



UNIVERSITY OF OREGON
School of Law

The Oregon Office for Community Dispute Resolution



2009–2011 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 grantmaking, consultation, training, research, technical assistance, networking, and collaborative activities and initiatives.

OUS Student Contributions

In 2009–2011, students from the University of Oregon, Portland State University, Southern Oregon University, and Western Oregon University contributed 5,956 hours in projects with OOCDR and CDRCs around the state. Students participated in mediations and restorative-justice dialogues, designed and delivered school-based peer mediation trainings, and conducted research on best practices in court-connected, probate, guardianship, and foster parent–foster teen mediation programs.

“Our graduate student interns have been instrumental in bringing fresh ideas and perspectives that have led to new approaches in case management, program development, and community outreach activities. It’s hard to imagine our center without the vibrant energy and valuable contributions of our interns.”

—Community Mediation Services

Case Study: Returning Vet, Noisy Neighbors

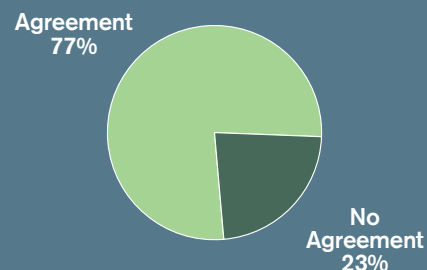
Two neighbors had a history of conflict that escalated into numerous court appearances and restraining orders. In the most recent court hearing, one of the neighbors faced up to \$2,500 in fines. Aware that repeatedly taking each other to court was not resolving the core issue, the judge recommended that the neighbors try another approach. Mediation opened up communication; one neighbor shared that he had combat-related posttraumatic stress disorder (PTSD). The other neighbor’s constant bombardment of loud music, boisterous children, and noisy motorcycles triggered his PTSD and exacerbated feelings of imminent hostility and danger. Upon learning this, a bridge was built through empathy and shared values. A good neighbor agreement was crafted resolving all the issues between them.

Value

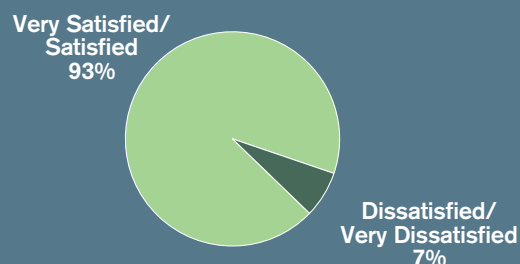
The following table summarizes aggregate data for 2009–2011 activities.

Total information and referral inquiries	8,814
Total number of cases	9,941
Number of people receiving dispute resolution services	29,732
Percentage of clients reaching settlement through mediation or conciliation efforts	77%
Number of volunteers	1,750
Number of volunteer hours	52,769
Number of conflict resolution citizen and school education programs	981
Number of participants in conflict resolution education programs	14,032

Mediation Settlement Rates



Mediation Satisfaction Rates



Case Study: Oregon Health Reform

The Oregon Health Authority wanted Oregonians to give input on proposed health reform measures. In a collaborative partnership, local CDRCs teamed up with Oregon Consensus to provide facilitation and logistical support for eight public meetings held around the state. The forums drew more than 800 people. Feedback about the meetings was overwhelmingly positive. Collaboration between local dispute resolution centers and Oregon Consensus reduced project costs, minimized the environmental impacts of travel, and paved the way for future partnerships.

Sheriff's Office Testimonial

"Mediation can be a very useful tool for law enforcement officers. Many times the calls for service that we respond to are not criminal in nature but are a dispute between parties. Being able to offer mediation as an alternative can often defuse a situation and allow the parties to agree to a solution they can both live with, which in turn saves valuable resources and time for the justice system as a whole."

—Sheriff Boyd Rasmussen, Union County Sheriff's Office

Homeless Youth Program Provides Stability

"More than 1,400 youth are reported homeless in Beaverton, a greater population than its biggest middle school. . . ."

