Developing new program services can be a lengthy process, requiring numerous meetings with prospective referral sources before a Center may receive their first case.



## PROGRAM SERVICES

The CDRP provides tools to help people resolve a wide variety of conflicts in their lives outside of court. Centers develop protocols for managing specific types of conflict. Some have been available for over two decades while new programs are still being developed and piloted today. In 2020, Michigan became the first state in the nation to offer a statewide online dispute resolution program, [MI-Resolve](#). MI-Resolve allows parties to resolve their cases online on their own time, and with no cost to courts or parties for the service. Other mediums available include meetings on Zoom, over teleconference, and face-to-face. Not all programs are available at all Centers. Visit [courts.mi.gov/CDRPCenters](https://courts.mi.gov/CDRPCenters) to contact your local Center.

### 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

#### & Youth Services

- Restorative Practices, including:
  - Peace Circles
  - Student to Student
  - Juvenile Accountability
  - Anti-bullying
  - Property Damage
  - Preventative shoplifting
- Parent/Teacher conflicts
- Truancy Reduction
- Family group conferencing

### Specialty Programs

- Behavioral Health Mediation Services
- Agricultural Mediation Program
- Stay Married Mediation
- Victim-Offender Reconciliation
- First-Time Offender Shoplifting
- Civil Rights Violations
- Special Education



### INNOVATIVE IDEAS

Bridging the technological divide, [Community Mediation Services](#) staff members are available to meet participants who do not have internet access at a predetermined location with equipment and a hot spot device allowing them to mediate virtually.

## MEETING IN THE MIDDLE: MEDIATED AGREEMENTS WORK

Community mediation allows parties to resolve disputes without the stress, expense, and uncertainty of a trial. Cases often settle when both parties agree to participate, and those agreements are followed after the mediation is over. In cases where money was distributed as part of the agreement, the average amount was less than \$5,000.

IN 2024:

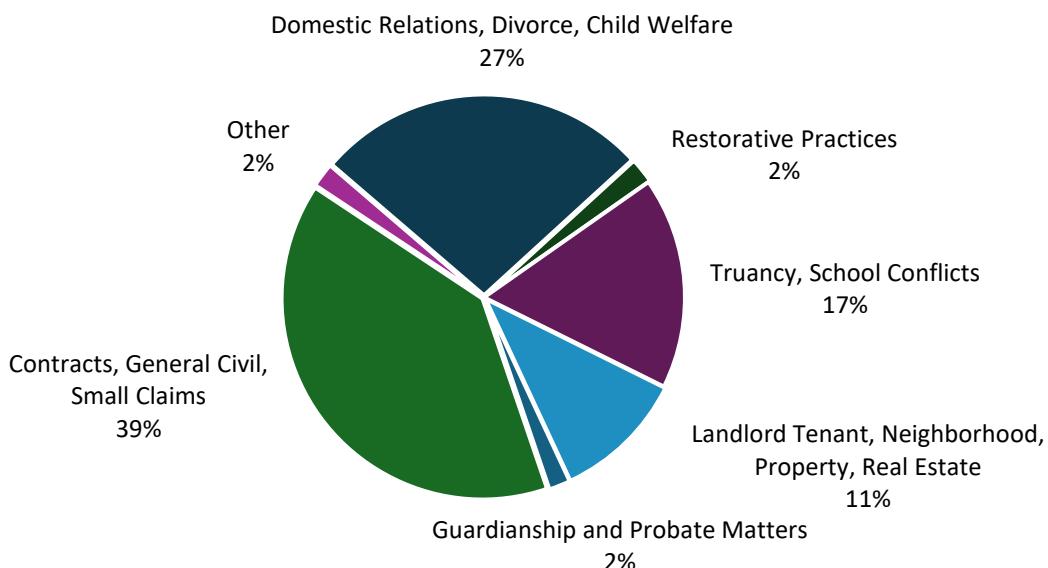
63 PERCENT

cases settled when  
all parties agreed to  
use center services

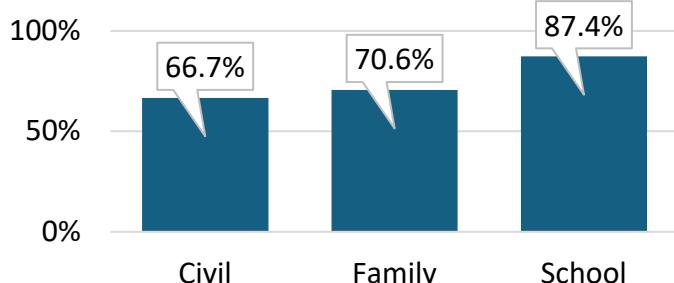
72 PERCENT

agreements reached  
in mediation  
were followed

### TYPES OF CASES RESOLVED BY CENTERS IN 2024



### AGREEMENTS FOLLOWED 2024



Follow-up surveys on randomly selected cases indicate that agreements are followed in over **two-thirds** of all case types, with disputes occurring at school, student disputes, school staff/parents, and college referrals system cases reporting the highest rate of compliance with mediated agreements.

