



# The Oregon Office for Community Dispute Resolution

Supporting 16 community dispute resolution centers across Oregon that provide cost-effective and creative solutions to conflict.

## 2015 - 2017 Biennial Report

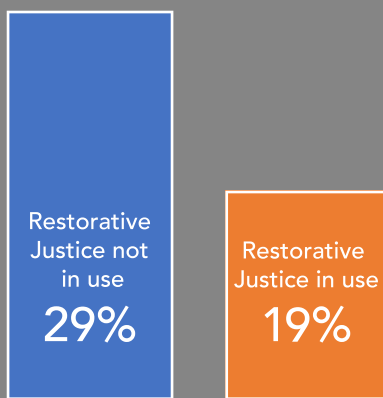
The human community is indivisible. We are always family, neighbors, schoolmates, and colleagues. Divisions over age, class, race and other social differences are increasingly creating tension and conflict.

Community Dispute Resolution Centers provide services and training to address these growing divisions and help people develop lifelong skills.



## EFFECT OF RESTORATIVE JUSTICE ON RECIDIVISM RATES

A partnership between Jackson County Juvenile Justice and Resolve showed a 10 percentage point average reduction in the recidivism rate with the use of restorative justice processes.\*



1,479

Oregon Homeowners  
and Their Families  
Stayed in Their Homes

## SUCCESS STORIES

### Restorative Justice Leads to School Success

A junior high student disrupted class and often destroyed other students' motivation within the first few minutes of class. Staff experienced stress, and were uncertain how to best engage her behavior. Her mom was increasingly worried about her emotional and physical health.

Traditionally, this student would have been expelled from school, but this time the school wanted to respond in a way that would not only support the student in both seeing the bigger picture and being accountable, but would also support those who were harmed and address their needs.

The school facilitated a restorative justice process that gave the student a chance to take responsibility and the teacher an opportunity to share how it had impacted her. An accountability agreement was established that addressed everyone's needs, that had clear expectations, and provided a path forward for all involved. The student ended her year with attendance and academic rewards.

"Restorative Justice works by holding youth offenders accountable to the people and community they have violated. Victims are encouraged to voice their feelings and the impact of the damages. Youth are encouraged to take accountability, develop empathy, and to make amends. This process can lead to community safety and harmony for all."

—Lynne Schroder, Director  
Washington County Juvenile Department

### Oregonians Retain Home Through Foreclosure Facilitations

Community Dispute Resolution Centers are uniquely positioned to quickly provide resources and mitigate issues facing our statewide community.

For example, in the last few years, high numbers of Oregonians struggled to pay their mortgages and were losing their homes during foreclosure proceedings. The volume of citizens losing their homes created a ripple of negative impacts for many communities.

In response, Community Dispute Resolution Centers mobilized resources in support of the Oregon Foreclosure Avoidance program. Trained, community-based mediators efficiently and effectively facilitated conversations which allowed Oregonians, homeowners and their families, to retain their homes.

"I cannot imagine going back to a system without Eastern Oregon Mediation. They have provided training and mediators since 1998. The only contact many of our business people have with our judicial system is small claims. The mediators from the center are of high caliber and discharge their duties with integrity and professionalism".

—Senior Judge Russell West,  
Union and Wallowa Counties

## Fractured Family Sticks Together

An aging mother had been the glue that kept a family together. After her death, communication among the siblings deteriorated. Disputes over the estate arose and the siblings put their children in the middle.

To avoid the time and expense of going to court, the siblings agreed to mediate.

In mediation, their late mother's lessons of care for each other and love of family began to reunite the siblings. The sessions helped rebuild communication, reach agreements on the estate, and reset the glue that kept this family together.

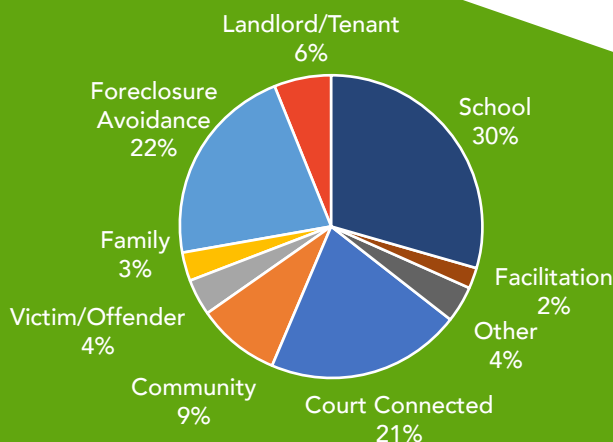
## Mediation Cleans-up Misunderstanding

A tenant was moving out of a rental property, and upon inspection, the landlord found the property "filthy" and sought to charge the tenant extra cleaning fees on top of the security deposit. Both parties came into mediation armed with photos and facts.

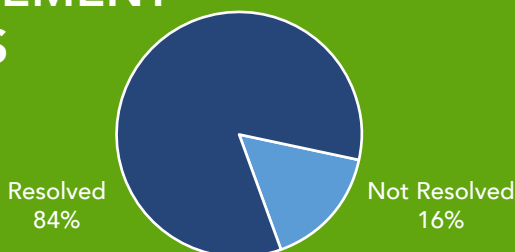
In mediation, the landlord discovered that the family had turned off the utilities to save money, and were trying their best to clean the unit without electricity and running water.

The landlord related to the financial struggles of the family, as she had raised a large family on a small budget also, and decided to strike a deal. The landlord would keep the security deposit, reduce the amount sought from the tenant and allow a payment plan for the lowered amount. Everyone offered apologies, having reached a solution that a judge could not have made in the courtroom.

