



Mission Statement

The mission of the Midlands Mediation Center is to help individuals and organizations resolve conflicts, improve relationships, and strengthen communities.

2019

MIDLANDS MEDIATION CENTER ANNUAL REPORT

The Mediation Center

Midlands Mediation Center (initially organized as a Community Mediation Center) has always maintained the mission of resolving conflicts, improving relationships and strengthening communities. People in conflict contact MMC to resolve their disputes through mediation, training, facilitation, and conflict coaching.

After 20 years of service, MMC has served the community in several forms. The initial work of the center was around community conversations on race, the controversy around the Confederate Flag, discrimination and other social topics which caused tension in the community. The work of the center continued and the need to address the issue of truancy in the schools led the organization to train teachers and resource officers as well as support youth and their parents in efforts to resolve truancy matters. MMC served over 1000 children in the school district. We celebrate the effectiveness of the work that led to the school staff's ability to maintain the program through the training received from MMC.



In 2007, by South Carolina Supreme Court Order, the Magistrate Court's "Pilot Magistrate Mediation Program in Lexington and Richland Counties" was launched and MMC partnered with the court to provide mediators for Magistrate cases. MMC has mediated over 1300 cases since 2008.

In 2008, the South Carolina Supreme Court Order, "Circuit Court Arbitration and Mediation and Family Court

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Mediation" allowed individuals to choose their own mediator for Alternative Dispute Resolution (ADR). MMC developed a sliding fee scale to assist the community in securing mediated services.

In 2017, a task force was designed to increase MMC services in community mediation by partnering with law enforcement to address non-criminal calls for neighbor disputes. The new Community Mediation Program provides neighbors the opportunity to resolve their dispute through mediation as an alternative to contacting law enforcement.

Disputes with neighbors are usually civil in nature therefore law enforcement take a report of the incident. Some neighborhood disputes result in multiple calls to law enforcement and multiple reports. We believe that most crime and violence are the result of escalating, unresolved disputes, particularly involving youth. We look forward to working with local law enforcement and neighborhood associations to offer services to help the community remedy these neighbor to neighbor disputes and strengthen our communities.

Director's Letter

**“What an amazing
year of discovery,
conversations and
connections”**



Midlands Mediation Center (MMC) enjoyed another remarkable year of service to our community. We experienced several changes and some amazing progress. We welcomed new staff and new Board Members, engaged in new initiatives, and continued to build new partnerships that will have lasting impact for our communities.

We are ecstatic to be working with a wide range of dedicated volunteers, committed donors and community partners believing in our mission to resolve conflicts, improve relationships and strengthen communities. In 2019, our focus on peace and access to justice led us to collaborate with several organizations to ensure individuals had access to mediated services and training.

Our efforts helped 242 families receive mediation services, 111 individuals and businesses to work toward resolution, and our training initiatives allowed 24 individuals to experience the reward of learning the mediation process.

We enjoyed working with our community through Power Mondays PeaceTalk. We were able to provide needed communication skills to individuals in both Lexington and Richland County. We were honored to share with several community organizations the work of MMC and our goals to assist our communities in creative ways to connect, communicate and have constructive conversations.

We celebrate the “On The Table” initiative that allowed us the opportunity to host five tables to meet our neighbors and our community leaders.

We acknowledge the ability to secure dedicated and committed volunteers is often extremely difficult, therefore, we appreciate each volunteer. Their selfless commitment makes MMC stronger than ever. Our volunteers logged over 700 hours of service;

Our organization is grateful for the support of Richland County, Lexington County, and the South Carolina Bar for their continuous support. We celebrate the amazing generosity of our donors. Our Board of Directors helped to secure a new Executive Director and assisted greatly during the transition; our staff worked to increase our donor base and maintain our scheduling during our leadership transition.

The question was asked, “Are we changing MMC or are we enhancing the services offered?” We are enhancing the services offered by MMC. We want to ensure that the work of MMC reaches beyond conflict resolution to community engagement. We are a Community Mediation Center located in the Midlands of South Carolina. We want to ensure that individuals have access to mediation and learn skills to increase their individual capacity to manage conflict in creative and constructive ways.

Our commitment to equity demands that we serve all communities. We are intentional to build strong communities through conversations and collaboration. Our vision is to create a Community In Harmony.

