

FY2015 Contributors

UDR is grateful to these donors for providing financial support in FY2015

Foundations ♦ Organizations ♦ Corporations

\$18,000 to \$25,000

George S. & Dolores Doré Eccles Foundation
and Justice for all
Utah Bar Foundation

\$5,000 to \$10,000

Herbert I. & Elsa B. Michael Foundation
R. Harold Burton Foundation
Horizonte School

\$100 to \$200

Christensen & Jensen
Pitcher & Holdaway

\$1,000 to \$2,500

Babcock, Scott & Babcock law firm
Family Law Section—Utah State Bar
Ralph Nye Charitable Foundation
Sudanese Community in Utah

\$500 to \$995

Snell & Wilmer law firm
Jones Waldo law firm

\$10 to \$50

Smith's Rewards Program
Amazon Smile Program

UDR is grateful to the Utah State Bar Association for providing in-kind office space and services.

Individual Donors

UDR Peacekeeper's Circle (\$1,000+)

Hon. William Bohling (retired)

Community Builders (\$500-\$600)

Lois Baar David Leta

Champions (\$200-\$300)

Vivia K. Baldwin	Bev Klungervik	Julie Schleck
William Downes, Jr.	Adam Mow	Nancy McGahey
Brian Florence	Len & Michelle Hawes	

Partners (\$100-\$195)

Lisa Adams	Robert Hughes	Carolyn Morrow	Jane Semmel
Diane Banks	Stephen Kelson	Doug Mortensen	Stephen Smithson
David Altman	Jay Kessler	Clark & Pat Naylor	Constance White
Gary Anderson	Dave Maddox	Pam Pannier	Henry Whiteside
Marney Billings	Michele Mattsson	Nini Rich	Anonymous (1)
Sue Click	Melanie Madsen	Kristine Rogers	

Friends (\$75-\$95)

Raynard Davis
Chad Steur

Supporters (\$30-\$50)

Nancy Boskoff	Michael McDonough	Sage Platt
Mary Ann Erickson	Sam Mekrut	Don Winder
George Lopez	Russ Minas	Anonymous (2)

Donors (\$10-\$25)

Mary Bishop	Palmer DePaulis	Anne Milne	Natalie Threlkeld
Brent Chipman	Matthew Kober	Richard Nelson	Tracey Watson
Shane Cutler	Bernice McCowin	Joshua Nielson	Anonymous(1)
Timothy Dance	Lincoln Mead	Michele Straube	



UTAH DISPUTE RESOLUTION

community mediation



FY2015 Annual Report

July 1, 2014 to June 30, 2015

UDR—Main

Law & Justice Center
645 South 200 East
Salt Lake City, Utah 84111

UDR—North

YCC Center
2261 Adams Avenue
Ogden, Utah 84401

SLC Phone: 801.532.4841

Toll Free: 877.697.7175

Fax: 801.531.0660

Web Site: www.utahdisputeresolution.org

Email: info@utahdisputeresolution.org

Utah Dispute Resolution is recognized by the Internal Revenue Service as a 501(c)(3) charitable nonprofit organization. Donations are tax-exempt to the extent permitted by the IRS code.

FY2015 Financial Report

Mission Statement

Utah Dispute Resolution (UDR) exists to provide residents of Utah with quality mediation and conciliation services, including information and training in alternative dispute resolution, as well as means to successfully, informally and cooperatively resolve their disputes.

Mediation

is a collaborative approach for addressing and resolving conflict using the assistance of an impartial, third party. In mediation, the disputing parties control the outcome by deciding how to resolve the issues at hand. The mediator guides the parties through the process and facilitates communication.

Purpose

Through its programs, UDR is:

- Building more peaceful communities.
- Fostering collaboration in addressing conflict.
- Teaching youth and adults effective conflict resolution skills.
- Furthering the use of mediation to resolve conflict.
- Nurturing individual responsibility and self determination.
- Expanding the community of dispute resolution professionals.

Historical Background

UDR was established in 1991 under the direction of the Utah State Bar Association. In 1996, UDR gained independence from the Bar and became a private Utah corporation. In 1997, the IRS recognized UDR as a 501(c)(3) charitable nonprofit organization. In 2007, UDR opened a satellite office in Ogden to serve northern Utah communities. This year, UDR consolidated all intake functions to the Salt Lake City office and maintains space in Ogden where mediations are held for northern Utah residents. Mediation is offered in other areas of the state using telephonic and Skype conferencing and by using qualified volunteers who reside locally using space that is generously provided by partnering organizations. UDR is the only mediation provider in Utah that offers mediation services for low-income residents throughout the state. The organization has established a best-practices model for screening mediation cases with a history of domestic violence. In addition, UDR has been a leader in mediation training in Utah.

