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Vice President  
Keith Gudeman  
Treasurer  
Tracy Kramer  
Secretary  
Gregory J. Roth  
Immediate Past President  
Matt Bergstrom  
Trustees  
Corene Ford  
Laurel McGiffert  
Honorable Elizabeth Pezzetti  
Thomas Vitu

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Lois Ryan  
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Judith Miller  
Joseph H. Hemming  
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Stuart Goldstein  
William Brohead  
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Pamela E. Sawhney  
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Harry M. Boertzel  
Nanci S. Klein  
Bonnie Hanes

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**Director of ADR Services**  
Megan McCoy, MaDR  
**Director of Legal Services**  
Ashley Turner, J.D.  
**Mediation Team Lead**  
Joe Considine  
**Brand & Communications Team Lead**  
Shelby Paye  
**Behavioral Health Mediation Services Manager**  
Mary Wallace

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### Thank You to OMC's 2021 Annual Donors!

<table>
<thead>
<tr>
<th>Level</th>
<th>Gold</th>
<th>Silver</th>
<th>Bronze</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gold</strong></td>
<td>$5,000-$10,000 Gift</td>
<td>$2,500-$4,999 Gift</td>
<td>$1,500-$2,499 Gift</td>
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<tr>
<td><strong>Silver</strong></td>
<td>Erica &amp; Tom Nantais Pamela &amp; Krishna Sawhney</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Bronze</strong></td>
<td>Mary Wallace</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Level</th>
<th>First Friend</th>
<th>Benefactor</th>
<th>Patron</th>
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<tbody>
<tr>
<td><strong>First Friend</strong></td>
<td>$1,000-$1,499 Gift</td>
<td>$500-$999 Gift</td>
<td>$250-$499 Gift</td>
</tr>
<tr>
<td><strong>Benefactor</strong></td>
<td>Gloria &amp; David Bodd Pam &amp; Krishna Sawhney</td>
<td>Charity &amp; Byron Burke James &amp; Kimberly Lewis Don Manfredi Hon. Elizabeth Pezzetti Gregory Roth David Workun</td>
<td>Michele Jackson</td>
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</table>

<table>
<thead>
<tr>
<th>Level</th>
<th>Advocate</th>
<th>Supporter</th>
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<tbody>
<tr>
<td><strong>Advocate</strong></td>
<td>$100-$249 Gift</td>
<td>Up to $99 Gift</td>
</tr>
<tr>
<td><strong>Supporter</strong></td>
<td>Tracy Allen Caroline and Judge Cooper Janice Rolnick</td>
<td>Michele Jackson</td>
</tr>
</tbody>
</table>

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**Thank You**  
For Your Support!

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[www.mediation-omc.org](http://www.mediation-omc.org)

550 Hulet Drive, Suite 102, Bloomfield Hills, MI 48302

248-338-4280

2021 Year in Review
ABOUT 

OMC
For over 32 years Oakland Mediation Center has provided mediation and education services that are quite affordable and quickly empower community members, families, businesses, courts and schools to resolve conflict and bullying.

OMC is a high profile, non controversial, highly respected, non-profit, volunteer based Community Dispute Resolution Program (CDRP) Center whose volunteers represent and serve the community.

Mission: To be a resource to educate, empower, and build relationships that lead to peaceful resolution.

Vision: To serve as the model for effective communication and innovative conflict resolution.

Values: OMC’s professionally trained experts model integrity in conflict resolution services with a commitment to:
- Compassion
- Professionalism
- Innovation
- Accessibility
- Diversity and inclusion

COMMUNITY SUPPORT
Oakland Mediation Center is thankful for the community support that allows us to offer our mediation services in Oakland County. We are fortunate to receive funding from the State Court Administrative Office, Michigan Department of Education, and contributions from individuals and organizations. Although the economy poses its challenges, we are thankful that our supporters continue to offer their assistance.