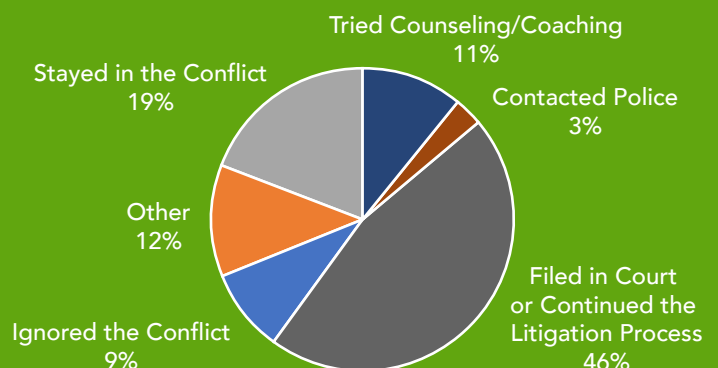
## CASE TYPES



## SETTLEMENT RATES



## ALTERNATIVE TO MEDIATION







The Oregon Office for Community Dispute Resolution, housed in the Appropriate Dispute Resolution Center of the University of Oregon School of Law, supports a network of 16 centers located throughout the state.

Community Dispute Resolution Centers provide a combination of services including; trained experts in mediation, facilitation, education, restorative justice and other programs designed to provide conflict resolution skills to individuals and groups.

## Community Dispute Resolution Centers

### Central Oregon and Columbia Gorge

Community Solutions (Crook, Deschutes, Jefferson)	541-383-0187
Six Rivers Dispute Resolution Center (Gilliam, Hood River, Sherman, Wasco, Wheeler)	541-386-1283

### The Coast

Conflict Solutions (Tillamook)	503-842-1812
Lincoln Community Dispute Resolution	541-574-9846

### Eastern Oregon

Eastern Oregon Mediation Center (Union)	541-786-0270
---	--------------

### Portland Metro Area

Beaverton Dispute Resolution Center (Washington)	503-526-2523
Clackamas County Resolution Services	503-655-8850
East Metro Mediation (Multnomah)	503-618-3247
Hillsboro Mediation Program (Washington)	503-615-6651
Resolutions Northwest (Multnomah)	503-595-4890
Your Community Mediators of Yamhill County	503-435-2835

### Southern Willamette Valley

Center for Dialogue and Resolution (Lane)	541-344-5366
Neighbor to Neighbor (Benton, Linn, Marion)	503-585-0651
Community Mediation Services (Polk)	503-623-3111

### Southwest Oregon

Resolve (Jackson, Josephine)	541-770-2468
Common Ground (Coos, Douglas)	541-751-9666

The University of Oregon is an equal-opportunity, affirmative-action institution committed to cultural diversity and compliance with the Americans with Disabilities Act. © 2018 University of Oregon

**\$1M**

in Volunteer Service\*\*

**60,755**

People Receiving Services

**36,497**

Participants in Conflict  
Resolution Education Programs

**16,517**

Total Cases

**10,795**

Student Internship Hours

**1,267**

Conflict Resolution  
Education Programs

**612**

Volunteers

**16**

Community Dispute  
Resolution Centers

## Oregon Office for Community Dispute Resolution

Patrick Sponsler, Program Administrator  
Jenn Thompson, Program Assistant  
University of Oregon School of Law  
1221 University of Oregon  
Eugene, Oregon 97403-1221  
541-346-1623  
[oocdr.uoregon.edu](http://oocdr.uoregon.edu)

Community Dispute Resolution Centers are sanctioned under the Oregon Revised Statutes, Chapter 36.

\*8-year study between Resolve's restorative justice program compared with Jackson County juvenile services conducted by Cara Walsh, Resolve, and Professor David Carter, Southern Oregon University

\*\*Volunteer valuation rates sourced from U.S. Department of Labor, Bureau of Labor Statistics and Independent Sector.

# Statewide Dispute Resolution



## Oregon Office for Community Dispute Resolution *University of Oregon*



### Community mediation

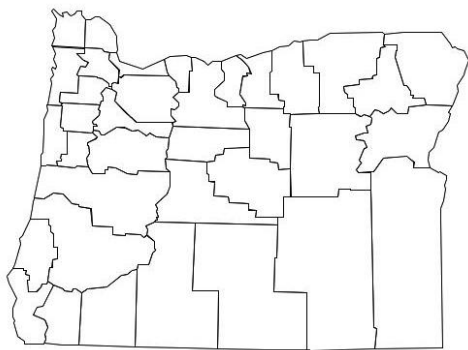
- 16 community dispute resolution centers and trained volunteer mediators
- Restorative justice
- Neighbor-to-neighbor and family mediation
- Oregon foreclosure avoidance facilitation
- Landlord-tenant mediation
- And more...

## Oregon Consensus *Portland State University*



### Public policy mediation

- Helping Oregon communities, government, and businesses solve problems
- Conflict assessment, mediation, facilitation, project management
- Natural resources, health care, wildfire, forest health, education, transportation, flooding, economic development
- And more...



**Together, Oregon Consensus and the Oregon Office for Community Dispute Resolution help keep Oregon moving forward.** Each plays a unique role in a comprehensive spectrum of services that resolve Oregon's disputes at the **individual, community, regional, and statewide** level on topics ranging from neighbor disagreements to multi-state conservation policy making. Both programs **foster solutions that preserve relationships, build community, and provide durable outcomes** that alternative approaches, such as litigation, don't provide.