Volunteer Model

UDR relies on trained, qualified volunteers to provide mediation services. A small staff coordinates this effort and screens cases to ensure mediation is an appropriate option. Newly trained mediators have opportunities to gain valuable experience while more experienced mediators have opportunities to contribute to their communities. UDR maintains an average of 75 to 100 active volunteers who provide an estimated 2,500 hours of service each year.

Revenue

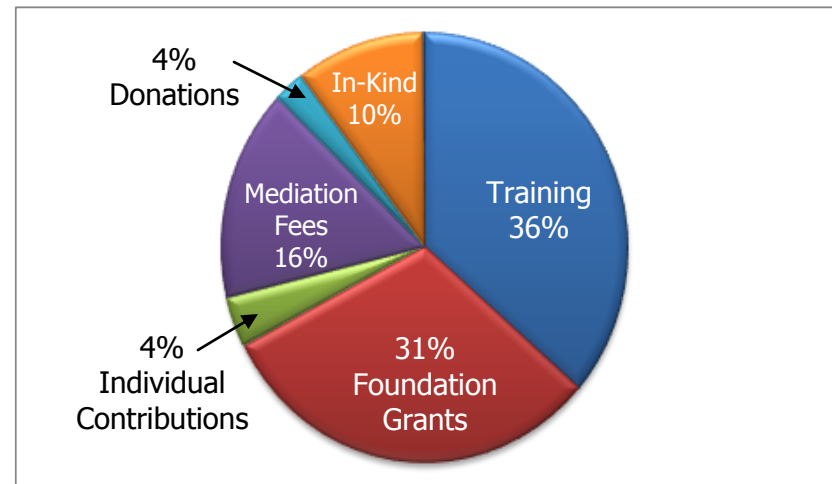
Training Seminars	\$94,622	
Foundation Grants	81,000	
Individual Contributions	9,901	
Mediation Fees	41,613	
Youth Program Contracts	6,500	
In-Kind Revenue	26,542	
Interest	341	
Total Revenue		\$260,519

Expenses

Compensation Costs	\$163,319	
Services and Programs	29,916	
General and Administrative	36,211	
Depreciation and Amortization	3,513	
Fundraising	142	
Total Expenses		\$233,101

Increase (decrease) in net assets **\$26,418**

FY2015 Funding Sources



Youth Program

Conflict Resolution & Mediation Instruction

UDR has partnered with the Horizonte Instruction and Training Center since 1998 to provide instruction on conflict resolution and mediation skills for junior and senior high school students. Last year, UDR youth workshops benefitted a total of 420 at-risk youth in Salt Lake City.

A total of 315 youth participated in UDR's conflict communication training, where they learned effective alternatives for resolving disagreements other than using physical violence. Another 105 youth participated in basic and/or advanced mediation training and applied these skills to helping their peers resolve disputes.



Refugee Family Project

In FY2015, UDR continued a partnership with the Sudanese Community in Utah (SCUT) by providing training on conflict resolution skills for refugee youth and their parents as part of an after-school program.

Youth Mediation Services

UDR coordinates youth peer mediations for students at the Horizonte alternative school in Salt Lake City. Trained youth mediators help their peers talk about ways to resolve their disagreements. Last year, UDR oversaw 32 youth mediations in Salt Lake City. All of these mediations resulted in full or partial agreement.



FY2015 Accomplishments

Nearly 3,760 Utah residents benefitted from UDR's programs in FY2015.

Family Mediation Program—benefitted 1,698 low-income clients.

Community Mediation Program—benefitted 246 people.

Court Mediation Program—benefitted 1,114 disputants.

Youth Program—benefitted 486 youth in Salt Lake City.

Training Program—benefitted 215 people who attended a UDR seminar.

Mediation Services

In FY2015, UDR case managers contacted both sides of 1,562 disputes among all mediation programs, which are recorded as "cases" in UDR's statistics. This represents an increase of 3% from the previous year. Of those disputes, 934 resulted in mediation. Participants in those mediations reached full or partial agreement 63% of the time.

