



Mediation Services

OF EASTERN IOWA

2013 Annual Report

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Statement of Purpose

The vision of Mediation Services of Eastern Iowa is to be a leader in promoting public awareness and use of mediation for cooperative conflict resolution.

Mediation Services of Eastern Iowa (MSEI) is a 501(c)3 nonprofit organization.

Areas of Responsibility

In 2002, the court appointed Mediation Services of Eastern Iowa (MSEI) to serve as Administrator of two court-connected mediation programs:

The Sixth Judicial District Family Mediation Program (6JDFMP)
The Johnson County Small Claims Mediation Program (JCSCMP)

The court has also ordered MSEI to be responsible for compiling evaluations of two classes required for parties going through divorce and custody cases. The Divorcing and Separating Parents' (Children in the Middle) Class is required statewide for parents of minor children. The Mediation Education Class (MEC) is required for all parties going through divorce and custody cases in the Sixth Judicial District.

MSEI is also responsible for evaluating the content of all mediation education programs offered by approved providers of mediation education classes in this district.

District Court Administrator Carroll Edmonson approves the providers of the Divorcing and Separating Parents Class and the Mediation Education Class.

In addition to its court-appointed responsibilities, MSEI also oversees trained facilitators for a circle facilitation program for the Iowa City Housing Authority. When youths in subsidized housing are found guilty of a drug- or violence-related crime, the youth and his/her family, their ICHA caseworker and the ICHA director meet and discuss the potential consequences on the family's housing if that behavior continues. The case flow has atrophied in the last two years since the police stopped publicizing the youths charged police blotter. It has become too time-consuming for Steve Rackis, Director of the Iowa City Housing Authority, and his staff to track down youths in ICHA housing who have charges.

MSEI is also working with representatives from Juvenile Court Services, the Johnson County Attorney's office, and other community members to start a victim offender conferencing program which will be used in juvenile cases in Johnson County.

Financial Information

2013 Financial Summary

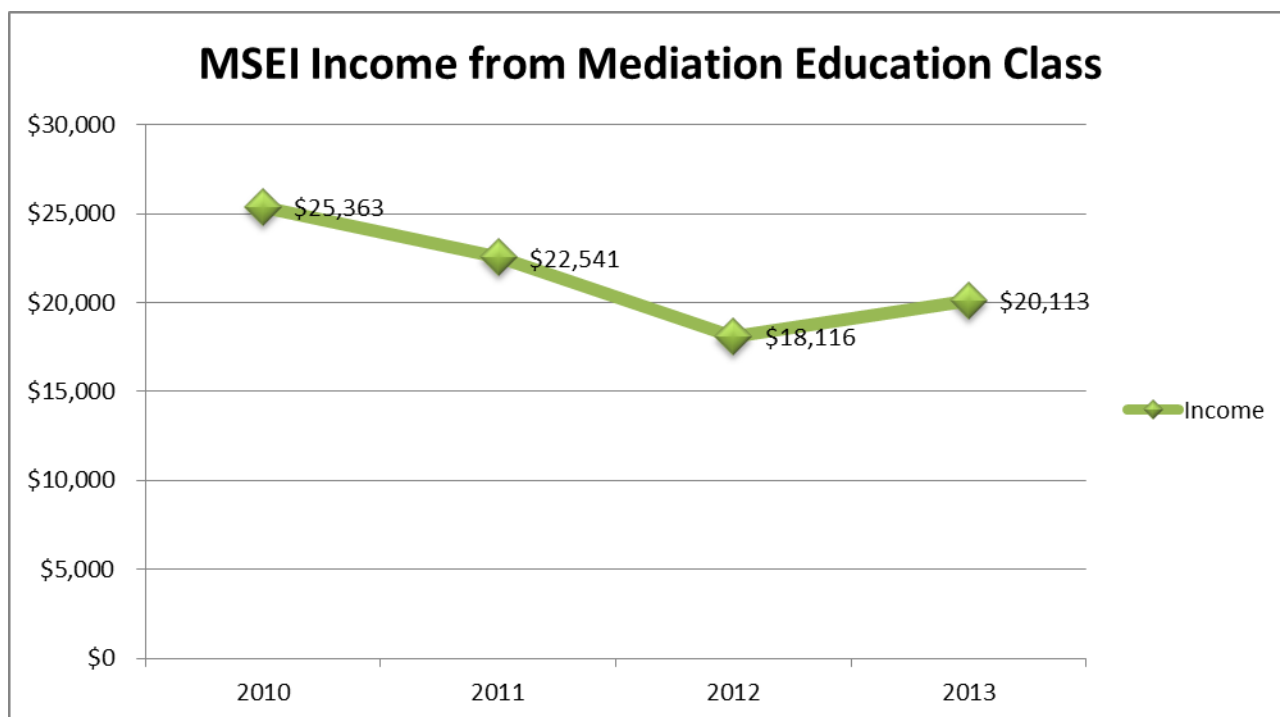
The court requires that MSEI account to the District for all funds it receives from fees collected by approved providers of Mediation Education Classes in the District. That information is summarized here and in a 2013 income/expense statement is attached to this report.

Income

Our two primary income sources are the registration fees for the Mediation Education Classes (MEC) and MSEI-sponsored Continuing Legal Education courses (CLE's).

Mediation Education Classes: All parties in divorce and custody cases in the Sixth Judicial District (6JD) are ordered to attend the Mediation Education Class (MEC). In 2002, the court authorized MSEI to be the recipient of 85% of the registration fees from the Mediation Education Classes. The class fee is \$20 per attendee of which MSEI receives \$17.

The registration fees represent a primary, though fluctuating, source of income for MSEI. In 2013, the income from the Mediation Education Class registration fees was \$20,113.00, an increase of \$2000 from 2012. In 2012 income from the Mediation Education Class registration fees was \$18,116.00, which represented a decrease of \$4,425 from 2011, when the income from the classes was \$22,541.00. That represented a decrease of \$2,822 from 2010. During 2010 and 2011, the MEC income fell \$7,247, or over 18% of MSEI's total 2012 income.



Sponsoring Continuing Legal Education Courses (CLE's): MSEI earned \$8,416.14 (gross, not net) in 2013 by sponsoring CLE's for mediators and attorneys. This was comparable to our CLE income two years before that (in 2011), \$9338. It is a big decrease from 2012 when MSEI earned \$21,039 due to two factors: we brought in a national speaker, Bill Eddy, for two trainings and we had large attendance at our CLE *Introduction to Mediation and Domestic Abuse* courses.

Historically, the large attendance at the domestic abuse courses was due to the large number of 'feeder' trainings: seven local 40-hour divorce and custody mediation trainings in 2011 and 2012. In 2013, there were two, due to one trainer retiring and what seems to be market saturation. Correspondingly, we had to cancel two

scheduled *Intro to Mediation and Domestic Abuse* courses due to low registration (under 10). This constitutes a financial concern for us but also raises an educational concern: roster mediators are required take the course within their first 6 months on the roster. In 2013, there were only two 40 hour divorce and custody mediation trainings scheduled in the 6JD and we had to cancel our *Intro to Med and DA* courses.

