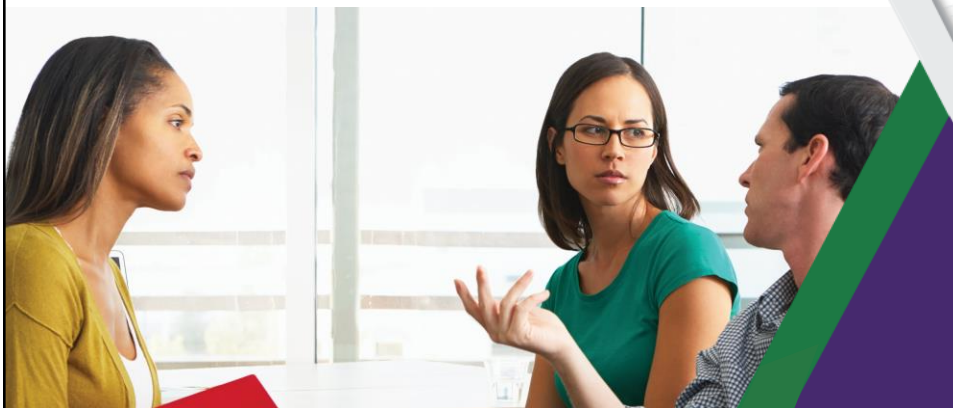




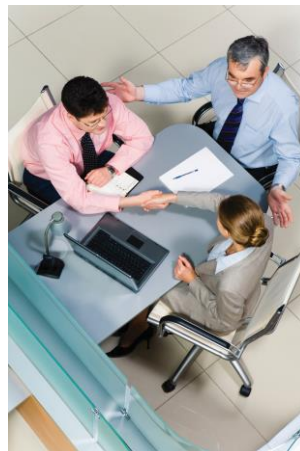
CHARLOTTE-MECKLENBURG
COMMUNITY RELATIONS

Dispute Settlement Program
An Alternative to Court



Dispute Settlement Program (DSP)

- Since 1983, DSP has been providing mediation and conciliation services for the residents of Charlotte-Mecklenburg for the following types of cases:
 - Landlord tenant
 - Neighbor Disputes
 - Misdemeanor criminal complaints via Private Warrant Court
 - 50-C No Contact Orders
 - Medicaid Appeals
 - Consumer Merchant Issues
 - School Issues/Truancy
 - Employer/Employee Relations
 - Self – Referrals (civic organizations, churches, roommates, etc.)
- DSP **DOES NOT** handle cases involving Separation or Divorce, Child Custody, Felony Offenses or Domestic Violence



Case Referral Sources

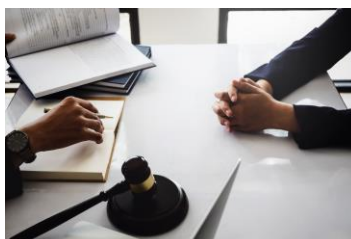
- DSP receives approximately 1,600 – 2,000 referrals per year from the following partners:
 - District Court Judges
 - District Attorney's Office
 - Public Defender's Office
 - Magistrates Office
 - Local Attorneys
 - Landlords and/or Tenants
 - Home Owner Associations
 - Charlotte-Mecklenburg Police Department
 - Charlotte Mecklenburg Schools
 - INLIVIAN (formerly Charlotte Housing Authority)
 - Office of Administrative Hearings
 - City and County Human Resources
 - Residents of Charlotte-Mecklenburg



Addressing Court Backlog

The Community Relations Dispute Settlement Program is prepared to assist the court in handling the following types of cases:

- Landlord Tenant Cases that have not yet entered the court system
- Summary Ejectment Landlord Tenant matters that have been filed in court (moving 7 day turn-around to 60 day turn-around) would allow mediation to be a viable option in these cases
- Small Claims Cases filed for Money Owed
- Miscellaneous conflicts such as employer employee disputes, roommate issues, HOA complaints, neighbor concerns



Mediation Plans

Volunteer Mediators

35

- Prepared to provide sessions starting June 1


15

- Committed to assist the program over the summer as schedules allow

3

- Willing to provide in-person mediations while following social distancing guidelines

DSP will continue connecting with mediators to seek additional assistance during this time.


5

Mediation Projections

Conservative Estimates

20 Mediators =
60 cases per
day (M-F)

300 mediated
cases per week

600+ clients
served


Virtual Mediations

90 minute time slots (1 hour mediation + 30 minute buffer if case runs over)

In-person Mediations

2 hour time slots (1 hour mediation + 30 minute buffer if case runs over + 30 minutes for cleansing and sanitizing efforts)

DSP staff will monitor schedule and anticipates change in projections as COVID-19 restrictions lift.


6

3

Utilized Platforms

To provide virtual options for mediation, the DSP team has:

- Established secure conference lines for each staff member
- Developed a list of available conference lines and codes for volunteer mediators to host confidential calls
- Assigned WebEx host capabilities to three staff, allowing them to schedule and kickoff calls for volunteer mediators
- Assigned a staff liaison to volunteer mediators for technical support



Reporting Structure

- DSP statistics on the number of:
 - Mediation referrals received/completed
 - Clients served
 - Landlord tenant calls received
 - Cases received prior to court involvement/after court filings
- Data will be provided to the Court as has been requested
- Any case that is referred to our program in error will be forwarded to:
 - Legal Aid
 - Crisis Assistance
 - Proposed Hotline being created to handle Summary Ejectment Appeals and Arbitration cases



Next Steps

- DSP to create flyer for Clerk's office court notifications, distributed next week
- DSP is compiling a resource sheet for its mediators to use when needed
- Community Relations has completed a When You Rent book that will be available electronically to the public, partner agencies and our mediators
- DSP will work with Clerk's office to develop a case referral and completion paperwork process
- Additional training provided to our office through Legal Aid on COVID-19 issues

