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I. INTRODUCTION

The Office of Alternative Dispute Resolution Programs (OADR) provides all Community Dispute Resolution Centers (CDRCs) partners with a statewide database (SWD) to use as both a case management tool and a vehicle for data reporting. The system also allows CDRCs to track the progress of cases from intake to disposition, to record contacts with parties, to record case notes and to generate correspondence. It also provides functionality to generate reports for CDRCs to use data-driven approaches to overseeing the effectiveness of services and for CDRCs to report on their work to local referral sources.

OADR receives regular automated data transfers from local databases that it uses to generate reports needed to meet statutory reporting requirements and program monitoring functions. In order to maintain confidentiality, OADR does not receive any identifying information about participants.

The instructions provided in this chapter provide guidance on when case information should be reported and what information is (and is not) required, as well as definitions of the various categories used in reporting case information. The goal of the chapter is for all CDRCs to enter case information in a consistent manner statewide.

II. CASE REPORTING

A case must be opened in the SWD whenever a party contacts a CDRC to inquire about DR services or a referral source refers parties for services. Cases should be entered and data submitted for all program components that are included in the overall ADR program as described in Appendix E of agency's contract(s) with UCS.

Programs should promptly enter information and close cases in the SWD. At minimum, all cases closed in a given month should be entered and closed in the SWD within 15 days following the end of the month.

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III. REQUIRED FIELDS

Below in Section IV is a list of the required fields that are included in the automated transfer to OADR. A listing of the tables that are the basis of the drop-down selections in the SWD along with the codes and definitions of the categories is included as an appendix to this section. These codes are statewide standards and the selections cannot be added to or changed without consulting with OADR. Please discuss new situations with ADR staff so that the need for new categories can be evaluated

OADR recognizes that the categories may not perfectly reflect the work of the CDRCs. These categories have developed over the course of many years. When choosing categories within a field, staff should use their judgment and try to find a category that best describes the particular case. From time to time OADR will add categories or otherwise adapt reporting criteria to reflect new initiatives. It is important that program management promptly implement updates that are promulgated.

IV. REQUIRED INFORMATION TRANSMITTED TO OADR

A. Case ID- primary

The SWD assigns a case number to each case. Note that if a case is deleted, or if there is a problem entering a case, that Case ID will be lost. For this reason, the Case ID should not be thought of as a count, but rather as an address. A database system allows for exact counting of cases using querying and reporting mechanisms.

B. Date Initiated

The Date Initiated, sometimes referred to as the intake date, is the date on which one of the parties to a dispute first contacts the CDRC to request services, or when a referral is received. Note that the SWD will default to the current date. This date can and should be changed if cases are entered after completion to reflect the actual intake date.

C. Date Closed

Record the final day of the program's involvement in the case (except for follow-up).

A case with multiple sessions does not close after a single session, but is instead kept open and counted as one case when the same or similar issues are discussed in more than one session and, at the conclusion of each session, the parties schedule another session. For a case that receives services, the Date Closed will often be date of the final dispute resolution session.

D. Referred by

Select the person, institution, or source of information that directed the initiating party to the CDRC. OADR maintains a list of values for referral sources, but CDRCs may create a more specific values under the headings established by OADR. For instance, "Family

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Court” is the statewide value, and CDRCs may create specific local values for referring family court Judges by adding “Judge Smith.”

CDRCs should make an effort to limit the use of “Other” as a type and should direct questions to OADR is “Other” is regularly selected. If “Other” is the appropriate type, complete the filed entitled “Other” to briefly describe the type of case.

E. County

Select the county with the most relevance to the dispute. Consider, in order of priority:

- (1) Location of referring court or other referral source
- (2) Location of court or agency where the dispute would otherwise be addressed
- (3) Primary residence of the involved parties
- (4) Location of the dispute.

F. Relationship

Choose the category that best describes the relationship between the primary parties.

G. Types

The type field describes the main topic of the dispute. A definition of types is included at the end of this chapter. CDRCs should make an effort to limit the use of “Other” as a type and should direct questions to OADR is “Other” is regularly selected. If “Other” is the appropriate type, complete the filed entitled “If other, what type” to briefly describe the type of case.