LET’S DO LUNCH!
Our Executive Director extends an invitation to you to come visit us at Oakland Mediation Center to see your contributions at work. Our doors are always open and we welcome the opportunity to show that by supporting the Oakland Mediation Center, you are truly making a difference in our community.

OMC hosts “Mediation Matters” luncheons quarterly and encourages all to attend. Please contact Megan McCoy Director of ADR Services at (248) 338-4280, extension 210 if you are interested in attending.

We thank you for helping us serve the citizens of Oakland County.

2021 FINANCIALS

Revenue

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Dollars</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$485,187</td>
<td>51%</td>
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<tr>
<td>Mediation Services</td>
<td>$404,747</td>
<td>42%</td>
</tr>
<tr>
<td>Education Services</td>
<td>$50,358</td>
<td>5%</td>
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<tr>
<td>Legal Services</td>
<td>$8,315</td>
<td>1%</td>
</tr>
<tr>
<td>Contributions/ Fundraising</td>
<td>$10,818</td>
<td>1%</td>
</tr>
<tr>
<td>Total</td>
<td>$959,425</td>
<td>100%</td>
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</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Dollars</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mediation Services</td>
<td>$826,175</td>
<td>86%</td>
</tr>
<tr>
<td>Education Services</td>
<td>$5,719</td>
<td>1%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$43,513</td>
<td>4%</td>
</tr>
<tr>
<td>Contributions/ Fundraising</td>
<td>$256</td>
<td>1%</td>
</tr>
<tr>
<td>Reserves</td>
<td>$83,762</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>$959,425</td>
<td>100%</td>
</tr>
</tbody>
</table>
Oakland Mediation Center’s Legal Services Department was created in an effort to bridge the gap between those that qualify for Legal Aide and those that can afford a private attorney. Legal Services focuses on Civil, Family, and Probate matters. OMC requires a small retainer, with very low cost legal fees. Our Attorney can provide limited scope representation, or full representation on matters. One to two hour consultation appointments are also available for those that choose to represent themselves, but have procedural questions, or would like to know their rights on a particular matter.

Individuals whom may qualify for Legal Aide will be given contact information for Legal Aide as a first step.

OMC has been committed to the peaceful resolution of conflict since 1990 and has mediated 67,393 cases aiding 128,021 individuals. 119,581 youth have been empowered to peacefully resolve conflict themselves through OMC’s mediation and education programs.

Not only is mediation a private, calm, and promising setting to resolve every type of conflict, but it’s also inexpensive with little or no cost. This is due to OMC’s efficient use of seed funding provided by the State Court Administrative Office through the Community Dispute Resolution Program and the generous donations of supporters and foundations.

OMC continually seeks new partners and additional funding opportunities to creatively deliver mission and ensure that access to resolution is available to all within Oakland County.

OMC is an important agency to the community. OMC provides the opportunity to resolve the conflict, restore the relationship, and look to a new tomorrow without emotional and economic stress.

At OMC we know that by staying true to our mission and doing what we do best, conflict resolution processes and education, OMC will endure and grow to serve for many more years.

Warm regards,
Charity A. Burke,
Executive Director

Sincerely,
James Lewis
Board President
**WHAT IS MEDIATION?**

Mediation is a communication process where two or more people in dispute have the opportunity to be heard, share different points of view, brainstorm options and negotiate a resolution that meets everyone’s needs. Mediation takes place in a private and non-adversarial setting.

A neutral mediator facilitates communication and promotes voluntary decision making as the parties work through the process. The mediator is not an advocate, judge, jury, counselor, or therapist and does not provide legal advice, determine who is right or wrong, take sides, nor make a decision.

---

**Mediation**

**EMPHASIZES** self determination

**ENCOURAGES** collaboration

**EXPEDITES** inexpensive resolution

**EMPOWERS** mutually beneficial solutions

---

**outcomes**

78% improved social competence rating; 41% less adult intervention in minor conflicts; 42% less aggressive behavior; 37% more likely to choose positive social goals.

