

LAKE COUNTY MEDIATIONS (LCM) 2016 ANNUAL REPORT

Lake County Mediations (the fictitious business name for Lake County Dispute Resolution Services, Inc.) is a 501(c)(3) created in 1992 in response to the State of California's Dispute Resolutions Program Act of 1986 (DRPA). The Act was designed to create *community-based dispute resolution programs* to be funded, in part, by filing fees collected by the local courts.

In 1994, Lake County Mediations (LCM) contracted with the County of Lake to serve as the DRPA provider of dispute resolution services to the community in Lake County. In June 1998, the contract was renewed until such time as the contract was terminated by one of the parties.

In order to comply with the requirements of the DRPA legislation, LCM provides both classroom and practical training for mediators and neutrals; provides mediation services to members of the community on a sliding-scale-fee basis; and seeks in-kind donations of volunteer services and materials from its mediators and from members of the community. Services are provided to the community by our volunteers who work as mediators, election monitors, adopt-a-road crew, and peer-mentors to our mediators-in-training.

Source funding of LCM as a DRPA organization continues to be from Court Filing fees at a rate of \$8 for each civil case filed with the Superior Court of California, County of Lake, *where a filing fee is collected*. The Judicial Council of California then forwards the funds to the County of Lake, who makes the monthly payment to LCM. The average monthly payment to LCM in 2016 was only \$960 per month. As filing fee waivers increase and the number of case filings decline, so goes the funding for LCM.

In order to remain fiscally viable, LCM performs election monitoring services for Tribal Elections, Homeowners Associations, and Private Organizations; charges fees (on a sliding scale) for community mediations; solicits donations from the community; and, charges a modest fee for providing basic mediator training.

Following is the 2016 Annual Report to the County of Lake (as required by the DRPA rules). The core strength of our organization is its volunteers. We do employ a part-time Executive Director to insure our compliance with the DRPA rules and the State and Federal rules for Non-Profit organizations, who is paid an average of \$500 per month.

We are a small but vital organization here in Lake County and appreciate having this opportunity to report to the Board of Supervisors and to the community.

OVERVIEW: 2016

IN-KIND CONTRIBUTIONS

Total Valuation of In-Kind Services:

Total in-kind donations received by LCM in 2016 was \$10,230 (Table 1)

Total funds received from other sources in 2016 was \$ 8,652

DRPA funds received by LCM in 2016 was \$11,546.

The value of the in-kind donations and income from sources other than DRPA funds totals \$18,882, or 62%. (In-kind contributions make up approximately 35% of the total “funds” received by the organization in 2016). With this Lake County Mediations complies with the DRPA regulation that requires participating community mediation organizations to acquire over 50% of its funding from sources other than the DRPA funds.

TABLE 1: TOTAL 2016 IN-KIND CONTRIBUTIONS LCM

	<u>Hours</u>	<u>Dollar Value</u>
Committee & Volunteer Hours (Table 2)		\$2,200.00
In-Kind Donations (Table 2)		\$296.00
Court Mediator Hours (Table 4)	293	\$7,184.00
Community Mediator Hours (Table 6)	22	\$550.00
TOTAL (rounded)	315	\$10,230.00

COMMITTEE & VOLUNTEER ACTIVITY

Marketing Committee

The Marketing Committee continued its focus on the use of social media to disseminate information about mediation and LCM. A Social Media plan was implemented during 2016 resulting in a Facebook presence that promotes posts about LCM events and information about Mediation with the local community and with the site’s “Friends” and that encourages the use of the organization’s website. (www.LakeCountyMediations.org).

Adopt-a-Road

LCM has ‘adopted’ a two-mile stretch of Lakeshore Boulevard in North Lakeport as a means of advertising the services of Lake County Mediations. This adopt-a-road program is overseen and organized by a LCM volunteer. Volunteers picked up trash and debris along the roadside one time in the early summer of 2016. (Beach Lane to Park Way in North Lakeport.)

Election Monitoring

LCM monitored two tribal elections during 2016. Election monitoring and vote counting has been identified as an important revenue source to LCM. LCM’s Election Services program will continue to be marketed to mutual benefit associations (water companies), tribes and a broader market of homeowner associations.

Basic Mediation Training

LCM provided a 32-hour Basic Mediation Training in October of 2016 at the Lake County Courthouse. 13 individuals from the community participated in the training along with 8 peer-trainers from among the existing LCM volunteers. Training was provided by “Seeds”, a community mediation program in Berkeley California.

In-Kind Committee Work & In-Kind Donations

LCM recorded \$2,496 worth of in-kind committee work and donations in 2016. Committee members donated time valued at \$2,200, and one of the board members donated a new HP all-in-one printer and ink supplies valued at \$296.