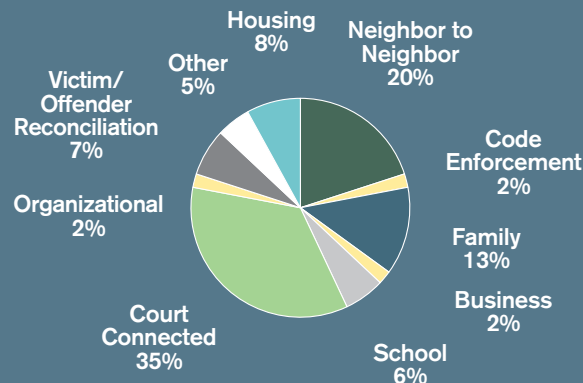
—The Oregonian, May 4, 2011

Addressing this issue, Beaverton Dispute Resolution Center collaborated with Shared Housing and the Beaverton School District to create the Beaverton Youth Second Home program. Homeless teens are placed in host homes, providing them with the stability and support they need to finish their high school education and transition into adult, independent living. Mediators help students and volunteer home-providers discuss their norms, needs, and expectations, and negotiate homeshare arrangements including room and board agreements, house rules and interpersonal relationships.

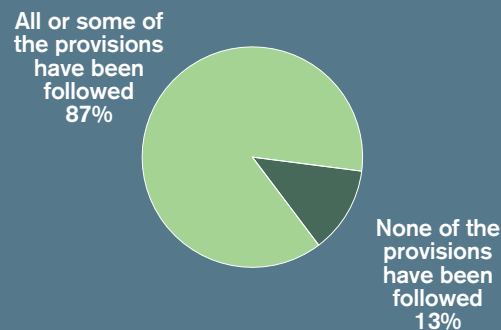
"We're taking something that does exist—this underground [homeless] network that's evolved—and we're making it safe and stable."

—Beaverton School District Homeless Student Liaison

Case Types

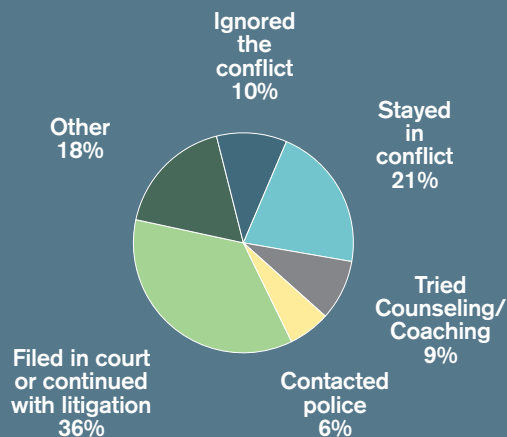


Durability of Mediation Agreements over Time



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 DRC (Washington)	503-526-2523
Clackamas County Resolution Services	503-655-8700
East Metro Mediation (Multnomah)	503-618-3247
Hillsboro Mediation Program (Washington)	503-615-6797
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
VORP/CMS of Polk County	503-623-3111

Southwest Oregon

Neighbor to Neighbor (Coos, Douglas)	541-751-9666
Mediation Works (Jackson, Josephine)	541-770-2468

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

- “I wish I had pocket mediators for all my conflicts, ones I could access at any time. I’ll just have to try and remember your helpful strategies myself.”
- “This is an absolutely worthwhile program. We don’t communicate adequately in today’s society.”
- “[Mediation] made a huge difference and improved relationships in the whole neighborhood.”
- “These services provided a great start for moving forward with our company’s future.”
- “This service is invaluable in bringing together opposing sides and cutting the costs of litigation. Our lives were improved instantly by the two-hour meeting.”
- “Mediation worked great. He is a good kid, he just made bad choices in the past.”
- “Mediation was the only positive experience I had through the divorce process . . . I felt a sense of empowerment since [the mediators] helped demystify the financial murkiness that had frightened me most.”