H. Nature

This field provides a more specific categorization than type. For example, a case could have the Type “small claim” and the nature “breach of contract”. Choose the field that best describes the nature of the primary issue. Note that only relevant natures are available for selection once a case type has been selected.

I. Process

This is the dispute resolution process utilized to assist parties with their dispute. Select the last process initiated. See process definitions at the end of this chapter.

J. Outcome

This is the primary outcome of the case. Note that only relevant outcomes are available for selection once a process has been selected. See outcome definitions at the end of this chapter.

K. NYC Criminal Code

This field is required only for NYC CDRCs in order to facilitate their reporting to the Mayor’s Office of Criminal Justice.

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L. Individuals Served

The total number of parties, any other principals, session participants, and any other individuals directly involved in the dispute (personally or professionally), or directly affected by the outcome should be included in this field. This includes children who are the subject matter of a dispute as well as professionals who were involved in the dispute, such as attorneys and social workers. This does not include interpreters.

M. Children Served

Count of the number of people under the age of 18 who were served.

N. Amount of Money Agreed To / Awarded

If the dispute involved a monetary settlement or award, include the amount. Include all cases even if it is an arbitration award.

O. NYSAMP

If a case qualifies as a Community Agricultural Mediation case under the New York State Agricultural Mediation Program, select among the options. All cases default as not qualifying. Please contact NYSDRA with any questions about eligibility.

P. Referred for Other Services

When one or more parties are referred for other/additional services, staff should indicate that in this field. This includes situations where a case is screened inappropriate and a party is referred for alternative services as well as situations in which dispute resolution services are provided, and the CDRC provides a referral for additional services. If a case has been referred to a CDRC by a court or other referral source, do not use this field to indicate that the case was returned back to the referral source if dispute resolution services were not provided.

Q. Screened Inappropriate Reason

If a case is determined to be inappropriate for services, please indicate the reason it was screened inappropriate.

R. Number of Sessions

Enter the number of dispute resolution sessions (not including intake and case management) that were actually held. In the case of a Conciliation process, the number of sessions is always one.

S. Duration of Sessions

Enter the total duration of all dispute resolution sessions (not including intake and case management) for each case, calculated in minutes.

T. Mediator(s)

Select the neutral(s) that provided service in this case.

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Neutrals must be entered into the SWD and have been assigned a unique Registration ID by OADR before they can be credited with service on a particular case. For more information about mediator Registration IDs, see section V.

U. Party Information

Please note: The SWD does not transmit to OADR parties' names, addresses or other information that identifies individual parties.

The SWD allows staff to enter information for an unlimited number of parties to a case. Even if this category doesn't seem to fit, each case must have at least one party identified as "Initiating Party"

CDRCs are required to inquire about and collect demographic information from parties they contact. All parties should be asked, they are not required to provide this information. Parties should be informed that the information will not be attached to their name and that it will be used only for statistical purposes to support future funding and program development. Demographic data includes the following fields: Primary Language, Date of Birth (can be listed as year of birth), Race, Sex, Educational Attainment, Employment, and Household Income. Information should only be acquired by a party's verbal or written self-reporting. Information should NOT be collected based solely upon observations made by person collecting the information.

V. MEDIATOR AND STAFF ID CODES

All Staff and volunteers are required to have a Registration ID in order to be entered into the system and attached to a case.

A. Mediator Registration IDs

In order to enter a mediator into the SWD, they must be assigned a unique Registration ID by OADR. CDRCs must request a number by submitting the mediator's name, year of birth, town/city of residence, and zip code. CDRCs may request a registration ID at the beginning of a mediator's apprenticeship or at the date of certification.

B. Staff Codes

All staff members and volunteers utilizing the database should be entered into the database. For those who are not also certified as mediators and possess a Registration ID, please use the following codes in their required Registration Id field:

- (a) Staff = STA
- (b) Interns = INT
- (c) Interpreters = ITP
- (d) Volunteer = VOL

VI. MEDIATOR CONTINUING EDUCATION

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All CDRCs are required to enter mediator continuing education events hosted by their organization in the SWD. Additionally, CDRCs may track other continuing education activities, such as conferences and continuing education events hosted by other organizations, attended by their staff and mediators. Directions are included at the end of this chapter.

