



UNIVERSITY OF OREGON
School of Law

The Oregon Office for Community Dispute Resolution



2011–2013 Biennial Report

Mediation programs help provide healthy responses to conflict, which otherwise cost a lot of money to resolve and can ruin relationships. Mediation is efficient, cost-effective, and adds value to the state through building grassroots conflict resolution capacity.

Overview

Housed within the Appropriate Dispute Resolution Center at the University of Oregon School of Law, the Oregon Office for Community Dispute Resolution (OOCDR) supports seventeen community dispute resolution centers (CDRCs) in twenty-five Oregon counties through grant-making, consultation, training, research, technical assistance, networking, and collaborative activities and initiatives.

OUS Student Contributions

In 2011–2013, students from the University of Oregon, Portland State University, Southern Oregon University, and Western Oregon University contributed 5,119 hours in projects with OOCDR and CDRCs around the state. Students participated in mediations and restorative justice dialogues, designed school-based peer-mediation programs, and conducted research on improving access to services in Latino communities.

“Western Oregon University student interns provide valuable contributions to our program. Their commitment to peacemaking enhances grassroots conflict resolution capacity in our community.”

—Victim Offender Reconciliation Program of Polk County

Case Study: Youth Accountability

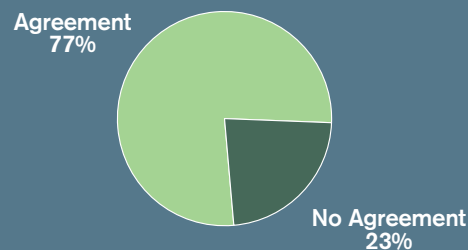
A seventeen-year-old boy stole \$553 worth of goods from a convenience store. Rather than resolving the matter in court, the owner agreed to work out a restitution plan through a restorative justice dialogue. In the meeting, after hearing the impact of his actions, the youth offered his sincere apologies. When the owner asked him to share his plans for the future, he said he wanted to graduate from high school but was going through a rough time at home and was having trouble getting passing grades in some of his classes. The owner made an offer: for every A grade, \$100 would be deducted from the total amount. The entire amount would be forgiven if the youth graduated from high school. However, if he had any unexcused absences or got into trouble with the law again, the full amount of restitution would be due. Post-session surveys indicate that by giving this youth a second chance, his grades have improved and he is on track to graduate.

Value

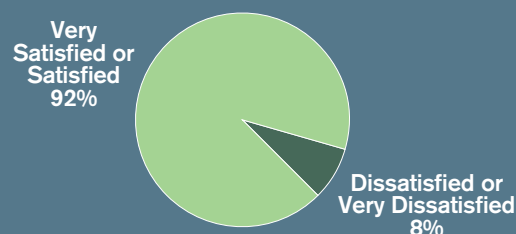
The following table summarizes aggregate data for 2011–2013 activities.

Total information and referral inquiries	5,732
Total number of cases	9,363
Number of people receiving dispute resolution services	24,724
Percentage of clients reaching settlement through mediation or conciliation efforts	77%
Number of volunteers	1,593
Number of volunteer hours	44,698
Number of conflict resolution citizen and school education programs	1,326
Number of participants in conflict resolution education programs	21,616

Mediation Settlement Rates



Mediation Satisfaction Rates



Case Study: Oregon's Education System

The Oregon Education Investment Board (OEIB) invited citizens to give input about ways to improve student success in Oregon's public education system from kindergarten through college. In a joint partnership, local CDRCs teamed with Oregon Consensus to provide facilitation support for seven public meetings held around the state. The OEIB gained valuable information, which was used to develop strategic initiatives for enhancing educational achievement. Collaboration between community dispute resolution centers and Oregon Consensus reduced project costs, minimized the environmental impacts of travel, and established a replicable partnership model for other public policy projects in Oregon.

Case Study: Probate and Guardianship

Four adult siblings and their attorneys disagreed over who should be appointed permanent guardian of their elderly mother, recently diagnosed with dementia. Their conflict had escalated into toxic communication patterns: accusations of lying, broken trust, and damaged relationships. In mediation, the lines of communication opened up and an agreement was reached; the daughter would be appointed guardian, and a professional conservator would be appointed to manage the finances. Mediation helped repair relationships and refocused the siblings on reaching agreements that were in their mother's best interests.