## BY THE COMMUNITY, FOR THE COMMUNITY: VOLUNTEERS ARE THE LIFELOOD OF THE CDRP

Centers rely on support from the communities they serve, receiving donated goods and services including rent, maintenance, tech support, accounting services, and purchase discounts. Volunteers give their time and expertise, serving as mediators, mediator trainers, outreach workers, administrators, workshop facilitators, and office assistants. In 2024, this amounted to:

**8,739**  
volunteer hours donated

**\$1.65 MILLION**  
total market value of donations

### MEDIATOR QUALIFICATIONS

Volunteer mediators must complete extensive training in conflict resolution techniques and principles of the legal system and undergo background checks. State Court Administrator approved training programs include:

- **40-Hour General Civil (MCR 2.411)** mediator training programs that address core principles of Alternative Dispute Resolution (ADR) and fundamental elements of mediation. These interactive programs require participants to roleplay under the supervision of a coach and receive personalized feedback assessing their performance.
- **48-Hour Domestic Relations (MCR 3.216)** mediator training programs address areas of family dynamics, financial, legal, and parenting, in addition to the fundamental principles and skills of facilitative mediation. A minimum of 8 hours is provided by domestic violence trainers on domestic violence screening.
- **Child Protection (MCR 3.970)** mediator training programs prepare already approved general civil or domestic relations mediators to serve in child protection cases. In 2024, the Office of Dispute Resolution sponsored 16 new mediators to complete this training.



**We asked our Centers to describe volunteer mediators:**

- “dedicated”
- “empathetic”
- “listens more, talks less”
- “sense of humor”
- “articulate”
- “enjoys a challenge”
- “patient”
- “creative”
- “willing to learn”
- “trusts the process”
- “approachable”
- “curious”
- “problem solver”
- “bridge builder”

**Does this sound like you?**  
Contact your local Center to learn more about serving as a volunteer mediator today.

## 16 UNIQUE NON-PROFITS FORM A STATEWIDE NETWORK

The following is a list of Centers organized by county that provide conciliation, mediation, and other forms of dispute resolution pursuant to 1988 PA 260, the Community Dispute Resolution Act.

County	Center Name	Phone	E-mail	Website
Alcona	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Alger	Marquette-Alger Resolution Service	(906) 226-8600	director@marsmediation.org	<a href="http://marsmediation.org">marsmediation.org</a>
Allegan	Mediation Services	(616) 399-1600	admin@mediatewmi.org	<a href="http://mediationservices.works">mediationservices.works</a>
Alpena	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Antrim	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>
Arenac	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Baraga	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Barry	Mediation Services	(616) 399-1600	admin@mediatewmi.org	<a href="http://mediationservices.works">mediationservices.works</a>
Bay	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Benzie	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>
Berrien	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Branch	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Calhoun	Southeastern Dispute Resolution Services	(517) 990-0279	mediation@sedrs.org	<a href="http://sedrs.org">sedrs.org</a>
Cass	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Charlevoix	Northern Community Mediation	(231) 487-1771	jane@northernmediation.org	<a href="http://northernmediation.org">northernmediation.org</a>
Cheboygan	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Chippewa	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Clare	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Clinton	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Crawford	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Delta	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Dickinson	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Eaton	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Emmet	Northern Community Mediation	(231) 487-1771	jane@northernmediation.org	<a href="http://northernmediation.org">northernmediation.org</a>

County	Center Name	Phone	E-mail	Website
Genesee	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Gladwin	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Gogebic	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Grand Traverse	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>
Gratiot	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Hillsdale	Southeastern Dispute Resolution Services	(517) 990-0279	mediation@sedrs.org	<a href="http://sedrs.org">sedrs.org</a>
Houghton	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Huron	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Ingham	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Ionia	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Iosco	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Iron	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Isabella	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Jackson	Southeastern Dispute Resolution Services	(517) 990-0279	mediation@sedrs.org	<a href="http://sedrs.org">sedrs.org</a>
Kalamazoo	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Kalkaska	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Kent	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Keweenaw	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Lake	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Lapeer	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Leelanau	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>
Lenawee	Southeastern Dispute Resolution Services	(517) 990-0279	mediation@sedrs.org	<a href="http://sedrs.org">sedrs.org</a>
Livingston	The Dispute Resolution Center	(734) 794-2125	info@thedrcmi.org	<a href="http://thedisputeresolutioncenter.org">thedisputeresolutioncenter.org</a>
Luce	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Mackinac	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Macomb	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Manistee	Mediation & Restorative Services	(231) 727-6001	info@mediatewestmichigan.com	<a href="http://mediatewestmichigan.com">mediatewestmichigan.com</a>
Marquette	Marquette-Alger Resolution Service	(906) 226-8600	director@marsmediation.org	<a href="http://marsmediation.org">marsmediation.org</a>
Mason	Mediation & Restorative Services	(231) 727-6001	info@mediatewestmichigan.com	<a href="http://mediatewestmichigan.com">mediatewestmichigan.com</a>
Mecosta	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>

