



OAKLAND  
MEDIATION  
CENTER

## YOUR COMMUNITY RESOLUTION EXPERTS

# 2025 YEAR IN REVIEW

## ABOUT OMC

For over 37 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



# WELCOME

OMC has been committed to the peaceful resolution of conflict since 1990 and has mediated 80,289 cases aiding 157,165 individuals. 124,362 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.

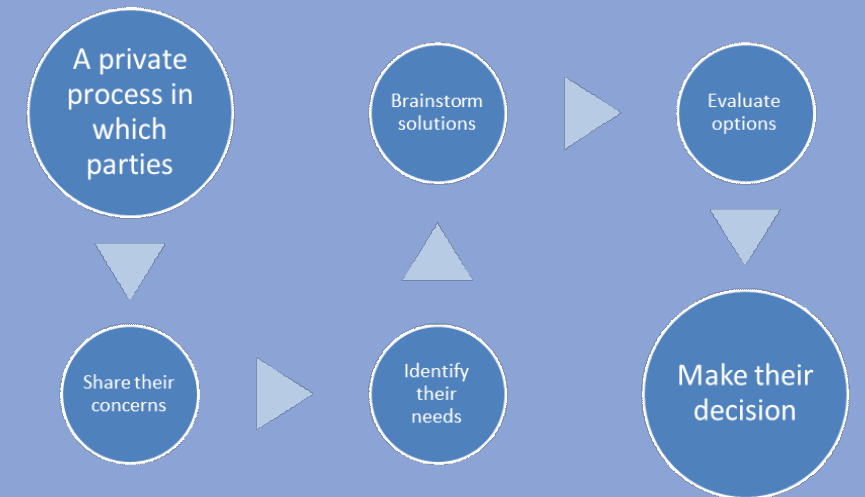
Warm regards,  
*Charity A. Burke,*  
Executive Director

Sincerely,  
*Greg Roth*  
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

# STATISTICS

## 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.
- Mediated agreements are typically reached and kept 75% of the time.
- Up to 80% of cases referred are disposed (55% 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)
- Businesses
- Agencies
- Community Mental Health
- Common Ground
- Easter Seals
- Michigan Education Association
- Michigan Department of Civil Rights
- Oakland Schools/Districts

## RESOLVE IT FAST FOR LESS AT OMC!

Individuals Served	4,314
Disposed Cases	2,382
Disposition rate	61%
Averaged days to disposition	24
Average duration of (hours)	1.15
Average amount per settlement	\$597
Settlement rate (with +25%)	82%
Compliance with agreements-Civil	84%
Compliance with Agreements-Family	70%
Court referrals	97%
Number of supervising staff	4
Average case load per staff	596
Client Satisfaction Rate	90%
Client Recommendation Rate	92%

## Where Mediation Works!

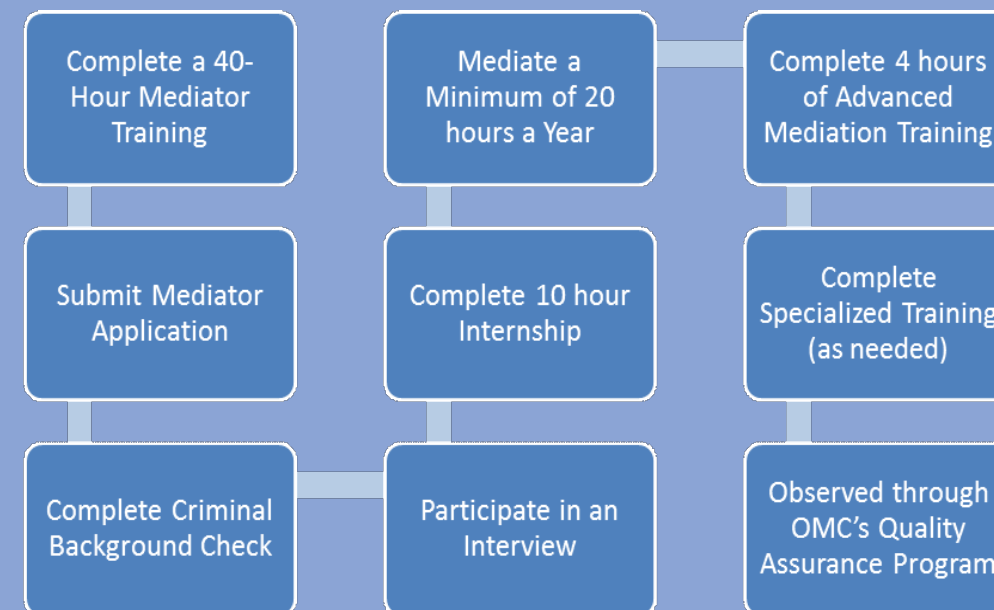
From playgrounds and living rooms to boardrooms and courtrooms OMC's educated, experienced and skilled staff and volunteer mediators are available to help with every kind of dispute, pre or post filing:

