



### Overview

Housed within the University of Oregon School of Law, the Oregon Office for Community Dispute Resolution (OOCDR) currently supports 19 community dispute resolution centers (CDRCs) in 24 Oregon counties through grantmaking, consultation, training, research, technical assistance, networking, and collaborative activities and initiatives.

### Highlights – National Recognition

The OOCDR was one of three nationally recognized leaders selected by the Hamline University School of Law's Dispute Resolution Institute to participate in a review of current evaluation practices assessing the effectiveness of community mediation programs. This juxtaposed with the completion of a joint project with the Oregon Association of Community Dispute Resolution Centers (OACDRC) to design and develop a state-wide mediation evaluation tool measuring participant perceptions of the effectiveness of mediation and satisfaction with their mediation experiences and outcomes. Compiling and aggregating this statewide data will provide the OOCDR with invaluable insights that will inform best practices and build shared knowledge with key constituencies and stakeholder groups.

### Highlights – UO Student Contributions

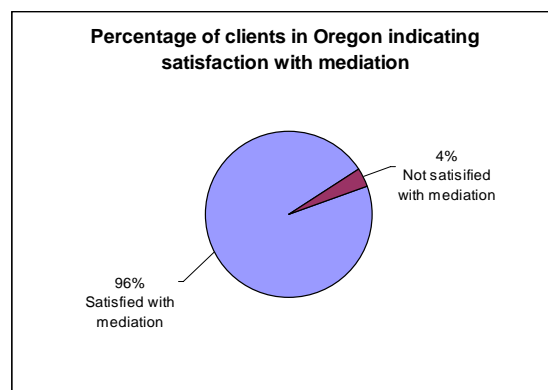
Law and ADR graduate students contributed hundreds of hours in research and internship projects through the OOCDR in 2006-2007. Projects included researching and applying best practices to an inter-cultural workplace dispute involving allegations of whistle-blowing and retaliation, researching and writing non-profit board development training materials, and assisting with designing a multi-year, multi-stakeholder public policy engagement regarding water quality issues in the Klamath Basin.

### The Value of Dispute Resolution Services

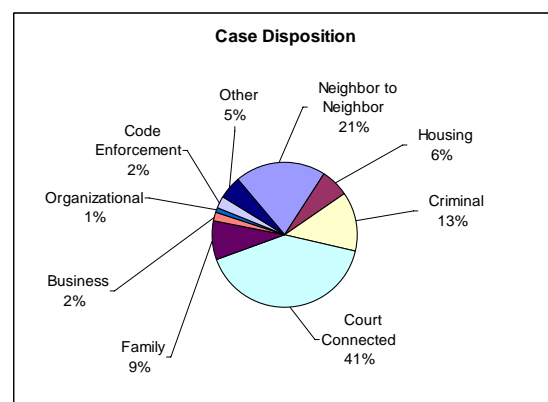
Over \$1,000,000 in grants are awarded each biennium. In 2006-2007, a total of 918 volunteer mediators contributed 27,439 hours, equating to an estimated value of \$515,030<sup>1</sup> to the State.

A recent national survey stated that 82% of Americans would prefer to go to a mediator rather than go to court.<sup>2</sup> "With its emphases on individual self-determination, community self-reliance, and equal access to justice for all, community mediation is truly dispute resolution 'of the people, by the people, and for the people.'"<sup>3</sup>

### Satisfaction with Mediation Results



### Types of Cases



### The Impact of Community Dispute Resolution Efforts

The following table summarizes aggregate data for this year's activities.

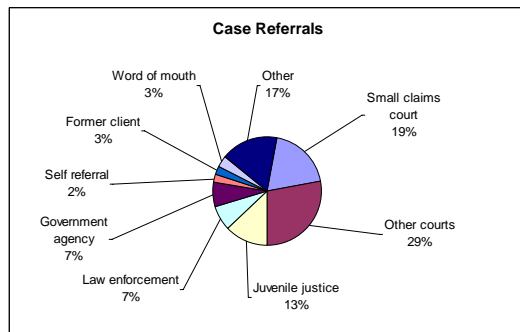
<b>Total information &amp; referral inquiries</b>	<b>4,096</b>
<b>Total number of cases worked on</b>	<b>6,473</b>
<b>Number of people receiving dispute resolution services</b>	<b>16,573</b>
<b>Percentage of clients reaching settlement through mediation or conciliation efforts</b>	<b>80%</b>
<b>Number of volunteers</b>	<b>918</b>
<b>Number of volunteer hours</b>	<b>27,439</b>
<b>Number of conflict resolution citizen/school education programs</b>	<b>467</b>
<b>Number of participants in conflict resolution education programs</b>	<b>11,331</b>

<sup>1</sup> Independent Sector | Research – The Value of Volunteer Time, [http://www.independentsector.org/programs/research/volunteer\\_time.html](http://www.independentsector.org/programs/research/volunteer_time.html) (last visited Nov. 20, 2007).

