

# FY2014 Contributors

UDR is grateful to these donors for providing financial support in FY2014

## Foundations & Organizations

### \$20,000-\$25,000

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

### \$5,000-\$10,000

Marriner S. Eccles Foundation  
R. Harold Burton Foundation  
Horizonte School

### \$1,000 to \$2,500

Washington High School  
Sudanese Community in Utah  
Dispute Resolution Section—Utah State Bar  
Ralph Nye Charitable Foundation

### \$500 to \$999

Babcock, Scott & Babcock

UDR is also 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)  
Michael Mohrman

### Community Builders (\$400-500)

Lois Baar

### Champions (\$200-\$300)

Gary Anderson  
Vivia K. Baldwin  
Palmer DePaulis  
William Downes, Jr.

Bev Klungervik  
David Leta  
Suzanne Marelus

Nancy McGahey  
Adam Mow  
Pam Pannier

### Partners (\$100-\$199)

Elaine Archuleta  
Brian R. Florence  
Len & Michelle Hawes  
Stephen Kelson  
Jay Kessler

Traci Klein/John Green  
Michele Mattsson  
Daniel J. McGraw  
Nini Rich

Heather Schaefer  
Jane Semmel  
Chad Steur  
Contance White

### Friends (\$50-\$99)

David Altman  
Darcy Dixon  
Mary Ann Erickson

Anne Milne  
Russ Minas  
Carolyn R. Morrow

Clark & Pat Naylor  
Jill Tibbitts  
R. Scott Williams

### Supporters (\$10-\$49)

Nathan D. Alder  
Brent Chipman  
Kent Cottam  
K. Miles Holman  
Bruce Jenkins

Linda Johns  
Vinh K. Ly  
Craig Richard Nelson  
Albert N. Pranno

Natalie Threlkeld  
Jeannine Timothy  
Jaime Topham  
Anonymous (2)



# UTAH DISPUTE RESOLUTION

community mediation



# FY2014 Annual Report

July 1, 2013 to June 30, 2014

#### 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](http://www.utahdisputeresolution.org)

Email: [info@utahdisputeresolution.org](mailto: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.

## 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 better serve northern Utah communities. Recently, UDR has consolidated all intake and screening to the Salt Lake City office. The organization will maintain mediation space in Ogden to serve northern Utah residents. For Utahns who reside in remote areas, UDR offers telephonic and Skype alternatives. 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 of 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.

## FY2014 Financial Report

### Revenue

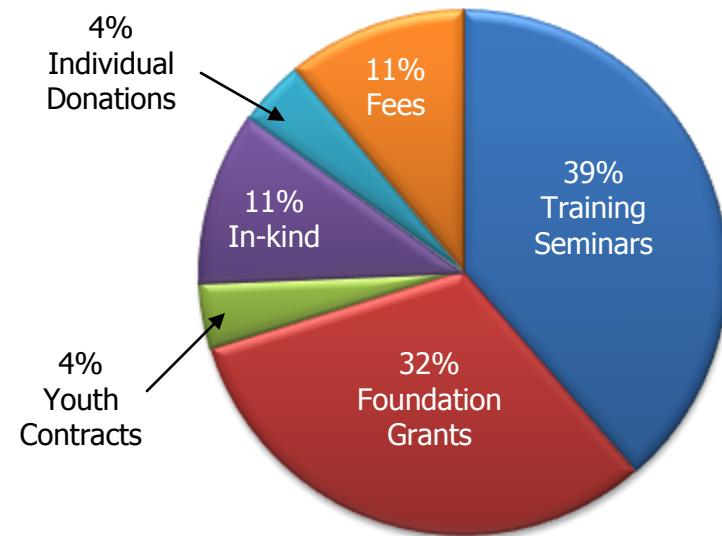
Training Seminars	\$91,708	
Foundation Grants	75,000	
Individual Contributions	9,750	
Mediation Fees	25,115	
Youth Program Contracts	9,800	
In-Kind Revenue	25,916	
Interest	333	
<b>Total Revenue</b>		<b>\$237,622</b>

### Expenses

Compensation Costs	\$174,899	
Services and Programs	14,571	
General and Administrative	20,820	
Depreciation and Amortization	3,690	
In-Kind Expense	25,916	
<b>Total Expenses</b>		<b>\$239,896</b>

Increase (decrease) in net assets **(\$2,274)**

## FY2014 Funding Sources



## Youth Program

### Conflict Resolution & Mediation Instruction

UDR has partnered with the Horizonte Instruction and Training Center over the past 17 years to provide instruction on conflict resolution and mediation skills for junior and senior high school students. In 2009, the organization expanded this program to the Ogden area and began offering its curriculum to students at the George Washington High School, Ogden's alternative high school. Last year, UDR youth workshops benefitted a total of 755 at-risk youth in Salt Lake City and Ogden.