VII. DATABASE ADMINISTRATION

All CDRCs are required to designate at least one staff member to be a database administrator, or “Super-User,” to be responsible for the following functions:

- A. Review these instructions periodically with existing staff and train new staff in the interpretation of the categories. It is important that staff consult the manual and ask questions when they are uncertain. This will ensure that case data is reported consistently statewide.
- B. Provide user support and training to staff at their CDRCs and oversee the entry of new staff members in the SWD.
- C. Maintain system security by developing and implementing local policies that require regular user password changes and the deactivation of user logins for staff, interns, and other users who are no longer affiliated with the CDRC.
- D. Oversee the entry of mediators and the request of new Registration IDs.
- E. Ensure data-integrity and the consistency of data entry practices according to standards outlined in this chapter, and local conventions (if necessary). Data reviews should occur at least on a quarterly basis.

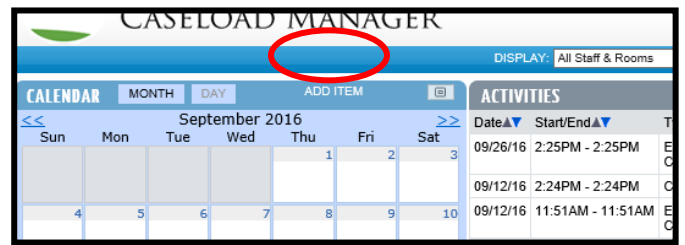
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CASELOAD MANAGER DATA ENTRY APPENDIX

The following pages sketch out methods for data entry for cases and continuing education.

Entering Continuing Education in CLM

1. Entering trainings to credit to mediators
 1. In the Calendar area on the main screen, click **<ADD ITEM>**
 2. A new window **<Add Calendar Item>** will pop up
 3. Fill in:
 - i. **<Date>** of CME event
 - ii. **<Time>** of CME event
 - iii. **<Total Time>** of CME event
 4. For the drop down menu **<Type>**, select "Continuing Education Training"
 5. In the list of people in the **<Staff>** menu, select event attendees.
 - i. Hold the Ctrl button to make multiple selections.
 - ii. Note: You will be able to return to this record to add/remove attendees.
 6. *Optional*: select an item from the **<Room & Resources>** list.
 7. For the drop down menu **<Status>**, select "Completed" when event has past.
 8. *Optional*: enter comments in **<Notes>** field.
 9. Enter title of event in **<Training Name>** field.
 10. Enter name of trainer/presenter in **<Trainer>** field.
 11. Enter duration of event in **<Training Duration (Hours)>**.
 12. Click **<Save>**
 13. On the main screen, the event will appear as an item on the Calendar.
 - i. You can click on this item in the date box to review/edit the event.



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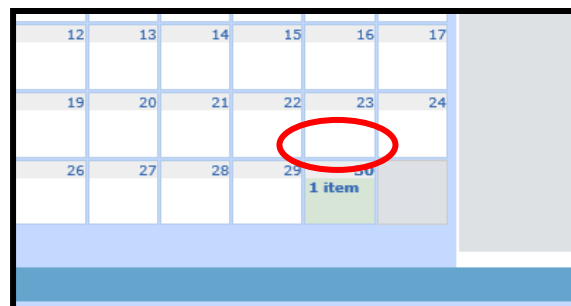
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appear as an item on the