Court Testimonial

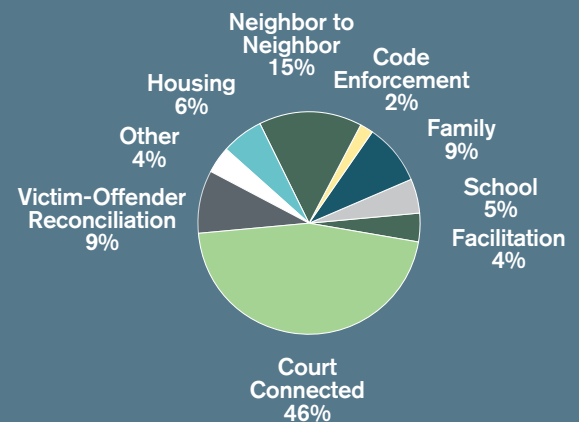
"Mediation is a viable tool for the citizens of our community to work through disputes, and provides a real savings for litigants, emotionally and financially. Our judges rely heavily on mediation to constructively resolve conflicts and reduce the number of civil court cases on our dockets."

—Michelle Leonard, Trial Court Administrator for Union and
Wallowa County Circuit Courts

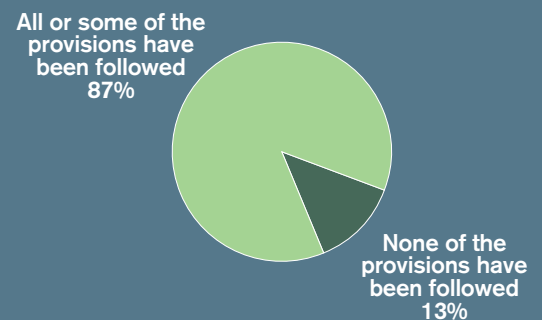
Case Study: Sweat Equity Breaks Logjam

A young man owed his elderly landlady three months back rent. Before filing eviction proceedings, she agreed to mediate. In mediation, the tenant revealed that he had been unable to keep up with the rent after he was laid off his job as a logger. He said he had a strong work ethic and prided himself on honoring his commitments. When the landlady told him she heated her home with wood, they struck a bargain; he agreed to provide her with three cords of hardwood in exchange for the back rent. Relationships and goodwill were restored with a creative out-of-court solution.

Case Types

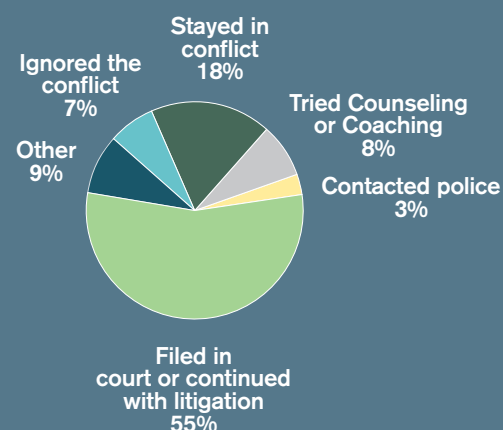


Durability of Mediation Agreements over Time



Alternatives to Mediation

If mediation services had not been available, clients would have



Community Dispute Resolution Centers

Central Oregon and Columbia Gorge

Central Oregon Mediation (Crook, Deschutes, Jefferson) 541-383-0187

Six Rivers Community Mediation (Gilliam, Hood River, Sherman, Wasco, Wheeler) 888-628-4101

The Coast

Conflict Solutions (Tillamook) 503-842-1812

Lincoln Community Dispute Resolution 541-574-9846

Eastern Oregon

Blue Mountain (Umatilla) 541-612-0092

Eastern Oregon Mediation Center (Union) 541-786-0270

Portland Metro Area

Beaverton Dispute Resolution Center (Washington) 503-526-2523

Clackamas County Resolution Services 503-655-8700

East Metro Mediation (Multnomah) 503-618-3247

Hillsboro Mediation Program (Washington) 503-615-6651

Resolutions Northwest (Multnomah) 503-595-4890

Your Community Mediators (Yamhill) 503-435-2835

Southern Willamette Valley

Community Mediation Services (Lane) 541-344-5366

Neighbor to Neighbor (Benton, Linn, Marion) 503-585-0651

Victim Offender Reconciliation Program (Polk) 503-623-3111

Southwest Oregon

Mediation Works (Jackson, Josephine) 541-770-2468

Neighbor to Neighbor (Coos, Douglas) 541-751-9666

Oregon Office for Community Dispute Resolution

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Community Dispute Resolution Centers are sanctioned under the Oregon Revised Statutes, Chapter 36.

Quotes from Clients

- “Mediation helped make the situation manageable—a practical, pragmatic approach.”
- “Your services are priceless. Thank you for what you’ve done.”
- “We were able to talk to each other; we are good neighbors again.”
- “[I am] a wholehearted supporter of mediation as an alternative to going to court.”
- “Solid results.”
- “It beats going to the cops!”
- “Brought a stalemate to a workable solution; very helpful.”
- “The most positive thing I’ve ever done.”
- “We have learned to speak more respectfully to each other, even when we don’t agree.”
- “Positive experience; put a face to what happened. When I saw the offender was a kid, it reminded me I made mistakes in the past too!”