A total of 659 youth participated in UDR's conflict communication training, where they learned effective alternatives for resolving disagreements other than using physical violence. Another 71 youth participated in basic and/or advanced mediation training and applied these skills to helping their peers resolve disputes.



### Refugee Project

In FY2014, UDR continued a partnership with the Sudanese Community in Utah (SCUT) by providing training on conflict resolution skills for refugee youth as part of an after-school program. This program included 16 hours of instruction spread over 8 weeks for a group of 25 students.

### Youth Mediation Services

UDR coordinates youth peer mediations for students at the Horizonte and George Washington alternative high schools in Salt Lake City and Ogden. Trained youth mediators help their peers talk about ways to resolve their disagreements. Last year, UDR oversaw 8 youth mediations, five in Salt Lake City and three in Ogden. All these mediations resulted in full agreement.



## FY2014 Accomplishments

Nearly 4,000 Utah residents benefitted from UDR's programs in FY2014.

**Family Mediation Program**—benefitted over 1,684 low-income clients.

**Community Mediation Program**—benefitted 284 people.

**Court Mediation Program**—benefitted 1,062 disputants.

**Youth Program**—benefitted 755 youth in Salt Lake City and Ogden.

**Training Program**—benefitted 138 people who attended a UDR seminar.

## Mediation Services

In FY2014, UDR case managers contacted both sides of 1,523 disputes among all mediation programs, which are recorded as "cases\*" in UDR's statistics. This represents an increase of 5% from the previous year. Of those disputes, 914 resulted in mediation. Participants in those mediations reached full or partial agreement 63% of the time.

### Community Mediation Program

This 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 142 requests for assistance and convened 32 community mediations. This chart shows numbers of cases and mediations for the Salt Lake City and Ogden offices along with resolution rates.

	# Cases*	# Mediations	Fully/Partially Resolved	Not Resolved
<b>SLC</b>	122	23	61%	39%
<b>Ogden</b>	20	9	55%	45%
<b>Total</b>	<b>142</b>	<b>32</b>	<b>59%</b>	<b>41%</b>

### Family Mediation Program

This program assists clients seeking assistance with divorce, separation, parenting, probate, and family issues. Bilingual staff and volunteers provide services in Spanish when needed. Last year, UDR received 842 requests for assistance and convened 382 family mediations. This chart shows numbers of cases and mediations for the Salt Lake City and Ogden offices along with resolution rates.

	# Cases*	# Mediations	Fully Resolved	Partially Resolved	Not Resolved
<b>SLC</b>	612	219	49%	25%	26%
<b>Ogden</b>	230	163	58%	5%	37%
<b>Total</b>	<b>842</b>	<b>382</b>	<b>50%</b>	<b>18%</b>	<b>32%</b>

## 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 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	92	58%	1%	41%
West Valley	80	59%	2%	39%
Taylorsville	28	79%	0%	21%
SL County	77	58%	4%	38%
Ogden	46	52%	0%	48%
Logan	78	74%	0%	26%
<b>Total</b>	<b>401</b>	<b>62%</b>	<b>2%</b>	<b>36%</b>

### Small Claims Appeals Mediations

	# Cases	# Mediations	Fully Resolved	Partially Resolved	Not Resolved
3rd District	107	79	32%	0%	68%
2nd District	23	12	58%	8%	33%
<b>Total</b>	<b>130</b>	<b>91</b>	<b>35%</b>	<b>1%</b>	<b>64%</b>

## Fees

UDR provides mediation services for all Utah residents, regardless of their ability to pay. In FY2014, 89% of all mediations conducted through UDR were provided at no charge. Of the family mediation clients, 73% received full fee waivers, and another 23% qualified for reduced rates. Only 4% of UDR's family mediation clients paid a full fee for mediation.

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. In addition, the organization offers shorter public seminars and customized workshops that address other conflict resolution topics.

UDR also provides a basic mediation practicum, domestic mentorship, and domestic practicum for trainees who want to gain mediation experience.

In FY2014, revenue generated from UDR's training efforts comprised 39% 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 four iterations of the 5-day Basic Mediation Training, one iteration of the 5-day Domestic Mediation Training, and three 1-day workshops on topics related to conflict resolution and mediation skills. A total of 103 people participated in these public seminars. Additionally, eight people participated in a UDR practicum or mentorship program. Training efforts generated \$91,708 in revenue for the organization.



### Contract Services

UDR also provides customized presentations to increase awareness of the organization, promote services, and raise annual revenue. Last year, the organization contracted with Salt Lake City Corporation to provide an 8-hour conflict resolution seminar. A total of 35 people participated in this seminar.