

Mediation Network of North Carolina 2009-2010
Annual Report to the Joint Appropriations
Subcommittee on Justice and Public Safety – February 16th, 2011

The Mediation Network of North Carolina serves as the umbrella organization for the 23 community mediation centers serving North Carolina from the mountains to the coast.

The Mission of the Mediation Network of North Carolina is to promote, strengthen and support community mediation programs in North Carolina through volunteer board development, accountability, visibility and resource development.

The Mediation Network of North Carolina and independent centers throughout the state of North Carolina are unique in the non-profit world. We serve as an effective and cost-efficient outsourcing, which frees valuable and costly court time to deal with more violent and serious offenders.

Community mediation:

- Offers a constructive process for resolving differences and conflicts between individuals, groups and organizations
- An alternative to avoidance, destructive confrontation, prolonged and costly litigation or violence
- Juvenile programs provide an effective and collaborative interface with the courts and schools to minimize truancy, school yard violence and drop-out potential

Dispute resolution services conducted statewide fall into 4 basic categories. Criminal District Court referrals, Civilian generated disputes, Juvenile Offender and Medicaid Appeals. Juvenile offences are reported by statute through DJJDP

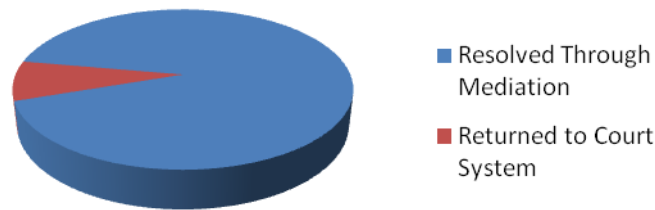
Typical Charges Referred by Criminal District Court

Simple Assault
Communicating Threats
Destruction of Property
Petty Theft
Trespassing
Worthless Checks
Property Disputes
others deemed appropriate by the courts

Typical Juvenile Court Charges Referred

First Time Offender (non-violent)
Shoplifting
Vandalism
Curfew Violations
Parent Child Disputes
Destruction of Property
Affray
others as deemed appropriate the court

92% of Cases are Resolved



Program Success

- 54,887 people served in North Carolina FY2009-2010
- 12,783 Criminal District Court referral's FY2009-2010
- 7,171 Civilian generated disputes FY2009-2010
- **92% of cases referred to MNNC are resolved**

Cost Savings to North Carolina Taxpayers

- \$1,161,787 in Appropriated Funding for FY2009-10
- **54,887 people served at a cost to the taxpayers of \$20.76 per person**
- \$185,780 generated in District Court dismissal fees to the General Fund
- Approved budget FY2010-11 appropriated funding \$1,139,513

Mediation Centers Leverage Appropriated Funds to Further Reduce Costs

- As non-profits, MNNC and each mediation center can recruit, train and mobilize volunteers
- 42,952 hours of mediation services generated during FY2009-10, valued by the independent sector at \$867,578 (the equivalent of 20.6 FTEs)

Medicaid Appeals Mediation Program

- Mediation Network of NC assigned Medicaid appeals by the Office of Administrative Hearings
- The Network distributes appeals to the most appropriate community mediation center within 24 hours
- Mediation centers schedule and mediate these cases under extremely limited time regulations, 25 calendar days
- Mediated appeals cases have resulted in 7,600 appeals petitions being resolved or withdrawn **saving more than \$25 million dollars** in maintenance of service cost alone, according to DHHS
- 4,265 Medicaid Appeals FY2009-2010
- 4,990 New Medicaid Appeals Cases July – December 2010

Appropriated Funding makes up 19% of MNNC Budget



Further Budget Cuts Threaten Mediation Services

- Community mediation centers each operate as independent non-profit corporations with local governing boards.
- Each center is supported by multiple funding streams
- No single funding stream is sufficient to sustain the program diversity dictated by the community constituencies of these centers
- Appropriated funds represented 19% of Mediation Centers budgets for FY2009-10
- **Appropriated funding through JPS Subcommittee reduced 30% since 2008, further cuts will require reduction of mediation services**

Protecting Community Mediation Helps Balance the Budget

- These cases must be resolved, in court or through mediation
- Cases referred to community mediation handled for pennies on the dollar
- Mediation Centers generate hundreds of thousands of dismissal fees that are returned to the General Fund
- Volunteer services save hundreds of thousands more
- Cases that can be handled through community mediation cost NC taxpayers far more to resolve in court and increase burden on court resources



vs.



Mediation Centers of North Carolina Budgets - FY2009-10

	Total Budget	Appropriated AOC Pass Through	Percent of Appropriation to Total Budget
Alamance Co. Disp. Settlement	\$415,463	\$30,000	7%
Buncombe Co. Disp. Settlement	\$570,675	\$84,000	15%
Cabarrus Co. Disp. Settlement	\$91,989	\$32,250	35%
Catawba Co. Disp. Settlement	\$112,326	\$27,750	25%
Chatham Co. Disp. Settlement	\$221,376	\$56,437	25%
Cumberland Co. Disp. Settlement	\$222,559	\$35,250	16%
Duplin Co. Disp. Settlement	\$162,050	\$25,500	16%
Durham Co. Disp. Settlement	\$288,574	\$54,591	19%
Forsyth Co. Disp. Settlement	\$126,400	\$44,850	35%
Gaston Co. Disp. Settlement	\$296,070	\$68,175	23%
Guilford Co. Disp. Settlement	\$113,299	\$39,750	35%
Henderson Co. Disp. Settlement	\$222,622	\$52,125	23%
Iredell Co. Disp. Settlement	\$263,801	\$56,250	21%
Mecklenburg Co. Disp. Settlement	\$343,341	\$52,500	15%
Moore Co. Disp. Settlement	\$52,301	\$26,250	50%
New Hanover Disp. Settlement	\$337,749	\$43,500	13%
Orange Co. Disp. Settlement	\$412,136	\$63,397	15%
Pitt Co. Disp. Settlement	\$859,303	\$86,250	10%
Rockingham Co. Disp. Settlement	\$114,718	\$33,750	29%
Swain Co. Disp. Settlement	\$184,678	\$48,750	26%
Transylvania Co. Disp. Settlement	\$152,000	\$26,250	17%
Wake Co. Disp. Settlement	\$350,000	\$103,659	30%
Watauga Co. Disp. Settlement	\$324,687	\$70,553	22%
Mediation Network of NC	\$630,579	\$37,500	6%
	\$6,238,117	\$1,161,787	19%