Community Mediation Program

UDR's Community Mediation Program serves Utah residents with a range of disputes, including landlord-tenant, debt-loan, consumer-merchant, contract, employment, property, and neighborhood issues. These cases typically are not filed with the court but result from direct inquiries to UDR's mediation centers. Last year, UDR received 123 requests for assistance and convened 31 community mediations. This chart shows numbers of cases and mediations held in Salt Lake City and outlying areas along with resolution rates.

	# Cases	# Mediations	Fully/Partially Resolved	Not Resolved
SLC	86	19	68%	32%
Other	37	12	75%	25%
Total	123	31	72%	28%

Family Mediation Program

This program assists clients seeking assistance with divorce, separation, parenting, probate, and other issues involving family relationships. UDR accommodates Spanish speakers by using bilingual volunteer mediators; parties also bring interpreters when needed. Last year, UDR received 849 requests for assistance and convened 361 family mediations. This chart shows numbers of cases and mediations held in Salt Lake City and outlying areas along with resolution rates.

	# Cases	# Mediations	Fully Resolved	Partially Resolved	Not Resolved
SLC	726	314	49%	23%	28%
Other	123	47	57%	15%	28%
Total	849	361	50%	22%	28%

Court Mediation Program

UDR's Court Program offers mediation as an alternative to court for disputants in small claims cases in Salt Lake City, Salt Lake County, West Valley City, Taylorsville, Logan, and Ogden City Justice Courts. UDR also coordinates mandatory mediations for small claims matters that are appealed to the Utah District Courts in the Second and Third Judicial Districts. UDR receives no financial support from the courts for providing this service. The Court program offers UDR trainees opportunities to gain mediation experience and builds public awareness of mediation as an option for resolving conflict. The charts below show numbers of cases and mediations for the specific court venues along with resolution rates. The Small Claims program is an on-demand service. Appeals mediations are prescheduled.

Small Claims Mediations

Court Venue	# Mediations	Fully Resolved	Partially Resolved	Not Resolved
SL City	85	59%	1%	40%
West Valley	82	68%	1%	31%
Taylorsville	38	63%	0%	37%
SL County	94	46%	0%	54%
Ogden	48	50%	2%	48%
Logan	70	69%	1%	30%
Total	417	59%	1%	40%

Small Claims Appeals Mediations

	# Cases	# Mediations	Fully Resolved	Partially Resolved	Not Resolved
3rd District	114	73	45%	0%	86%
2nd District	26	20	30%	0%	54%
Total	140	93	33%	0%	67%

Fees

UDR provides mediation services for all Utah residents, regardless of their ability to pay. In FY2015, 77% of all mediations conducted through UDR were provided at no charge. Of the family mediation clients, 92% qualified for full fee waivers or reduced fees. Only 8% of UDR's family mediation clients paid a full fee for mediation. All court mediations and most community mediations are conducted at no charge to disputants.

Mediation fees are assessed based on the type of dispute. In the Family Program, UDR charges each participant a one-time administration fee of \$25 and an hourly rate based on a sliding scale that considers income and family size. In the Community Program, the fee for disputes about money is assessed on a sliding scale based on the dollar amount in the claim. For community cases that involve no monetary claim, such as neighbor disputes or tenant-initiated disputes with landlords, UDR charges no fee. Disputants in UDR's Court Program pay no fee for mediation.

Training Services

Public Seminars

UDR is the longest continuously-running provider of Court-qualified mediation training in the state of Utah. The organization offers both Basic Mediation and Advanced Domestic Mediation workshops. The organization also offers shorter public seminars and customized workshops that address other conflict resolution topics. UDR's basic mediation practicum, domestic mentorship, and domestic practicum programs offer trainees the opportunity to gain mediation experience.

In FY2015, revenue generated from UDR's training efforts comprised 36% of operating funds. Training efforts support service programs for low-income Utah residents, exceeding revenue from other sources.

Last year, UDR conducted seven public training seminars, which included three iterations of the 5-day Basic Mediation Training, one iteration of the 5-day Domestic Mediation Training, and three shorter workshops on topics related to conflict resolution and mediation skills. A total of 203 people participated in these public seminars. Additionally, twelve people participated in a UDR practicum or mentorship program. Training efforts generated \$94,622 in revenue for the organization.



Contract Services

UDR provides customized presentations to increase awareness of the organization, promote services, and raise annual revenue. Last year, UDR contracted with the Salt Lake City Corporation to provide an 8-hour conflict resolution seminar. And the Administrative Office of the Courts (AOC) invited UDR to participate in a basic mediation training for court employees.