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Case Type	When to Apply
ACCESS-VR	ONLY for ALL cases involving or referred by a vocational rehabilitation program administered by NYSDRA . Includes VESID.
Child Permanency	Matters in which a Family Court petition involving child protective or permanency planning issues has been filed and the matter has been referred by the court.
Civil - Housing	<p>Disputes involving housing and real property issues that have or could result in the filing of an action in any court with jurisdiction over such issues. This includes:</p> <ul style="list-style-type: none"> • ALL cases that are active in housing court; • ALL cases referred by a housing authority; • ALL cases between a present landlord and tenant where the principal dispute concerns matters of tenancy (evictions, repairs,...); <ul style="list-style-type: none"> ○ All security deposit cases involving past L/T go to Small Claims. • ALL cases between present roommates where the principal dispute concerns a matter of co-habitation; or • ALL cases between neighbors where the principal dispute concerns a matter of proximity or shared property. <p>NOTE: Roommate/Neighbor disputes often involve incidents that could be categorized as Misdemeanor or Violation. In these instances, please use the other category.</p>
Civil - Large Claim	Disputes that have resulted or could result in the filing of an action for the recovery of money or personal property where the amount sought to be recovered or the value of the property exceeds the monetary jurisdiction of the small claims part of the court.
Civil - Mobile Home	Matters involving manufactured housing that are the subject of or that would otherwise be the subject of an administrative hearing at the NYS Department of Housing and Community Renewal, and was referred pursuant to a program administered by NYSDRA .
Civil - Small Claim	Disputes that have resulted or could result in the filing of a small claim action. This category should be used for any dispute that involves money or property valued within the monetary jurisdiction of the small claims part of the court (up to \$5,000, amount depends on jurisdiction) regardless of whether a claim has actually been filed.
Early Intervention	ONLY for ALL cases served as part of the Early Intervention Mediation Program administered by NYSDRA .
Felony	ONLY for ALL cases in which the parties were involved in or affected by

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Case Type	When to Apply
	<p>an incident in which at least one party was charged with a felony, and the incident is the basis for the referral.</p> <p>NOTE: Only certain felony offenses can be handled by CDRC programs. Please refer to the Program Manual.</p>
Guardianship	<p>For ALL cases in which:</p> <ul style="list-style-type: none"> • the guardianship and care of an alleged incapacitated person is a principal issue. (Article 81) • residence, caregiving and decision making for an individual are the primary matters of concern, regardless of whether the matter is in court. <p>NOTE: This category supersedes Probate/Estate</p>
Juvenile Delinquency	<p>Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court Juvenile Delinquency action. This includes matters that might otherwise be defined as JD but are in a diversion program.</p> <p style="padding-left: 40px;">The Family Court Act defines a "Juvenile Delinquent" as a person over seven and less than sixteen years of age, who has committed an act that would constitute a crime if committed by an adult.</p>
Lemon Law	<p>ONLY for ALL cases served as part of the Lemon Law Arbitration Program administered by NYSDRA.</p>
Matrimonial	<p>Matters in which a Supreme Court divorce action has been filed or other matters involving issues related to the dissolution of a marriage. If the only issues addressed in mediation are related to the parenting of children or child support, use the Parenting Issues category.</p>
Misdemeanor or Violation	<p>Disputes that have resulted or could result in the filing of a complaint alleging an act that could be categorized as a violation or a misdemeanor (i.e. an offense, other than a traffic infraction, for which a jail sentence in excess of one year cannot be imposed). Examples:</p> <p style="padding-left: 40px;">Assault, Bad checks, Disorderly conduct, Drug possession, Fraud, Harassment, Hazing, Loitering, Menacing, Sexual Misconduct, Theft, Trespass, Vandalism...</p> <p>NOTE: This category supersedes Civil – Housing, Civil - Large Claim, and Civil - Small Claim.</p>
Other	<p>Any matter not fitting one of the other categories.</p> <p>If you are using this case type often for a particular referral, call UCS.</p>

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Case Type	When to Apply
Parenting Issues (Custody/Visitation/Support)	Matters in which a Family Court or Supreme Court petition for Custody, Visitation or Support has been filed or that might otherwise result in such a petition being filed.
PINS / Pre-PINS	<p>Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court petition seeking to designate a party as a "person in need of supervision". This includes matters that might otherwise be defined as PINS but are in a diversion program.</p> <p style="padding-left: 40px;">The Family Court Act defines a "person in need of supervision" as a person under 18 who unlawfully possesses marijuana or is habitually truant, incorrigible, ungovernable or habitually disobedient, and beyond the lawful control of a parent or other person legally responsible for such child's care.</p> <p>This includes ANY parent/child mediation</p>
Probate/Estate	<p>ALL cases that are active in Surrogate's Court.</p> <p>ALL cases where any of these issues are the sole principal matter of concern:</p> <ul style="list-style-type: none"> ○ Estate Planning ○ Distribution of a decedent's estate
Public Benefits	<p>ALL cases in which the qualification for or receipt of public benefits is the principal matter of concern. Examples:</p> <p style="padding-left: 40px;">DSS conciliations; housing benefits; unemployment claims; Fair Hearings</p>
Special Education	ONLY for ALL cases served as part of the Special Education Mediation Program administered by NYSDRA .
Youth	ANY dispute involving youth that doesn't fit into one of the above categories. Does not need to be exclusively youth who are involved.