Annual Roster Mediator Fee (new in 2013): MSEI earned \$5910.32 from the annual fee of \$120 for roster mediators (\$10 per month) instituted in 2013. **Results: Over 25% of the roster mediators dropped from the roster upon hearing about the fee. More specifics on this will be addressed later in the report.**

Expenses

Wages and wage related expenses represent the largest MSEI expense. The Director wages for 15 hours per week were \$18,177.34 in 2013. The Employer's Payroll Taxes (budget line #7541) were \$6469.68 and Payroll Service (#7544) expenses totaled approximately \$170.00. The MSEI share (60%) of the wages for a work study student (January to May and September through December) for 10 hours per week was \$1282.18 for 2013. MSEI has a Senior Internship Program (SIP) 'trainee' who worked 25 hours a week in 2013 at no charge to MSEI through a program managed by AARP.

In addition to wage-related expenses, MSEI's primary expenditures are in the following areas:

Hosting continuing legal education courses: \$3031.08 for speakers, copies, rental and catering

Office expenses: \$680.35

Increasing Revenue

Fundraising Options:

While some nonprofit boards' primary mission is fundraising, MSEI's is not. It is a working board of professionals who support MSEI through individual and committee work that focuses on oversight, data analysis, and special projects. When projects come up that need extra funding, the board turns to targeted fundraising. For example, MSEI implemented a successful fundraising campaign, "Stars of Mediation" to help pay for the new mediation education video, which was completed in December of 2012. The board believes that while fundraising campaigns make sense for specific projects, the planning, promotion and execution of fundraisers like annual dinners, silent auctions, etc. for the purpose of meeting MSEI's basic operating expenses, place too high a burden on its working board and are too risky a strategy for sustainable financial health. Furthermore, the board believes that MSEI's "cause" is not compelling enough to capture the resources of the community in the same way that organizations like Kids First! or Habitat for Humanity do. Although attorneys attend our CLE's, clients use the MSEI website, and roster mediators are marketed through the program forms and website, these benefits do not create the emotional connection necessary to inspire community members to write an annual check. In 2013, the MSEI board respectfully rejected the Mediation Advisory Committee's (MAC's) recommendation that it create fundraising opportunities as a solution to its income deficit.

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In 2012, the MSEI Board proposed a three-pronged approach for generating increased stable income, which was implemented in 2013:

- 1) Charge a modest annual fee to roster mediators.
- 2) Develop an online Mediation Education Class using the new video and interactive ‘testing’ to ensure clients who choose the online course watch and understand the material.
- 3) Petition the Court to enforce the requirement to attend the Mediation Education Class (a court-designated source of income for MSEI).

The District Court Judges explicitly authorized the first two proposals.

1. Implementing the Roster Mediator Annual Fee: What Happened

The District Court Judges authorized MSEI to charge roster mediators an annual fee of \$120 a year, or \$10 per month, beginning 2013. According to our research, the *lowest* fee charged by a roster mediator is \$70 per hour. A modest annual membership fee of \$120 can be covered by less than two hours of mediation, counters the argument that the fee is a hardship or deterrent to roster mediators. The greatest number of mediators charge \$150 or more per hour.

We began charging the annual fee in January 2013. The fee is prorated when new mediators join later in the year.

At the beginning of January 2013 there were 62 roster mediators on the roster: 45 attorney mediators (73%) and 17 non-attorney mediators (27%).

17 mediators dropped from the roster after hearing about the annual fee, 12 attorney mediators (70% of those that dropped) and 5 non-attorneys (30% of those that dropped).

Reasons cited by 17 roster mediators who left the roster:

- 9 cited little mediation work
- 3 cited a new job
- 3-4 cited a shift in focus
- 1 retired
- 1 simply dropped

Later in 2013, seven new roster mediators were added, taking the total to 52 mediators: 38 attorney mediators (73%) and 14 non-attorney mediators (27%).

Some MAC members were concerned that the annual fee would disproportionately affect the non-attorney mediators. Although we lost about 1/3 of both attorney and non-attorney mediators, the percentage of non-attorney mediators remained about the same.

Services Covered by the Nominal Annual Fee for Roster Mediators

Most organizations have membership dues for services to members. Mediators on the 6JD

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family law roster currently enjoy the following benefits:

- 1) Free, 3-hour orientation session with materials for new members; presented quarterly, or as needed.
- 2) Personal, one-on-one guidance by director, Annie Tucker, by request, to help answer procedural, ethical and practice-based questions.
- 3) Free online marketing. Each roster mediator is given a webpage within the larger MSEI website which can be linked to the mediator's own website.
- 4) Referrals are done through the county 'default mediator' lists. These lists are updated regularly by MSEI.
- 5) Quarterly, local continuing education programming, are offered at a lower rate than most other CLE options, in accordance with the September 2002 Court Order.
- 6) Roster List supervision: MSEI maintains records on all roster mediators, including proof of mediation insurance, CLE attendance, etc. to ensure that minimal standards for best practice are maintained.

2. Online Mediation Education Class

We followed up on Carroll Edmondson's suggestion that we use the new video in an online Mediation Education Class. The District Court Judges approved this in the spring of 2013. (The course went 'live' in February 2014.) The online class provides a convenient way for parties in the 6JD as well as those that are out of the district, state or country to learn about mediation. MSEI receives just under \$15 per person taking the online class.

3. Enforcing the Orders to Attend the Mediation Education Class

Background: MSEI saw a need for more consistent and effective programming for the Mediation Education Class (MEC), including a need for an online class for parties who live out of the district. To answer this need, MSEI produced a half hour mediation education video. The video provides stories and advice from 11 parties who have been through divorce and custody mediation in the 6JD as well as advice from two judges, a mediator, and two domestic violence advocates as well as important information on what mediation is and how to prepare. MSEI's goal is to provide consistent quality programming for the Mediation Education Class and to provide a convenient online class for local parties and for out of district/state/country parties.

As mentioned above, by order of the court, MSEI receives fees from the Mediation Education Class and depends on them to meet a significant portion of its operating expenses. However, in the year 2013, **906 people of the 1843 case (3686 people) - only 25% of the parties who were ordered to attend the half-hour Mediation Education Class - actually attended and paid the \$20 fee for the class.** What happened to the remaining 75% who were ordered to attend the class?

Parties in dissolutions with no minor children: 701 of the 1843 divorce and custody cases filed in 2013, or approximately 38% (1402 people), were dissolutions with no children. These people are ordered to the Mediation Education Class so that they know about the mediation process for use in future situations. If a couple with no minor children files a signed agreement, the program says they can request and receive a waiver from attending mediation. Although this is not tracked, it is possible that they might be requesting and receiving a waiver from attending the Mediation Education Class.

Parties in dissolutions with minor children: 890 of the 1843 divorce and custody cases filed in 2013, or approximately 48% (1780 people), were dissolutions with minor children. Parties are ordered to the Mediation Education Class (MEC) so that they understand how the mediation process may help in future conflict situations, including those with the other parent. The MEC is offered as the first half hour of the local Children in the Middle Classes, for parents' convenience. Even if they are using collaborative attorneys, they should be mediating and attending the Mediation Education Class: they need to be aware of their options. All 48% of the parents with minor children who didn't attend the Mediation Education Class should be required to comply with the court order.