- Adoption
- Business and Contract
- Child Protection
- Civil Rights
- Conservatorships, Trusts and Testamentary Matters
- Consumer/Product
- Divorce
- Employment
- Family
- General Civil Claims
- Guardianship Adult/Child
- Healthcare
- Landlord/Tenant
- Misdemeanor
- Neighborhood
- Parenting Time
- Behavioral Health
- Personal Protection Orders
- Probate, other
- Property and Real Estate
- Public Policy
- Restorative Practices: Circles, Conferences, Victim/Offender Mediation
- School Problems
- Small Claims
- Special Education
- Truancy Mediation

# OMC'S MEDIATORS

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:



## OMC's Roster of Mediators:

Earlene Baggett-Hayes  
 Karen Bennett  
 Lauren Blake  
 Joel Blumenfeld  
 Gloria Boddy  
 Nia Bonds  
 Patricia Bordman  
 Dennis Bugeja  
 Chris Capoccia  
 Juakson Carpenter  
 Ruth (Cynthia) Carson  
 Tan Carter  
 Connita Craft-Raymond  
 Richard Czubaj  
 Tenia Denard  
 Yvette Diamond  
 Heather Dorn  
 Barbara Epstein  
 LaDonna Evelyn  
 Joseph Falik  
 Marla Feldman  
 Corene Ford  
 Ellen Franklin  
 Alfred Gade  
 Constance Geeter  
 Tamara Gleason

Theresa Glenn  
 Cheryl Goodgine  
 Patricia Grant  
 Betty Greene  
 Taylor Hall  
 Linda Hannon  
 Jean Hansen  
 Patrice Hardeman  
 Amy Heinrich Donow  
 Darran Hendricks  
 Latrice Herring  
 Rackeline Hoff  
 Barbara Horowitz  
 Aisha Jackson  
 Cynthia Jones  
 Patricia Kienzle  
 Channelle Kizy-White  
 Susan Konop  
 Carlene Lance  
 Shelley Larson  
 Maryann Lawrence  
 Carol Mack  
 Richard Maddin  
 Judith Marshall  
 Martin Martlock  
 Laurel F. McGiffert

Christin McKerchie  
 Christopher McNeely  
 Cheryl McNeil  
 Irene Miller  
 Diana Moak  
 Rhonda Morman  
 Logan Most  
 Karen Mouradjian  
 Barbara Nectow  
 Sandra Needham  
 Lawrence Newman  
 Patrice Patrick-Banks  
 Judith Pazol  
 Paula Puleo-Winsky  
 Nancy Quarles  
 Antoinette Raheem  
 Nefertiti Raheem  
 Jay Reynolds  
 Amy Riley  
 Janice Rolnick  
 Linda Rosberg  
 Cal Rosen  
 Greg Roth  
 Deborah Savoie  
 Pamela Sawhney  
 Tina Saxon