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Intake Services	
<p>Intake Services occur at the first instance that a referral is received. It refers to all work performed on a case leading up to at least one party in the case expressing a willingness to participate in a dispute resolution (DR) process.</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> → Receipt of referral for a case → Speaking with a potential client about DR services → Leaving a voicemail for a potential client → Sending a letter or email to potential client 	
Outcome	Outcome Description
Unable to contact Initiating Party or Parties	No initial contact with Complainant was established. (3rd-party referral)
Unable to contact Responding Party or parties	No initial contact with Respondent was established.
Unable to contact both parties (replaced outreach attempted no contact)	No initial contact with either party was established.
Initiating Party or Parties Declined	Complainant declines to participate in a DR process.
Responding Party or Parties Declined	Respondent declines to participate in a DR process.
Both Parties Declined*	All prospective parties decline to participate in a DR process.
Initiating Party or Parties Failed to Show	An intake session was scheduled, or DR session was scheduled by referral source, but Complainant did not appear.
Responding Party or Parties Failed to Show	An intake session was scheduled, or DR session was scheduled by referral source, but Respondant did not appear.
Both Failed to Show	An intake session was scheduled, or DR session was scheduled by referral source, but the parties did not appear.
Screened Inappropriate	Determined inappropriate at initial screening, referred to other resources.
Resolved Outside of Program Intervention	During Intake Services, staff learns that matter was resolved.
Other	Any disposition occurring during Intake Services and not fitting one of the categories above.

*to be added to Caseload Manager

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Case Management

Case Management Services begin when at least one party in a case has agreed to participate in a DR process. For the purposes of selecting a process in CLM, case management services end when at least one of the parties has participated in a DR Process.

Examples:

- Obtaining the consent of each potential party on a case
- Preparing parties for mediation
- Screening for appropriateness
- Scheduling a DR session
- Assigning case to a DR practitioner
- Confirming session appointment with parties

Outcome	Outcome Guidelines
Initiating Party or Parties Declined	The complainant agrees to participate in a DR process, but subsequently declines.
Responding Party or Parties Declined	The respondent agrees to participate in a DR process, but subsequently declines.
Both Declined	Both parties initially agree to participate in a DR process, but then subsequently decline.
Initiating Party or Parties Failed to Show	A DR session is scheduled but the Complainant did not appear.
Responding Party or Parties Failed to Show	A DR session is scheduled but the Respondent did not appear.
Both failed to Show	A DR session is scheduled but neither party appeared.
Screened Inappropriate	Determined inappropriate during Case Management process, referred to other resources.
Resolved outside of program intervention	During Case Management Services, staff learns that matter was resolved.
Unable to contact Initiating Party or Parties	After at least one party agreed to services, no contact with complainant was made.
Unable to contact Responding Party or parties	After at least one party agreed to services, no contact with respondent was made.
Unable to contact both parties	After at least one party agreed to services, no contact with either side was made.
Other	Any disposition occurring during Case Management Services and not fitting one of the categories above.

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ARBITRATION

Compulsory Arbitration is a non-binding, adversarial dispute resolution process in which one or more arbitrators hear arguments, weigh evidence and issue a non-binding judgment on the merits after an expedited hearing. The arbitrator's decision addresses only the disputed legal issues and applies legal standards. Either party may reject the ruling and request a trial de novo in court.

Voluntary Arbitration is a binding, adversarial dispute resolution process in which the disputing clients choose one or more arbitrators to hear their dispute and to render a final decision or award after an expedited hearing.