Parties in modifications with minor children: The Iowa Code 598.15, regarding the class on the effects of divorce on children (i.e., Children in the Middle, etc.) states:

“Participation in the course may be waived or delayed by the court for good cause including, but not limited to, a default by any of the parties or a showing that the parties have previously participated in a court-approved course or its equivalent. Those parties can request a waiver.”

In 2013, there were 252 cases that were modifications with children, approximately 13.7% of the cases (504 people). These people are not required to attend the Children in the Middle again and may request a waiver to not attend the Mediation Education Class, which they probably attended at the time of their divorce. The original thinking in this program was that parties with minor children should attend the MEC in *any* case, to learn more about dealing with their differences through mediation.

Parties living out of district, out of state, or out of country are not able to attend a Mediation Education Class locally, so are likely to receive a waiver from attending the course. These numbers are not tracked. When we offer the online course they will be able to take the class.

Lost Income/Potential Income:

MSEI receives \$17 of the \$20 parties pay for the in-person Mediation Education Class. If all parties in dissolutions with minor children attended the Mediation Education Class, MSEI's annual income from the class would be \$30,260, an increase of \$10,147 over the amount received in 2013 from the MEC. If attendance were also enforced for modifications with children, an additional \$8568.00 income would be generated.

MSEI received \$20,113.00 from Mediation Education Class fees in 2013. The enforcement mentioned above would increase MEC potential income to \$38,828. The online class will generate further attendance, likely with parties in dissolutions with no minor children.

Developing a stable income is the key to MSEI's financial health. The current director is paid for 15 hours a week and works an average of 20 hours and more a week. Requiring all the parties with minor children to attend the MEC would pay our Director for 22 hours per week. Additionally requiring parties in modification cases to attend the MEC would pay our Director for nearly 30 hours per week.

The Court Order Appointing the Administrator of the Court's Family Law Mediation Program, Misc. #74, indicates that MSEI will receive funds from the Mediation Education Class registration fees, which will be used to administer the mediation programs. When the MSEI board accepted these terms, it was based on an extrapolation of the income that would be generated, which was based on the number of parties attending

(which was based on the number of divorce and custody cases filed). When the ordered class attendance is not enforced, the terms of the order, as well as the terms of our contract with the Court, are not being met.

Family Mediation Program

The Family Mediation Program was established in August of 1996. There are currently 42 mediators that have met the qualifications necessary to be listed on the Family Mediation Roster. Of these, 33 are practicing attorneys (78%), and the remaining 9 (22%) are from a variety of other professions and backgrounds.

Roster Requirements: To be listed on the Sixth Judicial District roster of Family Mediators the individual must:

- * Successfully complete an Association of Conflict Resolution (ACR)-certified 40 hour divorce and custody training program
- * Successfully complete a 15 hour domestic violence screening training program: *Introduction to Mediation and Domestic Abuse*, which is certified for CLE credits, including one hour of Ethics
- * Carry professional malpractice insurance
- * Be willing to provide pro bono mediations as assigned by the court

2013 Continuing Legal Education Programs

The court holds MSEI responsible for offering CLE programs. In 2013 MSEI conducted the following accredited program:

June 7 – Hot and Timely Topics in Family Law, Cedar Rapids. 43 people and 10 speakers attended.

We had two *Introduction to Mediation and Domestic Abuse* courses scheduled: in May at Des Moines and in November at Fairfield. Both were cancelled due to low registration (under 10). Our co-facilitator travels from Ames and does not want to make the trip for fewer than 10 participants.

The *Introduction to Mediation and Domestic Abuse* course is required for all roster mediators and is scheduled 2-3 times a year. It includes training on screening for domestic abuse, determining whether mediation is appropriate and dealing with power imbalances in mediation.

Of all divorcing couples, 25% have some level of abuse or power imbalance. The risk of serious harm in an abusive relationship is greatest at the time of separation, which is the time when people are ordered to mediate, so it is essential that mediators screen both parties before scheduling mediation to be sure that mediation is appropriate.

Volume Data for Family Mediations

Volume data is drawn from the following sources:

- * Domestic Relations Case Load Activity Report issued by the Sixth Judicial District
- * Mediator Status Reports, to be provided by Roster Mediators for each case
- * Participant Evaluation Forms, to be provided to parties by their mediator

Total Cases

A total of 1843 cases were reported filed in 2013 according to the Domestic Relations Caseload Activity Report for the Sixth Judicial District:

	<u>2013</u>	<u>[2012]</u>	<u>(2011)</u>
Dissolution with Children	890		(989)
Dissolution without Children	701		(776)
Modification with Children	<u>252</u>		<u>(284)</u>
TOTALS	1843		(2049)

Mediator-Reported Data

Of the 1843 cases reported by the court, mediators filed Certificates of Attendance that parties mediated in 460 cases, or approx. 25% of the cases filed. Mediators reported on 318 mediations using Mediator Status Reports. The Mediator Status Reports indicated that the following issues were discussed by the parties (note that parties will often discuss more than one issue in mediation):

Parenting Schedule	176/318	(55.3%)
Financial	148/318	(46.5%)
Other Issues	76/318	(23.9%)
Alimony/Spousal Support	38/318	(11.9%)
Temporary Order or Orders	68/318	(21.4%)
Modification Order	48/318	(15.1%)
Final Decree or Order	151/318	(47.5%)

In the reported 318 mediations, parties reached agreement on issues at the following rates:

All Issues	96/318	(30.2%)
Some Issues	132/318	(41.5%)
No Issues	81/318	(25.5%)
No Response Provided	9/318	(2.8%)

Parties reached agreement on all or some issues in 71.7% of the cases in 2013, 71.1% of the cases in 2011 and in 67.9% of the cases in 2010.

In 2013, mediators reported that 94.9% of the cases participated in only 1 session, with 36.9% of the sessions lasting from 0 to 1 hour and another 57.9% lasting from 1 to 3 hours. In 2010, 92.6% participated in one session, with 30.7% mediating for up to 1 hour and 60.1% mediating for 1-3 hours. The time spent mediating has essentially remained the constant in recent years.

Participant attorneys were NOT present for the mediation in 87.7% of the cases.

Mediators screened participants for domestic violence in 96.5% of the cases.

Participant Reported Data

At the end of mediation, mediators offer both participants the opportunity to provide feedback through a paper or online survey. Of the 460 cases that mediated, 95 participants filed the survey. 55.8% of the respondents were female and 38.9% were male. Five respondents did not respond to the gender question.

The survey contains 18 questions and participants are asked to provide a numbered response between 1 and 5 with 1 indicating “Not At All” and 5 indicating “Completely”. The percentages in the cited totals below include responses of 3, 4, and 5 because the middle option, a ‘3’ response, indicates a partially positive response.

The 18 questions can be broken down into four broad categories:

The attorney’s role in preparing the participant for mediation (1 question)

The mediator’s role in conducting the mediation (8 questions)

The success of the mediation process (4 questions)

The perceived value of the mediation process (5 questions)

A. The Attorney’s Role

Preparing clients for mediation can greatly enhance the results of the mediation effort. According to the surveys received, 77 of the participants (81.1%) indicated that they did have an attorney. 64.2% of those indicated that their attorney prepared them for mediation, with 29.5% indicating that they were completely prepared. This is an increase in the number and percentage of attorneys preparing their clients for mediation, compared to previous years.