Dispute settlement centers are required by statute to meet a minimum community match for appropriated funding. All centers are in compliance.

The following tables detail the activities of each community mediation center:

FY Ending 6/30/2010						
Dispute Settlement Centers	Intake Referral	Mediated Cases	Mediation Sessions	Mediations Resolved	Worthless Check Cases	Multi-Party Conflict Resolution
Alamance Co. Dispute Settlement	565	553	586	511	0	48
Buncombe Co. Dispute Settlement	1,678	333	627	299	N/A	0
Cabarrus Company Dispute Settlement	326	310	261	303	0	0
Catawba Co. Dispute Settlement	978	366	285	348	0	0
Chatham Co. Dispute Settlement	210	166	166	151	0	0
Cumberland Co. Dispute Settlement	1,033	873	901	715	0	4
Duplin Co. Dispute Settlement	78	55	57	55	0	0
Durham Company Dispute Settlement	658	170	178	165	0	0
Forsyth Co. Dispute Settlement	782	729	699	744	0	11
Gaston Co. Dispute Settlement	2,074	1,577	6,430	1,309	562	0
Guilford Co. Dispute Settlement	785	784	1,233	671	1	0
Henderson Co. Dispute Settlement	462	185	212	179	0	0
Iredell Co. Dispute Settlement	1,315	1,094	1,101	1,018	0	0
Mecklenburg Co. Dispute Settlement	1,327	572	572	530	301	0
Moore Co. Dispute Settlement	1,213	915	985	900	231	0
New Hanover Dispute Settlement	840	269	550	526	0	0
Orange Co. Dispute Settlement	396	183	205	155	145	0
Pitt Co. Dispute Settlement	344	273	180	202	0	0
Rockingham Co. Dispute Settlement	1,151	1,113	1,113	994	N/A	112
Swain Co. Dispute Settlement	471	256	286	224	2	1
Transylvania Co. Dispute Settlement	409	237	237	220	0	0
Wake Co. Dispute Settlement	5,768	872	1,165	724	0	0
Watauga Co. Dispute Settlement	803	791	895	760	0	0
Totals	23,666	12,676	18,924	11,703	1,242	176

FY Ending 6/30/2010						
Dispute Settlement Centers	Facilitation Cases	Conflict Resolution Training	Medicaid Appeals	People Served	Medicaid Appeals Cases	Medicaid Appeals Resolved
Alamance Co. Dispute Settlement	76	8	150	2,111	150	133
Buncombe Co. Dispute Settlement	5	32	107	993	107	51
Cabarrus Company Dispute Settlement	0	0	1,131	652	0	0
Catawba Co. Dispute Settlement	0	103	113	109	113	100
Chatham Co. Dispute Settlement	69	32	140	1,160	94	79
Cumberland Co. Dispute Settlement	0	4	516	2,600	518	318
Duplin Co. Dispute Settlement	0	29	94	410	94	70
Durham Company Dispute Settlement	5	6	168	701	201	168
Forsyth Co. Dispute Settlement	2	32	132	1,324	132	123
Gaston Co. Dispute Settlement	0	0	256	4,954	256	213
Guilford Co. Dispute Settlement	0	2	0	18	0	0
Henderson Co. Dispute Settlement	164	116	25	2,024	25	21
Iredell Co. Dispute Settlement	0	96	182	3,459	182	138
Mecklenburg Co. Dispute Settlement	5	51	337	4,328	337	194
Moore Co. Dispute Settlement	0	0	0	2,888	0	0
New Hanover Dispute Settlement	832	1	278	7,778	287	278
Orange Co. Dispute Settlement	35	26	42	3,490	42	25
Pitt Co. Dispute Settlement	0	1	529	794	529	487
Rockingham Co. Dispute Settlement	1	111	146	5,006	146	87
Swain Co. Dispute Settlement	41	79	29	3,209	29	22
Transylvania Co. Dispute Settlement	20	0	3	1,046	1	2
Wake Co. Dispute Settlement	0	13	325	4,074	325	286
Watauga Co. Dispute Settlement	0	8	147	2,411	147	131
Totals	1,255	750	4,850	55,539	3,715	2,926

Summary

- Cases must be handled, through mediation or in the courts
- 92% of cases referred to MNNC are resolved
- 54,887 people served at a cost to the taxpayers of \$20.76 per person
- \$185,780 generated in District Court dismissal fees to the General Fund
- Medicaid Appeals Mediation has saved North Carolina \$25 million
- Centers recruit/manage volunteer services equivalent to 20.6 FTEs
- Further budget cuts will require turning cases back to the courts, at a much higher cost to the taxpayers