Seema Selmar  
 Lois Shulman  
 Irene Sinclair  
 Andrew Sitto  
 Sharon Smith  
 Adrienne Streeter  
 Marcy Tayler  
 Ryan Teasedale  
 Veronique Thiot-Lafond  
 Carolyn Tisdale  
 Lindsay Tye  
 William Vine  
 Barbara Vinton  
 Thomas Vitu  
 Michael Wagman  
 Pauline Walker  
 William Walker  
 Darryl Watmuff  
 Heidi Weger  
 Gwen Weiner  
 Jonathan Zlotoff  
 Linda Zlotoff  
 Sandra Zull

# IN-KIND HOURS



**Since 1990 OMC Volunteers donated  
38,733 in-kind service hours;  
a contribution value of \$7,196,272!**  
This allows OMC to provide mediation services  
to our community at a very low cost.



*OMC mediated a case involving the divorced parents of a little girl, who had separated shortly after their daughter had been born. The mother had sole custody. The father was in the military and had been deployed for a large part of his daughter's life. After his discharge the father moved to Michigan to be near his daughter. During the father's absence the mother had become engaged and wanted to move out of the state with her fiancé and her daughter. The parents came to mediation because the father wanted to reconnect with his little girl. The father thought the situation was hopeless; he was sure he would hardly ever see his daughter. He had spent all of his savings on the move to Michigan, had been unemployed for several months, and had just started to work again. He couldn't afford another move.*

*During a 4 hour mediation session the parents had a breakthrough. The father was able to express his concerns about his daughter's move to another state. The mother heard the father's concerns and realized that he truly wanted to reconnect with their daughter. It became apparent that the parties had the same interests. The mother wanted her daughter to have a relationship with her father. The parents came to an understanding. When the mediation session ended, the father stayed behind and in near tears thanked the mediators and staff "for giving me my daughter back".*

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# ADULT EDUCATION

For over 37 years, OMC's educational programs have empowered thousands of adults and youth to peacefully resolve conflict. In 2025, we delivered 27 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 circuit courts. 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 impart 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 is for school staff to learn how to coordinate a peer mediation program and train students to be mediators.

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

# YOUTH EDUCATION

## Peers Making Peace

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.

## Olweus Bullying Prevention Program

For over 40 years, OBPP has given schools the tools and resources they need to effectively change school climate while preventing and intervening in bullying behavior long term.

## Truancy Prevention Through Mediation

Helps families, schools and students tackle the root causes of attendance problems.

## Restorative Practices

Processes that build relationships, restore losses and right wrongs.



	Peers Making Peace	Olweus Bullying Prevention	Truancy Prevention through Mediation	Restorative Practices
<b>Outcomes</b>	73% drop in expulsions; 90.2% drop in assaults; 57.7% drop in discipline referrals.	Overall reduction of 20%-70% in student reports of being bullied and bullying others.	On average 50% fewer incidents of absenteeism & 65% fewer incidents of tardiness.	32% reduction in juvenile recidivism.
<b>Grade</b>	Elementary School K-5 Middle School 6-8 High School 9-12	Elementary School K-5 Middle School 6-8 High School 9-12	Elementary School Pre/K-5 Middle School 6-8 High School 9-12	Elementary School K-5 Middle School 6-8 High School 9-12
<b>Topic</b>	Conflict Resolution Social Emotional Learning Peer Mediation	School Climate Change Bullying Prevention Bullying Intervention	Conflict Resolution School Attendance and Tardiness	Victim/Offender Mediation Conferencing Circles
<b>Tier 1, 2, or 3 Interventions.</b>	Tier 2 & 3 (for minor and major situations)	Tier 1, 2 & 3 (for all students, and minor/major situations)	Tier 2 & 3 (for minor and major situations)	Tier 1, 2 & 3 (for all students, and minor/major situations)
<b>Sustainable by the School</b>	Yes	Yes	No	Yes or No depending on implementation.
<b>Program Recognition</b>	SAMHSA* Model Program OJJDP** Approved	Blueprints Model Program	* Substance Abuse & Mental Health Services Administration ** Office of Juvenile Justice & Delinquency Prevention	