B. The Mediator’s Role

The mediator has a responsibility to explain to the parties what mediation is and what is expected of them during the mediation session. 95.8% of the participants felt that the process was explained, with 73.7% feeling that it was explained completely.

The mediator is to allow both parties to express their views during the mediation session. 89.5% of the participants felt that their mediator accomplished this with 69.5% indicating that they were completely able to state their views.

Self-determination of the parties and mediator neutrality are key principles of mediation. The mediator is to remain a neutral during the process and is not to pressure the parties to go along with things they do

not want. 88.4% of the participants did not feel pressure from the mediator to go along with things they did not want, with 72.6% indicating that they were not pressured at all.

As a neutral facilitator, the mediator should not recommend specific decisions. The participants indicated that in 77.9% of the cases the mediator did not make specific recommendations with 46.3% indicating that the mediator did not make specific recommendations at all.

The mediator is to provide a process where the participants can openly communicate. 87.4% of the participants indicated they could ask questions and say what they needed to say during the mediation, with 63.2% indicating that they were completely able to speak freely.

The mediator is responsible for providing a process where both parties feel safe (or for not providing mediation if a party does not feel safe). 77.8% of the participants experienced no fear or intimidation because of the other party during their mediation, with 54.7% indicating there was no fear or intimidation at all.

85.2% of the participants indicated that **having the mediator present was helpful**, with 49.7% indicating that the mediator's presence was completely helpful.

In 90.5% of the cases **the participants were satisfied with the mediator**, with 66.3% indicating that they were completely satisfied.

C. The Success of the Process

70.5% of the **participants felt that they had a better understanding of the overall situation** (27.4% completely).

66.4% felt **they had a better understanding of the other party's perspective** (24.2% completely).

64.2% felt that **the other party had a better understanding of their perspective** (26.3% completely).

73.7% felt that **the mediation experience helped them decide the next steps necessary to deal effectively with the situation** (34.7% completely).

D. The Value of the Process

Overall 66.3% of the **participants felt that the mediation fee was reasonable**, however only 30.5% felt that the fee was completely reasonable.

63.1% of the **participants were satisfied with the mediation process** (32.6% completely).

66.2% found that the **mediation was useful to them** (32.6% completely).

76.8% of the **participants indicated that they would recommend mediation to another person** (40% completely). *(This is a common indicator of satisfaction with mediation.)*

64.2% indicated that they would choose mediation again (29.5% completely). *(This is another common indicator of satisfaction with mediation.)*

Trends and Analysis

Decline in the Number of Cases Filed; Percentage of Mediations Constant

In 2013, 24.9% of the cases available for mediating mediated (460 out of 1843 cases). In 2011, 24% of the cases available for mediation mediated (491 out of the 2,049 cases). The percentage mediating remained fairly constant while the number of cases filed decreased by approximately 10%.

In 2010, 2,156 family cases were filed. This means that the number of mediation cases filed declined by nearly 17% from 2010 to 2013. **The number of cases that mediated in 2010 was 574, or 26.6% of the possible cases.**

Clearly the number of relevant family cases filed has declined from 2010 to 2013. The *percentage* mediated in all three years is relatively constant.

Increase in Attorney Preparation for Mediation

Guidance on preparing for mediation is essential if people are to benefit as fully as possible from mediating. In 2013, based on participant surveys, 64.2% of the parties attending mediation indicated their attorney prepared them for mediation, with 29% indicating they were completely prepared. In 2011, 49.7% of the clients attending mediation indicated that their attorney prepared them for mediation with 29% indicating that they were completely prepared. This was down 15% from 2010, when 64.1% indicated that their attorney prepared them for mediation, with 31.8% indicating they were completely prepared.

Attorney preparation has increased to its previous level, a good sign for mediation.

The program provides information on mediation directly to the parties through:

- * The Court orders
- * The MSEI website is mentioned in the court orders: mediateiowa.org Please go to our website and review it.
- * The Mediation Education Class. The new video is intended to inform the parties about mediation by providing others' experiences and advice from professionals and judges. We are wondering if the preparation by attorneys will increase as parties who have seen the video ask to be prepared.

Observations

Perception of Mediation Fee

Overall 66.3% of the participants felt that the mediation fee was reasonable (down from 72.3% in 2012), however 30.5% felt that the fee was completely reasonable (up from 24.5% in 2012).

Background: In January 2013, there were 61 roster mediators. Each mediator determines their own fees.

There are a number of ways parties can control their mediation costs: 1) Parties can select their own mediator, and select by fee. 2) They can leave mediation at any point (and have less time to pay for). 3) A low income party can apply for pro bono status – if qualified, s/he will pay their assigned pro bono mediator \$5 an hour. Parties in any case apply individually for pro bono status.

Mediator fee information is available on each mediator's page on the MSEI website: mediateiowa.org

Mediator hourly fees range from \$70 to \$250, with \$150 being the most common. Each party is responsible for the mediation and generally each will pay for 50% of the cost. If a party qualifies for pro bono status, s/he pays \$5 an hour and the other party pays their half of the mediator's hourly fee.

Many mediators have a minimum charge of one or two hours for a mediation session. The minimum initial meeting fee ranges from \$50 to \$400, with \$200 being the most common minimum per case.

More than half – 29 - mediators charge a one-time administrative fee, in addition to their hourly fee for the time the parties are in a mediation session. Mediators usually do not charge directly for the initial phone call, during which the mediator or a member of their staff explains the mediation process and screens the parties for domestic abuse. The administrative fee begins to cover the time spent in this initial conversation. The most common one-time administration fee is \$25 per party.

Two mediators charge a retainer fee. The range is \$300-750 per case.

The average cost for an initial session (including minimum charges or no minimum, and administrative fees) is \$185.00 per case, usually shared equally by the parties.

Financial benefits of mediation

Time spent mediating: In 2013, mediators reported that 36.9% of the sessions lasted from 0 to 1 hour and another 57.9% lasting from 1 to 3 hours. This means that **94.8% of the parties had a mediation session that lasted 3 hours or less**. If they mediated 3 hours and their mediator charged \$200 an hour, the total fee would be \$600, or \$300 per party. Many attorneys charge their clients over \$200 an hour, and the client pays the full fee (i.e., does not share it with the other party, as they do in mediation).

We also know that **parties reached agreement on all or some issues in 71.7% of the cases in 2013**. When parties reach agreement on all issues and the agreement 'sticks', the parties do not have to pay their attorney to prepare and go through a trial (often costing thousands of dollars, depending on the length). When parties agree on some issues and those agreements stick, their attorneys either negotiate the remaining issues or go to court on the remaining issues. According to former court administration clerk Dee Gross, when parties agree on some issues, they are able to request a shorter trial time, which the court is able to schedule sooner, and they pay their attorneys less for the prep and trial time than they would pay for a longer trial on all the issues.

Nearly a third, 30.5%, of the reporting parties felt like the fees were completely reasonable. Our analysis shows that mediation can save parties money or is relatively inexpensive, compared to the cost incurred if mediation is not at least attempted.