Organization Leadership

Midlands Mediation Center (MMC) celebrates the commitment of the Board of Directors to the mission, vision and values of the organization. We appreciate their dedication to promote the work.



Shawn Reeves J.D.

Assistant General Counsel with the South Carolina Department of Social Services, a Certified Family Court mediator



Kay Taylor Hightower Esq.

Manager Supportive Services for Lieutenant Governor's Office on Aging, Manager Elder-Care Trust Fund



Pat Forbis M.B.A., J.D.

Family Attorney, Business Consultant, Certified Family and Civil Mediator



Lee Ann Wooten J.D.

General Counsel for the S. C. Human Affairs Commission



Sandra Francis M.A.

Former Executive Director, MMC; a business analyst, trainer, manager and independent consultant



Gina F. Jones M.A.

HR Specialist at United States Attorney's Office, Conflict Resolution trainer



LaWandra Kelly

Administrator at the State Long Term Care Ombudsman Program, Advocate for seniors and disabled citizens



S. Malik Whitaker J.D.

Director of Policy & Continuous Quality Improvement for Child Welfare Services at the South Carolina Department of Social Services



L. David Condon J.D.

Independent Consultant, Certified Civil Mediator, specialize risk management, strategic planning, communications, and leadership development

Office Staff

Kabrina Bass

Executive Director

Linda Perkins

Office Manager

Lee Morriss

Development Manager

Synaya Jones

Program Manager

Donors and Contributors

We have many ways to support the Midlands Mediation Center in addition to being a volunteer. We hold an annual friend-raising luncheon, encourage Multi-Year Giving Society memberships, and participate in Giving Tuesday Online giving after Thanksgiving and Central Carolina Community Foundation's MIDLANDSGIVES Online event in May.

We are grateful for all the financial support that enables our mission-related work.

Donations may be made anytime through our website.

GRANTS (and programs they support)

Richland County Grant
Program and Operating Funds

St. Martin's-in-the-Fields-Foundation
Mediation services for women with low incomes

Central Carolina Community Foundation
Power Mondays Peace Talks

National Association For Community Mediation
Community Listening Session

Spring Valley Rotary Club
Mediation Services for low-income self-represented clients

Joel A Smith III
Training Scholarships



CENTRAL CAROLINA
Community
Foundation



Rotary



Club of
Spring Valley

MULTI-YEAR GIVING SOCIETY MEMBERS-are those who have pledged to sponsor 1, 2, or 4 family mediations per year for 3 or 5 years, since the society began in October 2016.

Mary L. Bryan
Maurice and Treva Campbell
Attorney Dennis N. Cannon, Jr.
Francis Family Fund of Central
Carolina Community Foundation
Gladys Coles

Pat Forbis and Joel Duncan
Diane E Frea
Betsy Goodale
Beth Padgett
Kathleen Pavelcak
Cody Smith

Joel A. Smith, III
Eve Moredock Stacey
Karen Tebrich
Loretta Winburn

Northeastern Episcopal District -
AMEZ
Kabrina Bass
Kevin Bass
Vince Bass
Joe E. Benton
Patricia Brandon
Benjamin Bullock
Whitney Catchings
Cindy Coker
Brian A. Comer
L. David Condon
Anne Cox
Jason Craig
Dr. Jacques Day
John and Robin Dean Family Fund
Jennifer Dollar
Jane Drake
Rev. Sandy Drayton
Brian Dumas
Christine Eubanks
Steve and Sandra Francis

Reverend Norvel Goff
Mrs. Anna Marie Goff
Heather Heckman
Alicia Higgins
Kay Hightower
Edwina Johnson
Synaya Jones
Jannita Kegler
Shayne Kinloch
Dan Koon
Kimberly Love
Macon East District AMEC, Inc.
Ken and Foster Mathews
Anita McCarthy
Walton J. McLeod, III
Hayes Mizell
Bonnie Montgomery
Lee Morriss
Ed Mullins
Karen Oliver
Bruce and Dianne Parker

Mimi Parrott
Linda Perkins
Kathleen Pierce
Dr. Martin Luther Quick
Lee Ann Wooten Rice
Ricquia Ross
James A. Rumph
Enid Santiago
Renee Beth Singletary
Reverend Betram E. Smith
Deb Stirling
Brian Swinton
Dr. Ivory T. Thigpen II
Dr. James Thomas
Karen Thompson
Ron Thompson
Robin Tidwell
Ernest Csiszar and JoAnn Turnquist
Stephanie Vokral
Henry and Allison Wall
Malik Whitaker