County	Center Name	Phone	E-mail	Website
Menominee	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Midland	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Missaukee	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>
Monroe	Southeastern Dispute Resolution Services	(517) 990-0279	mediation@sedrs.org	<a href="http://sedrs.org">sedrs.org</a>
Montcalm	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Montmorency	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Muskegon	Mediation & Restorative Services	(231) 727-6001	info@mediatewestmichigan.com	<a href="http://mediatewestmichigan.com">mediatewestmichigan.com</a>
Newaygo	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Oakland	Oakland Mediation Center	(248) 338-4280	info@mediation-omc.org	<a href="http://mediation-omc.org">mediation-omc.org</a>
Oceana	Mediation & Restorative Services	(231) 727-6001	info@mediatewestmichigan.com	<a href="http://mediatewestmichigan.com">mediatewestmichigan.com</a>
Ogemaw	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Ontonagon	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Osceola	Dispute Resolution Center of West Michigan	(616) 774-0121	info@drcwm.org	<a href="http://drcwm.org">drcwm.org</a>
Oscoda	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Otsego	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Ottawa	Mediation Services	(616) 399-1600	admin@mediatewmi.org	<a href="http://mediationservices.works">mediationservices.works</a>
Presque Isle	Community Mediation Services	(989) 732-1576	info@mimediation.com	<a href="http://mimediation.com">mimediation.com</a>
Roscommon	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Saginaw	Community Resolution Center	(989) 799-5949	crc@mediation-crc.org	<a href="http://mediation-crc.org">mediation-crc.org</a>
Saint Clair	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Saint Joseph	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Sanilac	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Schoolcraft	UPCAP Services	(906) 789-9580	mediation@upcap.org	<a href="http://upcap.org">upcap.org</a>
Shiawassee	Resolution Services Center	(517) 485-2274	mediate@rsccm.org	<a href="http://rsccm.org">rsccm.org</a>
Tuscola	The Resolution Center	(586) 469-4714	cpappas@theresolutioncenter.com	<a href="http://theresolutioncenter.com">theresolutioncenter.com</a>
Van Buren	Citizens Mediation Service	(269) 982-7898	info@citizensmediation.org	<a href="http://citizensmediation.org">citizensmediation.org</a>
Washtenaw	The Dispute Resolution Center	(734) 794-2125	info@thedrcmi.org	<a href="http://thedisputeresolutioncenter.org">thedisputeresolutioncenter.org</a>
Wayne	Wayne County Dispute Resolution Center	(313) 561-3500	swilson@wcdrc.org	<a href="http://wcdrc.org">wcdrc.org</a>
Wexford	Conflict Resolution Services	(231) 941-5835	casemanager@crsmediationtc.org	<a href="http://crsmediationtc.org">crsmediationtc.org</a>

## WHAT MAKES A GOOD MEDIATOR?

“...they **actively listen** to what the real issue is, guiding them in the mediation. Being able to pinpoint the key items to be discussed and coming to a possible agreement has been a strength in all of our mediators. They are able to keep the conversation going in the right direction.”

“This person trusts and follows the correct steps for the process; practices facilitative rather than directive mediation. Is empathetic and a good listener. They **want to help people but at the same time practice the required neutrality** while promoting self-determination of the parties.”

“An “average” volunteer for our Center is an **amazing individual, passionate, dedicated**, wanting to help in their community, non judgmental, open to possibilities, accepting of individual differences and is very selfless or benevolent. Approximately 60 percent of our volunteers are retired and the other 40 percent still work full time positions. All of our volunteers come with professional backgrounds and vast experience in different fields.”

**Contact your local Center today to learn more about how you can get involved.**

OFFICE OF DISPUTE RESOLUTION

PO Box 30048 | Lansing, MI 48909 | 517-373-4839 | [cdrp@courts.mi.gov](mailto:cdrp@courts.mi.gov)

ONE COURT OF JUSTICE WEBSITE

[courts.mi.gov/CDRP](http://courts.mi.gov/CDRP)

FACEBOOK

[facebook.com/misupremecourt](http://facebook.com/misupremecourt)

LINKEDIN

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



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YOUTUBE

[youtube.com/michigancourts](http://youtube.com/michigancourts)