In addition, this perception about mediation fees being high may be influenced by personal circumstances such as having a household income that now or soon needs to support two households, or having multiple new fees to cover (attorney, mediator, class registration, etc.) or because their situation is simply overwhelming.

2014 Direction

Increasing the Number of Cases That Mediate and Make Own Decisions

MSEI produced a video that is used by all the agencies presenting the Mediation Education Class which is required for all parties in divorce and custody cases. The video includes parts of interviews with 11 parties who

have gone through divorce and custody mediation in the Sixth Judicial District, and one from the Eighth JD. In addition there are interviews with two judges, a mediator and two domestic abuse advocates. The video explains when mediation is not appropriate and also explains how to prepare for mediation.

The video is based on the premise that when people hear others' stories about mediation, they will better understand what it is and will want to try it themselves, hoping for the same or similar results. Information and a handout on how to prepare for mediation are provided by the agencies and is available at the MSEI website: mediateiowa.org. Parties who have seen the video may be more likely to ask their attorneys to help them prepare for mediation. And that may increase the decision-making in mediation. MSEI's goal is to track that in future years.

In February 2014, the Mediation Education Class, comprised of the video and some interactive questions, became available online at the MSEI website.

Now that all presenting agencies are using the video, and it is also available online, we strongly hope that the judges will enforce the order to attend the Mediation Education Class in all cases, including collaborative law cases.

We are encouraging roster mediators to require mediating parties to attend the Mediation Education Class before mediating now that parties can take it at their convenience.

Increasing MSEI's Income:

It is anticipated that the convenience of the online Mediation Education Class will increase attendance by providing an easier option for parties without children and for parties outside the Sixth Judicial District.

This will also increase MSEI's income.

Johnson County Small Claims Mediation Program

MSEI was authorized by the court in October 2002 to administer the Johnson County Small Claims Mediation Program, which was established in December of 1994. In the Sixth Judicial District, there are volunteer small claims mediators in Linn, Johnson and Iowa counties. In Johnson County there are 17 volunteer mediators and 4 mediators who have been trained and are going through our practicum program. In the practicum, mediator trainees observe and then co-mediate with experienced mentor mediators before they can apply to mediate solo.

Volume Data

Volume data is drawn from the following sources:

Small Claims and Infractions – Case Load Activity Report – Johnson County

Summary reports provided by Small Claims Mediators

Participant Surveys

Case Related Data

The following filed or reopened case volumes were reported on the 2013 Johnson County Small Claims Caseload Activity Report:

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Force Entry and Detainer (FED's)	434	[in 2011, 441]
Money Judgment	1150	[in 2011, 1559]

The magistrates in Johnson County usually do not ask parties in FED cases to mediate. Of the remaining 1150 cases available for mediation in 2013, **mediators reported a total of 53 cases (13.3%) mediated, approximately 1 per week. That is down from 208 in 2012 or approximately 4 per week.** In 2011 there were 95 cases, or approximately 2 per week.

Mediator Reported Data

Of the 53 cases **the following types of cases were mediated:**

Business/Individual	37	69.8%
Individual/Individual	5	9.4%
Business/Business	4	7.5%
No Answer	5	9.4%
Other	2	3.8%

The nature of the cases were defined as:

Landlord/Tenant	15	28.3%
Other	13	24.5%
No Answer	12	22.6%
Debtor/Creditor	9	17%
Property	3	5.7%
Personal:	1	1.9%
Roommates	0	0.0%

The amounts of the claims were as follows:

Under \$1,000	10	18.9%
\$1,000 to \$1,999	11	20.8%
\$2,000 to \$2,999	7	13.2%
\$3,000 to \$3,999	4	7.5%
\$4,000 to \$5,000	14	26.4%

No Answer 7 13.2%

Length of mediations: Mediators reported that 50% (25) of the mediations were completed in less than 1 hour with 24.0% (12) being completed one to 3 hours and 13 not indicating the length of time spent mediating.

Attorneys participated in 28.3% of the mediations.

Some level of agreement was reached in 50.9% of the cases.

Participant Reported Data

At the end of the mediation, participants are offered the opportunity to provide feedback on their experience by completing a survey at the end of the mediation. Of the 53 cases mediated, 100 participants chose to respond to the survey. 40.0% of the respondents were plaintiffs, 40.0% were defendants, 9.0% were attorneys and 0% were witnesses.

The survey contains 12 questions with answer sets that range from Yes/No responses to a range of responses from “Very Satisfied”, “Satisfied”, “Neither Satisfied or Dissatisfied”, “Dissatisfied” and “Very Dissatisfied”. The percentages in the totals cited below include responses of “Very Satisfied” “Satisfied” and “Neither Satisfied or Dissatisfied” because the middle option indicates a partially positive response. A spreadsheet summary of the participant responses is attached to this report as Attachment 3.

The 12 questions can be broken down into the following categories:

Advance notice of the mediation option (2 questions)

The mediator’s role in conducting the mediation (2 questions)

The success of the mediation process (5 questions)

The perceived value of the mediation process (3 questions)

Advance Notice

The Johnson County Clerk of Court includes information about the mediation program in the materials sent to the participants in small claims cases. **65.0% of the participants indicated that they had received the material.**

72.0% indicated that the information helped them feel comfortable with the idea of trying the mediation process. Of course, these were parties who had chosen to mediate.

The Mediator’s Role

At the start of the mediation session the mediator is required to provide the participants with an explanation of the mediation process. **100% of the participants were satisfied with the mediator’s introduction** with 70.0% being very satisfied.

During the mediation process **the mediator is to be a neutral party.** 95.0% of the participants were satisfied with the mediator’s ability to remain neutral with 71.0% being very satisfied.

The Success of the Process

In mediation it is important that each party have the opportunity to present their side of the situation.

98.0% of the participants were satisfied that they had the opportunity to present their position with 67% being very satisfied.

96.0% of the participants were satisfied (60.0% very satisfied) that they had **the opportunity to talk through the solutions available.**

99.0% of the participants were satisfied (65.0% very satisfied) that they had **the opportunity to have a part in deciding the outcome of the dispute.**

94.0% of the participants were satisfied (63% very satisfied) that **the process was fair.**

100.0% were satisfied (55% very satisfied) that **the mediation process would be useful in resolving future conflicts.**

The Perceived Value

When asked if they were **satisfied with the overall outcome of the mediation**, 88% of the participants registered a non-negative response with 35% indicating they were satisfied and 35.0% indicating they were very satisfied. 16.0% of the participants indicated that they were neutral (neither satisfied or dissatisfied).