Financial Highlights

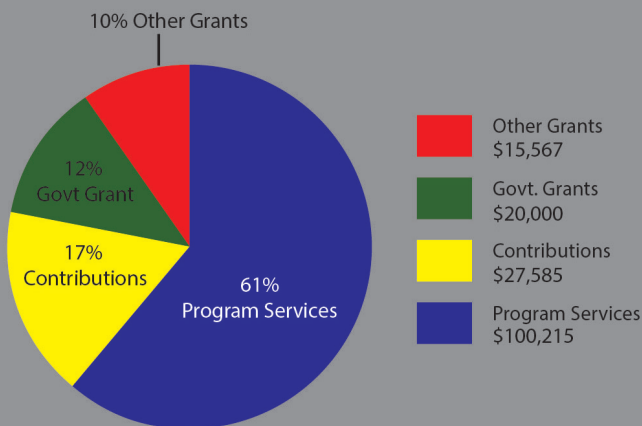
Income	2017	2018	2019
Grants	\$ 43,142	\$ 45,165	\$ 35,567
Fees For Service	\$91,411	\$ 106,633	\$ 100,215
Donations / Contributions	\$ 19,225	\$ 13,090	\$ 27,585

Expenses	2017	2018	2019
Personnel (Salaries, Taxes)	\$ 99,839	\$ 104,198	\$ 110,031
Office Expenses (Insurance, supplies)	\$ 16,943	\$ 18,249	\$ 17,970
Rent	\$ 9,300	\$ 9,300	\$ 9,575
Contracted Services (Accountant, Auditor, Trainers)	\$ 8,151	\$ 14,272	\$ 10,350
Advertising, Promotions and Social Media	\$ 0	\$ 1,600	\$ 732

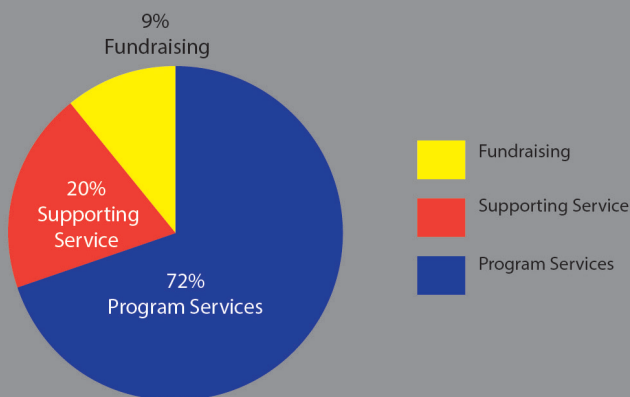
Midlands Mediation Center receives grant funding to support Family Mediation and Community Programming.

Grants	2017	2018	2019
Richland County	\$ 29,182	\$ 29,182	\$ 20,000
SC Bar	\$ 5,000	\$ 5,000	\$ 4,000
Foundations (CCCF, Sisters of Charity)	\$ 3,000	\$ 5,500	\$ 3,455
National Grants (NAFCM, JAMS, AAA/ICRD)	\$ -	\$	\$ 1,200
Community Grants (Rotary, Ecumenical, Private)	\$ 5,960	\$ 5,983	\$ 4,545

Fiscal Year 2018-2019
Income \$161,406



Fiscal Year 2018-2019
Expenses \$153,814



Statement of Financial Position

ASSETS

Assets

Cash	\$ 79,754
Accounts receivable	\$ 21,540
Prepaid expenses	\$ 510
Furniture and equipment, net of accumulated depreciation of \$14,014	\$ 1,867

Total Assets **\$ 103,671**

LIABILITIES AND NET ASSETS

Liabilities

Accounts payable	\$ 2,937
Deferred Revenue	\$ 800
Accrued compensated absences	\$ 1,331

Total Liabilities **\$ 5,068**

Net assets

Without restrictions	\$ 95,298
With restrictions	\$ 3,305
Total Net Assets	<u>\$ 98,603</u>

**Total Liabilities
and net assets** **\$ 103,671**

Previous Reports included "Donated Services" values of volunteer time valued at ~\$106K per year

Our Services

Midlands Mediation Center is a 501(c)(3) Nonprofit providing high quality mediation and dispute resolution services including mediation and conflict resolution/management training for individuals, organizations and businesses.