# LEGAL SERVICES



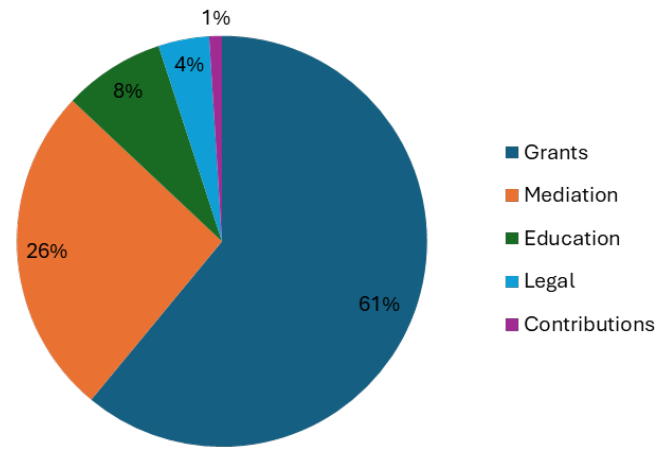
## WHAT ARE OMC'S LEGAL SERVICES?

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 appoints 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 Aid will be given contact information for Legal Aid as a first step.

legalservices@mediation-omc.org

# 2025 FINANCIALS



## Revenue

REVENUE	DOLLARS	PERCENTAGE
Grants	\$832,501	61%
Mediation Services	\$357,004	26%
Education Services	\$107,091	8%
Legal Services	\$56,697	4%
Contributions/ Fundraising	\$13,585	1%
<b>Total</b>	<b>\$1,366,878</b>	<b>100%</b>

## Expenses

EXPENSES	DOLLARS	PERCENTAGE
Mediation Services	\$1,178,552	86%
Education Services	\$18,390	1%
Legal Services	\$87,183	6%
Contributions/ Fundraising	\$3,694	1%
Reserves	\$79,059	6%
<b>Total</b>	<b>\$1,366,878</b>	<b>100%</b>

## 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 Charity Burke, Executive Director at (248) 338-4280, extension 226 if you are interested in attending.

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



OMC BOARD OF TRUSTEES	OMC Advisory Board	OMC LEADERSHIP TEAM
<b>President</b> James Lewis	Joe Gagnon Don Manfredi Thomas S. Nantais Pam Sawhney	<b>Executive Director</b> Charity A. Burke, MaDR
<b>Vice President</b> Keith Gudeman	<b>Past Board Presidents</b> Jon Kingsepp Lois Ryan Harvey Burdick Judith Miller Joseph H. Hemming David Rosenthal Martin Reisig Stuart Goldstein William Brodhead C. Michael Malloy Pamela E. Sawhney Thomas S. Nantais	<b>Director of ADR Services</b> Megan McCoy, MaDR
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<b>Secretary</b> Gregory J. Roth		<b>Mediation Team Lead</b> Joe Considine
<b>Immediate Past President</b> Matt Bergstrom		<b>Brand &amp; Communications Team Lead</b> Shelby Paye
<b>Trustees</b> Corene Ford Thomas Vitu Tina Battle Chad Fry Romy Shubitowski		<b>Behavioral Health Mediation Services Manager</b> Mary Wallace

### THANK YOU TO OMC'S 2024 ANNUAL DONORS!

GOLD \$5,000-\$10,000 Gift	SILVER \$2,500-\$4,999	BRONZE \$1,500-\$2,499
		Erica & Tom Nantais
FIRST FRIEND \$1,000-\$1,499 Gift	BENEFACTOR \$500-\$999 Gift	PATRON \$250-\$499 Gift
Jen & Matt Bergstrom Laurel McGiffert Pam & Krishna Sawney	David & Gloria Boddy Charity & Byron Burke Corene Ford Greg Roth R & R Construction	Tracy L. Kramer James & Kimberly Lewis Thomas & Kimberly Vitu
ADVOCATE \$100-\$249 Gift	SUPPORTER Up to \$99 Gift	
Caroline and Judge Cooper	THANK YOU FOR YOUR SUPPORT!  OAKLAND MEDIATION CENTER	
		Megan McCoy Martin Reisig