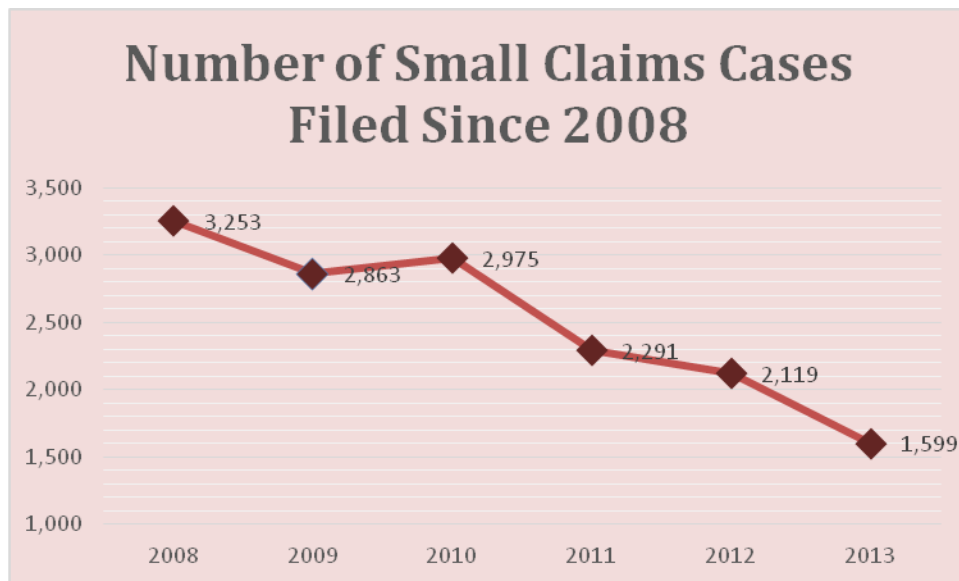
87.0% of the **participants found the process to be helpful.**

97% indicated that **they would recommend mediation to a friend or relative, which is a common measure of satisfaction with mediation.**

Trends

The number of small claims cases filed has dropped significantly since 2009, according to (former) small claims clerk Patrick Kennedy. He recalled that after the recession hit, the filing fee was raised 70% from \$50 to \$85 in May 2009 due to the state budget crisis. (State employees were getting furloughed from 2008 to 2010.).

Patrick calculated that the volume of claims filed since the fee increase took effect has declined by over 30%. He stated: in 2008 there were 3,253 small claims cases filed. In 2009 the number of cases file declined by 12% (which makes the number of cases filed approximately 2,863.) In 2010 it jumped up +3.9%. In 2011 it declined by 22.99%, a huge drop. In 2012 it further decreased by 7.5%, when there were 2,113 cases filed. In 2013, there were a total of 1599 small claims cases filed: 1150 money claims, 434 FED's, and 15 'other' cases.



Correspondingly, the number and percentage of cases mediated has reduced dramatically. 118 cases mediated in 2009, and 209 in 2010, and 95 mediated in 2011. In 2013 only 50 cases mediated: approximately one case per week.

This creates a number of challenges for the small claims mediation program. Maintaining volunteer mediator morale and involvement when there are few cases to mediate is a challenge. With fewer mediations, practicum mediators have fewer opportunities to observe and co-mediate so they can gain experience and become solo mediators for the program. The practicum takes more time.

Our mediators continue to be enthusiastic about mediating and attend our monthly ‘brown bag’ meetings to talk shop.

Program Results

According to the participant evaluations, parties are very satisfied with their mediators and the process.

Observations

When asked how the small claims mediation program was going, (former) Small Claims Clerk Patrick Kennedy said that mediators were signed up almost every day, which is very good. Patrick communicated well with the mediators via email and using the online scheduling calendar. He notified scheduled mediators if he knew there would be no cases so they wouldn’t go to the courthouse when there was no work to be done. This kept up morale among the volunteer mediators. Of course, he was not able to anticipate when a defendant would default/not show. There are definitely times when mediators show up and there are no cases to mediate. But that comes with the territory.

In 2011, the magistrates began to encourage parties in FED cases to mediate, perhaps just to use the mediators when parties in the scheduled money cases default. That pattern has waned.

2014 Direction for Johnson County Small Claims Mediation Program

In the last half of 2013 and the first half of 2014, the mediators have seen a rash of credit cases where there have been power imbalances and where the creditor has stridently asked for or insisted on getting a judgment at the

beginning or end of the mediation. These mediators were originally trained to define the parties' options as mediating an agreement or getting a judgment from the court. The power imbalances have been a challenge in these cases as well. The program will be providing a training on dealing with power imbalances in Fall 2014 to better prepare the mediators for these situations.

Public Education for Parties in Divorce and Custody Cases

The court has ordered MSEI to be responsible for compiling evaluations of the two classes required for parties going through divorce and custody cases. The first class is the Divorcing and Separating Parents' Class, required statewide for parents of minor children. The second class is the Mediation Education Class, required for all parties going through divorce and custody cases in the Sixth Judicial District. MSEI is also responsible for evaluating the content of the mediation education programs offered by approved providers of mediation education classes in the District.

In June 2013, all agencies began using the "Mediation: What Difference Can It Make?" video produced by MSEI as the Mediation Education Class.

The information that follows provides the results of participant surveys from these two classes.

Children in the Middle Class

The Children in the Middle class is presented by three independent agencies:

- * St. Luke's Hospital/Unity Point
- * Parenting Solutions
- * Family Development Associates (FDA)

The courses are now offered throughout the judicial district, in Cedar Rapids, Iowa City, Vinton, Anamosa, Williamsburg, North Liberty, and Marion.

Volume Data

During 2013 over 1000 people attended the sessions conducted by these three agencies.

In 2013, parties in all dissolutions with children and modifications with children were ordered to attend the Divorcing and Separating Parents' Class (often called Children in the Middle), or 2284 people. That means approximately 48.6% of those ordered did attend the classes.

At the end of each training session, the attendees were asked to complete an evaluation of the program by indicating how the course material addressed the following areas:

Possible responses to the evaluation questions were:

- Strongly Disagree
- Disagree
- Mixed/Neutral
- Agree
- Strongly Agree

In the Excel spreadsheet on page 23, we added only the Strongly Agree and Agree values for the percentage in the final column. (You may remember that in our mediation program tallies, we always include the central column (in this case: "Mixed/Neutral") answers as well, since there is some positivity in the central response.)

What follows are the 'Agree' + 'Strongly Agree' responses to the questions:

1. **The knowledge presented is practical: 94.60%** (of the people said Agree and Strongly Agree)
2. **The information was presented clearly: 94.10%** (Agree and Strongly Agree)
3. **I am more aware of how my child(ren) might get caught in the middle between my former partner and myself: 89.90%**
4. **I am more aware of how to prevent placing my child(ren) in the middle: 91.20%**
5. **I am more aware of potential problems for my child(ren) as a result of divorce: 87.20%**
6. **I intend to use the information gained today in a positive way: 91.20%**
7. **Overall evaluation for the program is positive: 92.60%**
8. **I would recommend this program to others: 85.20%**

The answers to three questions are below 90%. In 2011, there were only two questions that were below 90%: #4 and #5. And those were at 88%. The totals for every question in 2011 were higher than in 2013.

I will provide this information to the presenting agencies to see whether they know of any changes in personnel, their curricula, or anything else that they would cite as factors in change in survey responses.

Mediation Education Class

The Mediation Education Class (MEC) is a half hour class presented by the same three independent agencies in the same locations. The Mediation Education Classes are offered just before the Divorcing and Separating Parents' Classes, for the parties' and presenters' convenience.

Volume Data

During 2013 over 900 people attended the face-to-face Mediation Education Classes conducted by these three agencies.

Parties in all dissolution cases with and without children and modifications with children are ordered to the mediation education class. In 2013 that was 3686 people. Attendance was approximately 25% of the possible attendance. We are curious to find out in 2014 whether having the online Mediation Education Class increases overall % of parties attending the class.