73% drop in expulsions; 50.2% drop in assaults; 57.7% drop in discipline referrals.

Overall reduction of 20%-50% in student reports of being bullied and bullying others.

On average 50 fewer incidents of absenteeism. 86.5% fewer incidents of tardiness.

34% reduction in juvenile recidivism.

---

**Program Recognition**

SAMHSA® Model Program

OJJDP® Approved

Blueprints Model Program

* Substance Abuse & Mental Health Services Administration  
** Office of Juvenile Justice & Delinquency Prevention

---

Guiding school communities from bullying and conflict to solutions that work!
ADULT EDUCATION
For over 32 years, OMC’s educational programs have empowered thousands of adults and youth to peacefully resolve conflict. In 2018, we delivered 41 adult education workshops and implemented 2 school based programs thanks to generous donations and youth grants received by our supporters.

40-hour Civil or Domestic Relations Mediator Training
This 5-day highly interactive training is designed to teach participants the skills necessary to act as mediators in facilitating the resolution of civil or domestic relations cases. This training is approved by the State Court Administrative Office (SCAO) and is the first step for any individual who wishes to mediate privately or for the court. In addition to taking mediation training to become a mediator, many people take mediation training to enhance their skill set in their current career.

Advanced Mediator Training
We offer a variety of advanced training programs to experienced mediators who wish to enhance their mediator skill set and who need to meet the circuit court list requirements of advanced mediation training.

Basic Conflict Resolution Training
This one-day interactive training is designed to equip individuals with the necessary skills to communicate and manage conflict effectively. By the end of this workshop participants will be able to: identify five different styles of conflict management and their own predominant conflict style; understand the concept of interests in conflict and identify feelings and interests beneath positional statements; identify effective and ineffective ways of sending a message as well as practice giving effective messages; understand the concept of reframing and practice turning negative statements into positive ones; and much more.

Customized Conflict Management Professional Development
These customized, flexible and dynamic workshops are the most cost-effective way to empower employees and managers to handle the challenges of today’s interdependent workplace. Employees and managers will learn how to use simple yet powerful communication tools to manage the differences that impair teamwork, quality, decision-making, and cooperation throughout your organization.

Conflict Management in Special Education
When planning for children with special needs, it is crucial that IEP team meetings go well. This free and highly interactive workshop is designed to teach participants the skills that help the IEP team effectively manage conflict prior to, during and after IEP meetings. This training is ideal for any school staff person working in special education or parent involved in the IEP process.

Restorative Practices Trainings
From 3 hours to 3 days, these highly interactive trainings on Restorative Practices provide school staff with the knowledge, skills, and resources to understand the values and principles of Restorative Practices, demonstrate restorative techniques to use in the day to day, build classroom connections and community through the circle process; and repair harm by facilitating the conferencing process through initial intake, facilitating the process, and follow-up.

Peers Making Peace Facilitator Training
An award winning school based peer mediation program that encourages students of all ages to effectively resolve their own disputes as they adopt constructive behaviors for any conflict, in any setting. Peers Making Peace Facilitator Training for school staff to learn how to coordinate a peer mediation program and train students to be mediators.

Benefits of Mediation at OMC!
• Mediation is voluntary.
• Sessions are scheduled within days and only last a couple of hours.
• Fees are very low and often free for the needy.
• OMC mediators exceed recommended training requirements and are highly skilled and experienced.
• Agreements are typically reached and kept 74% of the time.
• Up to 80% of cases referred are disposed (53% average).
• Higher compliance than a court judgment.
• Discussion about the issues is open because there is no public record of what is said.
• Those who negotiate their own settlements have more control over the outcome.
• Relationships are preserved or restored.