CONCILIATION

Conciliation is a process through which clients resolve a dispute, with the assistance of an intermediary, without meeting face-to-face or at the same time. Neutral conducts the process through standalone communications with each party; parties do not interact. [Phone mediations are not conciliations. Neither is caucusing without joint session]. Number of sessions is always 1.

CONFLICT COACHING

Conflict Coaching is a process designed to help clients engage in and manage a dispute or negotiation. In this process, a neutral third party dispute coach (or coaches) works one-on-one with a client to assist the client to accomplish one or more of the following: achieve more clarity about situation, consider options, develop communication and negotiation skills, and/or create an action plan for addressing the situation.

FAIR HEARING

A Fair Hearing is an abbreviated formal process concerning a party's application for public benefits. Cases are heard by a neutral who renders a final decision on an individual's right to services and/or benefits in accordance with the law or regulation and the issue is benefits. Conducted by someone selected by gov't entity. One party is always a government entity such as: DSS, a housing authority, unemployment insurance department.

MEDIATION

Mediation is a confidential, informal process in which a neutral third party supports a conversation between disputants. With the assistance of a mediator, clients identify issues, clarify perceptions and explore options for a mutually acceptable resolution. Although clients are not obligated to reach agreement during mediation, the process frequently concludes with a written or verbal agreement and often improves the clients' relationship. Is distinct from Conciliation in two respects: parties are interacting with one another as a part of the process and/or any caucus sessions are happening in real time. See chart below to distinguish from Settlement Conference

MULTI-PARTY FACILITATION

Facilitation is a process in which an impartial facilitator helps clients to communicate and to constructively organize their discussion. Facilitation may be a public or private process, and it is particularly helpful in meetings involving many participants. What distinguishes facilitation from

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other forms of assisted negotiation, such as mediation, is that the facilitator places little to no emphasis on generating movement or achieving a solution and instead focuses purely on moderating the discussion among the clients.

PEER MEDIATION

Peer Mediation is a mediation conducted as a part of a peer mediation program in a school. In these programs students specially trained in mediation practices serve as the mediator in disputes involving other students. Applies only to programs actively overseen by a CDRC. Applies to processes that are adult supervised or solely peer led.

RESTORATIVE PRACTICE

Restorative Practice refers to two basic types of processes (Responsive and Proactive) featuring cooperative dialogue among stakeholders and rooted in Restorative Justice Theory.

The **Responsive** process is meant to address an incident of harm, or other dispute, in which the group collectively identifies and addresses impact, needs and obligations, in order to heal and put things as right as possible, or to simply create an action plan via consensus. (e.g. victim offender mediation/dialogue, family group and community conferences, re-entry/sentencing/discipline circles...).

Proactive processes are focused on community building and the inclusion of all community members' voices. They are often regularly held.

SETTLEMENT CONFERENCE

A Settlement Conference is a meeting between opposing sides of a lawsuit at which the parties attempt to reach a mutually agreeable resolution of their dispute without having to proceed to a trial. The meeting is facilitated by a neutral who directs the conversation towards a full settlement of the matter. See chart below to distinguish from Mediation

	Mediation	Settlement Conference
Goal	Dialogue, Understanding	Finality, Agreement, Speediness
Context	Any dispute	Lawsuit or other legalistic process
Principal concern	Anything	Money/Property
Scope	Broad	Narrow
Mediator Orientation	More Facilitative	More Directive
Time allotted	1-2+ hours	15-45 minutes
Typical strategies	Reflection; Helping parties understand issues and interests	Focus on BATNA; Suggestions to compromise

OTHER

Any DR process not fitting one of the categories above.