At the end of each training session the attendees were asked to complete an evaluation of the program by indicating how the course material addressed the following areas:

Possible responses to the evaluation questions were:

Strongly Disagree

Disagree

Mixed/Neutral

Agree

Strongly Agree

Mediation Services of Eastern Iowa 2013 Annual Report

In the Excel spreadsheet on page 24, we only added the Strongly Agree and Agree for the percentage in the final column. (As mentioned earlier, in our mediation program tallies, we always include the central column (in this case: “Mixed/Neutral”) answers as well, since there is some positivity in the central response.)

We divided the year into two parts: January – May, when the agencies presented the class in their own ways; and June – December 31, when all the agencies used the Mediation Education Class video, produced by MSEI.

When you compare the two half-years, there are only two questions that have a higher response for the video than the in-person classes, and the difference in those results is not significant:

1. I understand that decision-making in mediation is up to me and my ex. (87.93% class vs. 89.36% video)
2. I understand that my ex and I may resolve any or all of our issues in mediation. (88.58% class vs. 89.36% video)

The last two questions ask for the overall evaluation of the program and whether you would recommend it. These answers are among the lowest answers for the video compared to the classes.

3. Overall evaluation of the program is positive (87.55% for the video, 92.02 for the class)
4. I would recommend this program to others (82.35% for the video and 90.30% for the class)

The video is 30 minutes long and takes the entire class session. The presenters have mentioned to us that they think it would be much better to have a shorter video that can be stopped for discussion. People stay more engaged when they are able to ask questions and hear discussion. These survey results motivate me to assess where cuts can be made and have the in-person class video shortened, to see whether more discussion would result in higher responses.

The online course includes the 30 minute video, six questions for them to answer, and the same survey questions when they finish viewing. We will include those survey results in the 2014 Annual Report.

2013 Summary

Finances:

- MSEI’s income from the Mediation Education Class increased by \$2,000 after a significant decline of \$7,000 from 2010 through 2012.
- The income from CLE’s declined in 2013 is partially due to the decline in people taking the divorce and custody mediation training and required to take the *Introduction to Mediation and Domestic Abuse* a new roster mediators. The number of local mediation courses dropped from seven in 2012 to two in 2013, perhaps due to market saturation.
- Roster Annual Fee of \$120 a year, in its second year, resulted in income of \$5,910.32. However over 25% of the roster mediators resigned from the roster.

Family Mediation Program

- According to Certificates of Attendance submitted by roster mediators, parties mediated in approximately 25% of the cases filed (460 of 1843). Filings are down approximately 200 from 2011.
- Parties reached agreement in 71.7% of the mediating cases in 2013, comparable to 2011.
- In 94.9% of the cases, parties mediated for only one session.
- Attorneys were not present for mediation in 87.7% of the cases.

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- The percentage of parties indicating their attorney prepared them for mediation in 2013 was 64.2%, with 29% indicating they were completely prepared. This is up significantly from 2011 when 49.7% of the parties attending mediation indicated that their attorney prepared them for mediation with 29% indicating they were completely prepared. Was it due to the Mediation Education Class video (used half the year) engaging people with real people's mediation stories and prompting them to ask their attorneys for more assistance? That was part of the intention: to provide parties with enough information to motivate them to use mediation.

Johnson County Small Claims Mediation Program

- The number of money cases mediating in 2013 (53) is 25% of the cases mediating in 2012 (208).
- 98% of the parties responding indicated each party had the opportunity to present their side of the situation.
- 97% indicated they would recommend mediation to a friend or relative, which is a common measure of satisfaction with mediation.
- Former Small Claims Clerk Patrick Kennedy's analysis of the drop in number of claims filed since 2008 is included.
- Maintaining volunteer morale and involvement can be challenging when there are fewer cases to mediate. Some of our volunteers have been mediating for the program since 1994, some are still in the practicum, others are experienced mediators who mentor the newer practicum mediators. They are passionate about mediation and meet monthly to 'talk shop' and learn from each other.

Public Education for Parties in Divorce and Custody Cases

- All parties in divorce and custody cases in the Sixth Judicial District are ordered to attend the half hour Mediation Education Class. All parties with minor children together are required to take the Divorcing and Separating Parents' Class (often called Children in the Middle), which is a statewide requirement. The classes are offered at the same time, for the parties' convenience.
- The two are provided by three agencies in the Sixth Judicial District and are offered twelve times a month in eight locations. Classes are offered in every county but Tama County.
- The Mediation Education Class began to be offered online in February 2014.

Divorcing and Separating Parents' Class (often called Children in the Middle)

- 48.6% of the parties ordered to attend the class did so: Over 1000 out of 2284 possible parties.
- 94.6 % indicated the knowledge presented in the class is practical.
- 94.1% indicated that the information was presented clearly.

Mediation Education Class

- Only 25% of those court-ordered to attend the half hour Mediation Education Class attended (approximately 900 out of 3686 possible).
- From January –May, the class content was provided by the agency staff. From June – December, the class content was provided by the half-hour video produced by MSEI that includes interviews with people who have mediated with a variety of results.
- In response to "I understand that my ex and I may resolve any or all of our issues in mediation", the percent that responded Agree or Strongly Agree was 88.58% for the staff-lead class and 89.36% for the video.
- In response to "Overall evaluation of the program is positive", the percent that responded Agree or Strongly Agree was 92.02% for the class, and 87.55% for the video.
- We will continue to monitor satisfaction rates with classes using the video.

2014 Direction

Effect of online class: Increase in income? In 2014, we will see if the attendance at the Mediation Education Class increases due to the convenient online option.

Effectiveness of Video: Comparing the Mediation Education Class Surveys: Agency Presentations vs. Video

From January to May, 2013, the Mediation Education Class was presented by the agencies presenting the class. Each agency had an understanding of the important points to cover and their presenters determined the actual content. On June 1, all three presenting agencies began using the video as the class.

The chart in the Appendix compares of the class participants' responses to the survey with live presenters (January – May) and their response to viewing the video (June 1-December 31). We were curious to know how they would compare. This shows the viewers think there are not significant differences between the two time periods, between the presentation and the video. That indicates that the parties find them comparably useful.

The video represents consistency. Over the years, some attorneys had complained of the variation in content and quality between the agencies presenting the class. MAC (Mediation Advisory Committee) members had visited classes twice over the years and shared that concern.

Accessibility to Classes for Low Income Parties: In 2013, parties who contacted MSEI expressed concern that two agencies presenting the classes were not providing a low income class fee for low income parties. Annie Tucker met with representatives of the three presenting agencies. All agreed that access to the information in the class should not be denied due to low income. Eventually, they all agreed to easy-to-prove criteria for parties to qualify for lower fees. They adopted the following policy: "If you can provide proof of income by showing your Food Stamps, SSI or Title XIX card or if you can provide proof that your attorney is not charging you for services, you are eligible for a reduced class fee of \$20. Otherwise, you pay the full fee of \$60 for both classes. Parties without minor children who meet these criteria pay only \$5 for the Mediation Education Class." This policy took effect February 1, 2014.