Oakland Mediation Center provides services for:
Courts
• 6th Circuit Court, Oakland
• Friend of the Court, Oakland
• 43rd District Court (Hazel Park/ Ferndale)
• 46th District Court (Southfield)
• 47th District Court (Farmington)
• 50th District Court (Pontiac)
• 51st District Court (Waterford)
• 52-1st District Court (Novi)
• 52-2nd District Court (Clarkston)
• 52-3rd District Court (Rochester)
• 52-4th District Court (Troy)
• Business
• Agencies
• Community Mental Health
• Common Ground
• Easter Seals
• Michigan Education Association
• Michigan Department of Civil Rights
• Oakland Schools/Districts

Conflict presents opportunities... LEARN to harness the possibilities!

Self-Referrals - when you refer we contact the other party!
OMC's adult and youth volunteers are a dedicated group of highly skilled and intelligent individuals who have a passion for helping the community to resolve conflict peacefully. OMC could not deliver its mission without the support and dedication of its volunteers.

Volunteer mediators meet criteria exceeding SCAO's requirements to qualify for OMC's roster of mediators:

- Complete a 40-Hour Mediator Training
- Mediate a Minimum of 20 hours a Year
- Complete 10 hour Internship
- Complete Specialized Training (as needed)
- Participate in an Interview
- Observed through OMC's Quality Assurance Program

OMC's Roster of Mediators:

- Mike Agnello
- Earlene Baggett-Hayes
- Julie Bass
- Karen Bennett
- Lauren Blake
- Gloria Boddie
- Naila Bonda
- Patricia Bordman
- Dennis Bugaia
- Chris Capoccia
- Jukson Carpenter
- Felicia Cash
- Richard Czubaj
- Yvette Diamond
- Joseph Doerr
- Heather Dorn
- Barbara Epstein
- Joseph Fatik
- Maria Feldman
- Neomi Feldman
- Corene Ford
- Erica Foster-Nantais
- Ellen Franklin
- Alfred Gede
- Constance Geeter
- Theresa Glenn
- Cheryl Goodgine
- Patricia Grant
- Betty Greene
- Toby Gubow
- Taylor Hall
- Linda Hannon
- Joan Hansen
- Patrice Hardeman
- Darran Hendricks
- Lindsay Hoff
- Raskelline Hoff
- Barbara Horowitz
- Aisha Jackson
- Cynthia Jones
- Jacqueline Jones
- Michelle Jones
- Patricia Kienzie
- Channelle Kizzy-White
- Susan Konop
- Dona Lakritz-Stillman
- Carlene Lance
- Shelley Larson
- Maryann Lawrence
- Fred Lebowitz
- Terri Lucas
- Carol Mack
- Richard Maddin
- Judith Marshall
- Judith Martin
- Martin Martlock
- Laurel F. McIlvrett
- Chrstine McFarhille
- Christopher McAneely
- Cheryl McNeil
- Irene Miller
- Dianna Mouk
- Rhonda Morman
- Logan Most
- Lawrence Newman
- Sovereign O’Dell
- Judith Perel
- Yumeika Perry
- Paula Puleo-Winsky
- Nancy Quarles
- Antoinette Raheem
- Neferiti Raheem
- Jay Reynolds
- Amy Riley
- Jenine Rolnick
- Linda Rosberg
- Greg Roth
- Deborah Savoie
- Pamela Sawhney
- Tina Saxon
- Seema Selmar
- Lois Shulman
- Irene Sinclair
- Sharon Smith
- Adrienne Streeter
- Veronica Thriot-Lafond
- Coralin Tisdale
- Lindsay Tye
- Michael Vine
- Thomas Vitu
- Michael Wegman
- Pauline Walker
- William Walker
- Heidi Weiger
- Owen Weiner
- Linda Zlotoff
- Sandra Zull

Since 1990 OMC Volunteers donated 36,221 in-kind service hours; a contribution value of $6,719,845! This allows OMC to provide mediation services to our community at a very low cost.