<sup>2</sup> About Community Mediation, National Association For Community Mediation, <http://www.nafcm.org/pg5.cfm#Community%20Mediation%20Program%20Statistics> (last visited Nov. 20, 2007).

<sup>3</sup> Timothy Hedeem, *The Evolution and Evaluation of Community Mediation: Limited Research Suggests Unlimited Progress*, 22 CONFLICT RESOL. Q., 101, 101 (2004).

## Case Referrals



## Community Investment: A Success for All\*

In 1995, community members in a rural Oregon county began to build world class outdoor athletic facilities at the local high school. Sweat equity and local contributions reduced the total costs from \$4 million to \$463,000. In 2007, new school board risk management policies threatened the success of the project. Volunteers were incensed that they would now be required to pass criminal background checks in order to be on school property. Mediation resulted in rebuilding relationships, articulating time-share and maintenance agreements, and developing a timeline for ownership and access agreements between the non profit organization and the school district.

\* Testimonial from Six Rivers Community Mediation Services.

## Restorative Justice: Healing the Harm\*\*

Last December two 14-year-old boys were arrested and charged with criminal mischief resulting from impulsively rolling several headstones down a hill at a local cemetery. Estimated damages were in the thousands of dollars. The case was referred to mediation where the two boys and their parents met with volunteer caretakers of the cemetery. With the assistance of professionally trained mediators, the boys learned of the impacts their actions had on the caretakers, as well as the sorrow and heartbreak their actions had caused their parents and the families of the deceased.

Restorative justice principles were applied to solutions including: acknowledgment of the harm that had been done both to property and to people, personal apologies to the cemetery board of directors, the payment of the cost of the damages, and 40 hours of community service at the cemetery.

Research indicates that restorative justice mediation provides rich opportunities for acknowledging and repairing the harm caused by youth offenders. The results of mediated agreements are often more holistic and durable than court-ordered decisions.

\*\* Testimonial from the Restorative Justice Program, Community Mediation Services (Lane County).

## Memorable Quotes

Conflict lies at the core of innovation.

*Emanuel R. Piore*

The most intense conflicts, if overcome, leave behind a sense of security and calm that is not easily disturbed. It is just these intense conflicts and their conflagration which are needed to produce valuable and lasting results.

*Carl Jung*

## Oregon Association of Community Dispute Resolution Centers (OACDRC)

### Portland Metro Area

Beaverton Dispute Resolution Center (Washington)	(503) 526-2523
Clackamas County Dispute Resolution Center	(503) 655-8850
Clackamas Youth & Family Mediation Program	(503) 650-5659
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

### The Coast

Conflict Solutions for Tillamook County	(503) 842-1812
Lincoln Community Dispute Resolution	(541) 574-9846

### Southern Willamette Valley

Community Mediation Services (Lane)	(541) 344-5366
Linn-Benton Mediation Services	(541) 928-5323
Neighbor to Neighbor (Marion)	(503) 585-0651
VORP/Community Mediation Services of Polk County	(503) 623-3111

### Southwest Oregon

Coos-Douglas Neighbor to Neighbor	(541) 751-9666
Common Ground Mediation Center (Josephine)	(541) 476-2422
Mediation Works (Jackson)	(541) 770-2468

### Central Oregon

Central Oregon Dispute Resolution Center (Deschutes, Crook, Jefferson)	(541) 383-0187
Six Rivers Community Mediation Services (Hood River, Gilliam, Sherman, Wasco, Wheeler)	(541) 296-5220

### Eastern Oregon

Eastern Oregon Mediation Center (Union)	(541) 786-0270
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## Oregon Office for Community Dispute Resolution

Carrie Heltzel, Administrator

University of Oregon School of Law

1221 University of Oregon, Eugene, Oregon 97403

cheltzel@uoregon.edu

541-346-1623

<http://oocdr.uoregon.edu>

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