TABLE 2: “COMMITTEE WORK” HOURS & IN-KIND VALUATION

<u>Committee/ Volunteer Work</u>	<u>Hours In-Kind</u>	<u>Value: \$25 x hour</u>
Election Monitoring/Vote Counting	42	\$1,050.00
Administrative Services (pro-bono)	46	\$1,150.00
Total Volunteer In-Kind Hours		<u>\$2,200.00</u>
In-Kind Donations (Operation Exp.) HP Printer/ supplies		\$296.00
Total In-Kind		<u>\$2,496.00</u>

MEDIATION ACTIVITY REPORT

Superior Court Mediation

The majority of LCM’s mediation activity is generated by mediation services provided to the Lake County Superior Court. Eight (8) trained individuals provided Superior Court mediation in-kind services during the 2016 calendar year at the Court’s Unlawful Detainer and Small Claims calendars.

Mediation volunteers conducted mediation in 120 court cases during the 12-month period. In 68% of the cases an agreement was by the parties.

Seventy-one (71) cases were unlawful detainer (eviction/UD) proceedings and fifty-four (54) of the cases, or 76% of the cases, were able to reach an agreement through mediation.

Forty-nine (49) cases were small claims litigation and twenty-seven (27) of the cases, or 55 %, resulted in an agreement through mediation. (Table 3)

TABLE 3: 2016 MEDIATION ACTIVITY BY LCM AT LAKE COUNTY COURT

	Unlawful Detainer	Small Claims	Total
Total Cases Mediated	71	49	120
# of Mediated Agreements	54	27	81
Percent resulting in Agreement	76%	55%	68 %

In-kind mediation provided to the Lake County Superior court during 2016 is valued at \$7,184. This value is based on the DRPA code that sets a maximum value of \$25.00 per hour for in-kind services. As the LCM Executive Director is compensated \$20/hour to perform administrative and program oversight for the mediators and program activities (such as election monitoring), \$5.00 per hour is added to the in-kind services as uncompensated time by the executive director. Details of the annual activity level are located in Table 4.

TABLE 4: 2016 MEDIATOR IN-KIND VALUATION LAKE COUNTY COURT

YEAR	Volunteer Mediator In-kind Hours	Valued @ \$25/hour	Executive Director In-kind Hours	Valued @ \$5/hour ¹	Total Valuation of In-kind Hours
2016	286	\$ 7,151	6.5	\$33	\$7,184

¹. \$5.00 per hour valuation represents the uncompensated value of the LCM Executive Director's time. (\$25 hourly value of in-kind less \$20 per hour wage compensation.)

Court Mediation Evaluation

LCM attempts to obtain evaluations of court mediation services from each of the parties engaged in the small claims and unlawful detainer mediations. In 2016, LCM mediators received 64 evaluations (approximately 55% of all mediated small claims and unlawful detainer cases). The majority of evaluations indicate that the litigant's experience was "excellent to good" during 2016.

Mediation Training: Basic Mediation Training

LCM offered Basic Mediation training during the month of October 2016. After interviewing a number of trainers the Board of Directors contracted with SEEDS, a community-based conflict resolution program in Berkeley, California. The curriculum included lecture, reading and role-playing and met the State of California's recommended content and training hours for basic mediation training. Fourteen (14) new registrants signed up for the 32 hours of training and nine (9) experienced mediators participated in the training to make up a class of 23 persons. Trainees were offered the opportunity to increase their hours of training by attending additional two-hour training sessions focused on role-playing and self and group performance evaluations. LCM anticipates that as many as four (4) new mediators will join the ranks of the LCM mediator pool in the coming year.

Supplemental Court Mediation Training

The Program Director for the Lake Superior Court's ADR program scheduled supplemental small claims and unlawful detainer training in February of 2017 for trainees that had completed the Basic Mediation training.

COMMUNITY MEDIATION ACTIVITY

Phone In-take and Community Mediation Services

LCM received 48 telephone calls with requests for substantive assistance. 58 additional calls were received (55% of all calls) that were 'information only' calls. A total of 106 calls regarding mediation were received during the year.

The calls for substantive assistance (48) resulted in interviews with both sides of the

dispute. Fourteen (14) of those calls resulted in mediation, eight (8) of which resulted in an agreed upon settlement between parties. (8 of 14 = 57%)

TABLE 5: PHONE INTAKE HOURS

In-kind Community Mediator Hours 22 hours	2016 Valuation of In-kind Mediator Hours (Valued at \$25/hour) \$550
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The three most common types of community disputes were: landlord-tenant disputes, disputes between neighbors and roommate/domestic disputes. Table 6 provides a statistical report of the 12-month activity.

TABLE 6: COMMUNITY MEDIATION PHONE IN-TAKE SERVICES AND MEDIATION SERVICES PROVIDED

Calls for Dispute Resolution Assistance – 48 # Settled - 8 out of 14
Information Request Only - 58

<u>Types of Issues</u>	<u>Number</u>	<u>Percentage</u>
Accident-damages	1	2%
Breach of contract	1	2%
Business	0	0 %
Civil harassment	1	2%
Consumer-merchant	2	4 %
Employer	2	4 %
Estate matters	1	2 %
Family law	2	4 %
Homeowner association	0	0 %
Landlord/tenant	30	64 %
Neighbor	2	4 %
Other	0	0%
Real estate related	2	4 %
Roommate-domestic	4	9 %