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Outcome	Outcome Description
Arbitration	
Decision Rendered	Arbitrator provided a final decision or recommendation.
Full Agreement	Parties settled all issues during pre-arbitration discussions prompted by the arbitrator, or after the commencement of arbitration, and no final decision was rendered. Can be verbal or written.
Partial Agreement	Parties settled some issues during pre-arbitration discussions prompted by the arbitrator, or after the commencement of arbitration, and no final decision was rendered. Can be verbal or written.
DR Services Initiated-Issues Unamenable	The matter is initially screened appropriate, and arbitration commenced, but it was subsequently determined by the neutral that the matter is unamenable or that issues exist that preclude the matter from continuing in Arbitration.
Other	Any disposition occurring after the commencement of Arbitration and not fitting one of the categories above.
Conciliation	
Full Agreement	Process concluded with (1) All issues resolved or (2) the entire court matter resolved. Can be verbal or written.
Partial Agreement	Process concluded with some agreement on either substantive or procedural matters, but issues remain outstanding. Can be verbal or written.
No Agreement	Process concluded without any agreement.
DR Services Initiated-Issues Unamenable	The matter is initially screened appropriate, and a Conciliation had proceeded but it is subsequently determined by the neutral that the matter is unamenable or that issues exist that preclude the matter from continuing in the DR process.
Other	Any disposition occurring after the commencement of Conciliation and not fitting one of the categories above.
Conflict Coaching	
Coaching Session(s) Completed	At least one coaching session took place.
Other	Any disposition occurring after the commencement of a dispute Coaching session that does not fit one of the categories above.
Fair Hearing	

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Outcome	Outcome Description
Decision Rendered	Judge/Neutral provided a final decision
Full Agreement	Parties settled all issues after the commencement of hearing, and no final decision was rendered
Partial Agreement	Parties settled some issues after the commencement of hearing and no final decision was rendered
DR Services Initiated-Issues Unamenable	The matter is initially screened appropriate, and a Fair Hearing had proceeded but it is subsequently determined by the neutral that the matter is unamenable or that issues exist that preclude the matter from continuing in the DR process.
Other	Any disposition occurring after the commencement of a Fair Hearing that does not fit one of the categories above.
Mediation	
Full Agreement	Session concluded with (1) All issues resolved or (2) the entire court matter resolved. Can be verbal or written.
Partial Agreement	Session concluded with some agreement on either substantive or procedural matters, but issues remain outstanding. Can be verbal or written.
No Agreement	Session concluded without any agreement.
DR Services Initiated-Issues Unamenable	The matter is initially screened appropriate, and a DR process had proceeded but it is subsequently determined solely by the mediator that the matter is unamenable or that issues exist that preclude the matter from continuing in the DR process. If parties decide this, then it's Partial or No Agreement.
Other	Any disposition occurring after the commencement of mediation that does not fit one of the categories above.
Multi-Party Facilitation	
Assessment Completed	Consulted with all relevant parties and a written assessment and recommendations was completed.
Facilitated Session(s) Completed	At least one group session took place.
Other	Any disposition occurring after the commencement of a group session that does not fit one of the categories above.

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Outcome	Outcome Description
Peer Mediation	
Full Agreement	Session concluded with all issues resolved
Partial Agreement	Session concluded with some agreement on either substantive or procedural matters, but issues remain outstanding.
No Agreement	Session concluded without any agreement.
DR Services Initiated- Issues Unamenable	The matter is initially screened appropriate, and a Peer Mediation had proceeded but it is subsequently determined by the neutral or their supervisor that the matter is unamenable or that issues exist that preclude the matter from continuing in the process.
Other	Any disposition occurring after the commencement of a Peer Mediation session and not fitting one of the categories above.
Restorative Practice	
Circle Conducted	A non-responsive circle process was held and completed.
Conference Conducted - No Plan Created	A responsive circle or conference was held and completed, and no agreement or plan was finalized.
Conference Conducted - Plan Created	A responsive circle or conference was held and completed, and an agreement or plan was finalized.
Dialogue Conducted	A Victim/Offender Dialogue was held and completed.
Other	Any disposition occurring after the commencement of a restorative practice and not fitting one of the categories above.
Settlement Conference	
Full Agreement	Session concluded with (1) All issues resolved or (2) the entire court matter resolved. Can be verbal or written.
Partial Agreement	Session concluded with some agreement on either substantive or procedural matters, but issues remain outstanding. Can be verbal or written.
No Agreement	Session concluded without any agreement.
DR Services Initiated- Issues Unamenable	The matter is initially screened appropriate, and a DR process had proceeded but it is subsequently determined by the neutral that the matter is unamenable or that issues exist that preclude the matter from continuing in the Settlement Conference.
Other	Any disposition occurring after the commencement of a Settlement Conference that does not fit one of the categories above.

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