**Mediation Services of Eastern Iowa
Income Statement YTD
January through December 2013**

Accrual Basis

Ordinary Income/Expense	Jan - Dec 13	Budget	% of Budget
Income			
4 · Contributed support			
4010 · Contributions (indiv/biz)	275.00	500.00	55.0%
4300 · Video Contributions	500.00		
4 · Contributed support - Other	100.00		
Total 4 · Contributed support	<u>875.00</u>	<u>500.00</u>	<u>175.0%</u>
5 · Earned revenue/income			
5180 · Continuing Ed. Program Income	8,416.14	8,800.00	95.6%
5220 · Mediation Ed Class-Income	20,113.00	20,000.00	100.6%
5310 · Earned Interest/Short Term Inv.	46.36	60.00	77.3%
5410 · Med/DV curriculum sales income	0.00	300.00	0.0%
5420 · Roster Mediator Fees	5,910.32	6,000.00	98.5%
Total 5 · Earned revenue/income	<u>34,485.82</u>	<u>35,160.00</u>	<u>98.1%</u>
Total Income	35,360.82	35,660.00	99.2%
Expense			
4000 · Reconciliation Discrepancies -419.13			
7000 · Grant & contract expense 15.00			
7500 · Personnel expenses			
7540 · Director's Salary (after taxes)	18,177.34	18,177.84	100.0%
7541 · Employer's Payroll Taxes	6,469.68	6,336.00	102.1%
7544 · Payroll Service	170.00	680.00	25.0%
7545 · CLE Speakers	805.18	1,600.00	50.3%
7550 · Work Study & Temporary Help	1,282.18	2,080.00	61.6%
7555 · Video - Director/Contractor pay	968.75		
7556 · Video - Other Staff Expense	315.00		
Total 7500 · Personnel expenses	<u>28,188.13</u>	<u>28,873.84</u>	<u>97.6%</u>
8100 · Non-personnel expenses			
8110 · Supplies – Office	680.35	800.00	85.0%
8115 · CLE Expenses	328.23	2,160.00	15.2%
8116 · CLE Facility Rental/Catering	1,897.67	1,400.00	135.5%
8130 · Telephone	809.74	1,050.00	77.1%
8140 · Postage, Shipping, Delivery	35.53	72.00	49.3%
8170 · Non-CLE Printing & Copying	0.00	300.00	0.0%
8180 · Books, Subscriptions, Software	0.00	90.00	0.0%
Total 8100 · Non-personnel expenses	<u>3,751.52</u>	<u>5,872.00</u>	<u>63.9%</u>
8300 · Travel & meetings expenses			
8320 · Conference, Convention, Meeti	0.00	1,000.00	0.0%
8300 · Travel & meetings expenses – Other	633.77		
Total 8300 · Travel & meetings expenses	<u>633.77</u>	<u>1,000.00</u>	<u>63.4%</u>
8500 · Misc expenses			
8530 · Membership dues - organization	430.00	430.00	100.0%
8560 · Outside computer services	890.59	800.00	111.3%
8590 · Other expenses	5.00		
8595 · Video	907.78		
Total 8500 · Misc expenses	<u>2,233.37</u>	<u>1,230.00</u>	<u>181.6%</u>
Total Expense	34,402.66	36,975.84	93.0%
Net Ordinary Income	958.16	-1,315.84	-72.8%
Net Income	958.16	-1,315.84	-72.8%

Mediation Services of Eastern Iowa 2013 Annual Report

Questions	No Response	Strongly Disagree	Disagree	Mixed/Neutral	Agree	Strongly Agree	Total Surveys Recorded	% Agree or Strongly Agree
1. The knowledge presented was practical.	22	8	6	24	476	575	1111	94.60%
2. The information was presented	35	8	0	21	371	654	1089	94.10%
3. I am more aware of how my child(ren) might get caught in the middle between my former partner and myself.	39	17	11	45	388	611	1111	89.90%
4. I am more aware of how to prevent placing my child(ren) in the middle.	37	13	9	34	403	557	1053	91.20%
5. I am more aware of the potential problems for my child(ren) as a result of divorce.	38	10	12	82	409	557	1108	87.20%
6. I intend to use the information gained today in a positive way.	39	9	6	42	326	672	1094	91.20%
7. Overall evaluation of the program is positive.	36	9	4	31	375	621	1076	92.60%
8. I would recommend this program to others.	62	10	15	76	360	579	1102	85.20%

Mediation Education Class 2013 Comparative Surveys Including Total Evaluations

Mediation Education Class		Evals	No Response	Strongly Disagree	Disagree	Mixed/Neutral	Agree	Strongly Agree	Ag + S Ag
Jan - May 31 2013									
1	I understand what mediation is.	464	11	2	2	9	168	271	
2	I understand the ways and reasons I could be excused from mediation.		13	3	1	16	157	273	
3	I understand that decision-making in mediation is up to me and my ex.		12	3	3	9	152	256	
4	I understand that my ex and I may resolve any or all of our issues in mediation.		13	4	3	11	158	253	
5	Overall evaluation of the program is positive.		14	3	6	24	147	280	
6	I would recommend this program to others.		15	4	2	26	161	258	
			No Response	Strongly Disagree	Disagree	Mixed/Neutral	Agree	Strongly Agree	
	Question # 1: %'s		2.37%	0.43%	0.43%	1.94%	36.21%	58.41%	94.62%
	Question # 2: %'s		2.8%	0.65%	0.22%	3.45%	33.84%	58.84%	92.68%
	Question # 3: %'s		2.59%	0.65%	0.65%	1.94%	32.76%	55.17%	87.93%
	Question # 4: %'s		2.8%	0.86%	0.65%	2.37%	34.05%	54.53%	88.58%
	Question # 5: %'s		3.02%	0.647%	1.29%	5.17%	31.68%	60.34%	92.02%
	Question # 6: %'s		3.23%	0.86%	0.43%	5.6%	34.7%	55.6%	90.30%
June - December 31 2013									
		Evals	No Response	Strongly Disagree	Disagree	Mixed/Neutral	Agree	Strongly Agree	
1	I understand what mediation is.	442	0	1	0	0	118	291	
2	I understand the ways and reasons I could be excused from mediation.		22	6	5	24	132	251	
3	I understand that decision-making in mediation is up to me and my ex.		22	3	0	13	125	279	
4	I understand that my ex and I may resolve any or all of our issues in mediation.		23	3	5	16	132	263	
5	Overall evaluation of the program is positive.		23	4	1	28	138	249	
6	I would recommend this program to others.		24	6	2	38	124	240	
									Ag + S Ag
	Question # 1: %'s		0	0.23%	0	0	26.70%	65.53%	92.23%
	Question # 2: %'s		4.98%	1.36%	1.13%	5.43%	29.86%	56.79%	86.67%
	Question # 3: %'s		4.98%	0.68%	0	2.94%	28.28%	63.12%	89.36%
	Question # 4: %'s		5.20%	0.68%	1.13%	3.62%	29.86%	59.50%	89.36%
	Question # 5: %'s		5.20%	0.90%	0.23%	6.33%	31.22%	56.33%	87.55%
	Question # 6: %'s		5.43%	1.36%	0.42%	8.60%	28.05%	54.30%	82.35%