MMC programs include: Family, Workplace, Real Estate (Landlord Tenant), School, and Community Mediation; Conflict Coaching; individual, group, community, businesses and organizations training and consulting. The family mediation includes programs to address families in transition (e.g., mediation and family group conferences for issues involving parents and youth; custody and divorce; partnership dissolution; and the elderly); The training and consulting services include: mediation introduction, adult mediator training; youth peer-mediation training and school-based program implementation; conflict resolution; meeting facilitation; community peace building; collaboration building for community empowerment; and dealing with differences.



Family Mediation

Family mediation is a way for family members to resolve their disputes in a private confidential setting with the assistance of a neutral third party whose role is to assist the family in reaching an agreement.



Community Mediation

Community mediation offers community members access to mediation services that will help resolve conflicts within their neighborhoods and communities.



Civil Mediation

Contract dispute, debt resolution, or any matter that requires an agreement between multiple parties to secure a resolution.



Community Peace-building

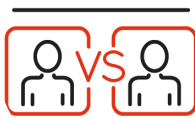
Community Peace-building encompasses diverse practices that bring together youth, adults, governments, organizations and schools to help cultivate peace and healing in communities. Communication is critical to developing peace in communities. We are committed to work with community partners to collaborate to meet people where they are and work with them to increase dialogue between neighbors, families, organizations and businesses. We strive to build community resilience.

MMC offers training in conflict resolution, mediation and facilitation to the public, government agencies, non-profit organizations, businesses and the military on a fee-for-service basis.

Interested in becoming a mediator? Do you desire to improve relationships with a spouse, co-worker, classmate or community leader? Do you find yourself in conflict over what you consider to be petty discussions? Midlands Mediation Center has the answer for you.

We are known for our service as mediators and for providing stellar mediation services; however many individuals, organizations and businesses are unaware of the professional development courses and community trainings we have available. We are delighted to have provided training services to Richland and Lexington County in our monthly Power Monday, Peace Talk Series. Individuals had the opportunity to learn more about communicating effectively, listening actively and balancing their power in conversation. We also provide facilitating training, business meeting protocol, and basic conflict management skills for several organizations in our community.

We believe educating individuals equips and empowers them to resolve their own differences; we further believe that collaboration within the community, law enforce and others increases access to justice and peaceful resolution. We strive to create a community in harmony where through positive conflict management we can build healthy communities, increase our social capital, decrease crime, antisocial behavior and violence, repair harm and restore relationships.



Mediator Training

Introduction to Mediation provides 30 hours of information to individual interested in becoming a community mediator. We also offer continuing education courses for mediators.



Conflict Management

Conflict can be healthy if individuals have the skills and tools to manage it. We provide training in conflict management and coaching.



Professional Training

We provide training to increase communication skills in the workplace and reduce internal / external conflicts. We can tailor your training sessions to meet the needs of your staff.



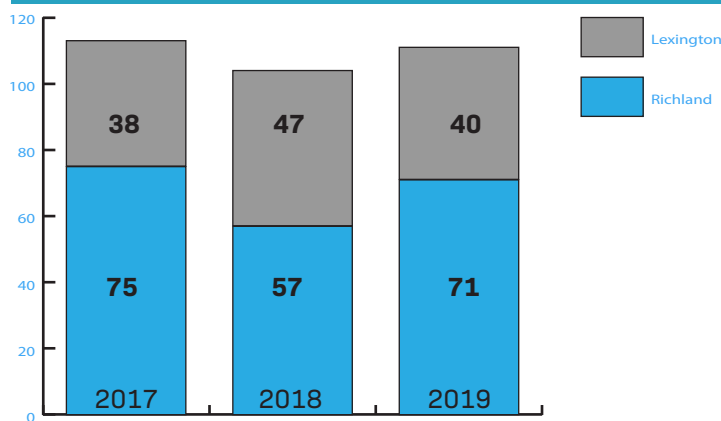
Professional Development Training Available

Conflict is everywhere. Resolving conflict is not always the end result however learning to manage conflict can create an environment of peace and safety in the workplace, school or home. Individuals who understand the importance of embracing conflict have a better understanding, develop stronger relationships, and experience personal and professional success. We provide courses to assist individuals to address difficult encounters with diplomacy, tact, and credibility.

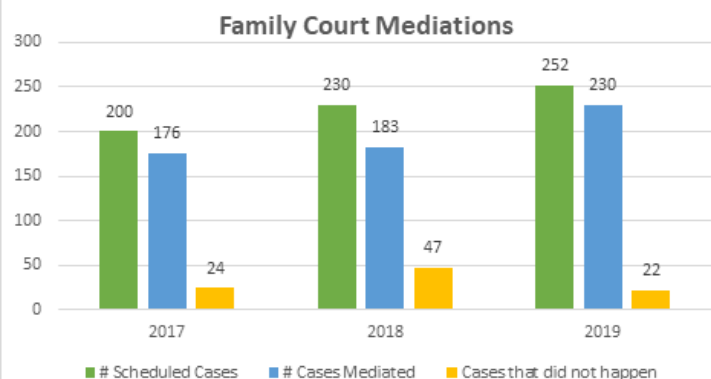
Statistics

Self-Represented Litigants(SLR) continues to increase year to year. SLR are individuals who do not have an attorney to represent their case.	FY 2017	FY2018	FY2019
#Of Self-Represented Plaintiffs	16	24	31
#Of Self-Represented Defendants	77	121	116
#Of all clients who were Self-Represented	93 of 404 (23%)	145 of 460 (32%)	147 of 504 (29%)
#Of cases that had at least one Self-Represented party	85 (42%)	128 (56%)	124 (49%)
#Of cases where both parties were Self-Represented	8	17	23

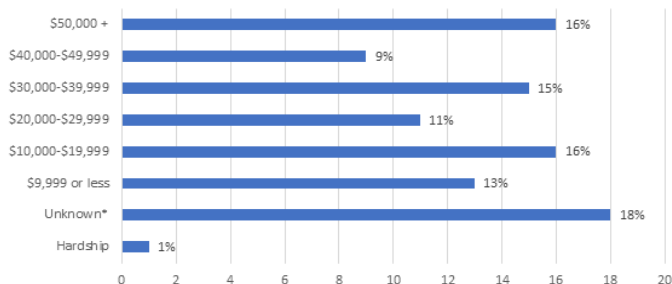
111 Civil Magistrate Mediation



252 Family Mediations



FY2019
% of Family Court Clients
by Gross Annual Income



How MMC Provides A Sliding Scale Fee

Three elements allows us to provide the sliding scale fee, the many volunteer mediators, grants and contributions. The sliding scale fee makes access to mediation attainable. Over 40% of our clients income is less than \$30,000 per year.

The South Carolina average for mediation service is \$175.00 per hour, we provide mediation services to low and medium income families as low as \$20 per hour based on individual income less than \$10k per year.

Volunteers

Jonathan Artz

Russell Brown

Mary Bryan

Samuel Brunson

Blakely Cahoon

Maurice Campbell

Maris Cannon

Mathias Chaplin

Gladys Coles

Brian Comer

L. David Condon

Virginia Crocker

Latonya Dilligard Edwards

Brian Dumas

Pat Forbis

Sharon Greene

April Gremillion

Alicia Higgins

Stephen Hucks

Pat Hudson

Catherine Johnson

Ann Keisler

Everett Kendall

Bill Latham

Wendy Levine

Peter Lind

Kim Love

Cooper Lynn

Robert Masella

Anita McCarthy

Charles McLaurin

John Meyers

Dwight Mosby

Ed Mullins

Felicia Robinson

Robin Rosenthal

Kevin Sandifer

Renee Beth Singletary

Deb Stirling

Caroline Streater

Jim Swick

Melinda Taylor

Robin Tidwell

The lifeline of our organization is the dedication and commitment of volunteers! We appreciate every volunteer for their exceptional support.

- ✓✓ 100% of our mediators are volunteers
- ✓✓ 69% of Civil Mediators are attorneys
95% of Family Mediators are attorneys
- ✓✓ We celebrate 6 new Civil Mediators
and 2 new Family Mediators
- ✓✓ Twenty individuals completed the 20-hour
Introduction to Mediation Course
- ✓✓ Over 20 mediators mediated more than 12
cases this year.

**823 Volunteer
Hours
Of Mediation
Service Provided**

Physical Address

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Web Address

midlandsmediation.org

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