

Highlights

- Community dispute resolution programs have been funded by the state since 1989.
- Public Policy dispute resolution was developed through a national grant program and embraced by the Legislature in the early 1990s.
- Approximately 5,500 neighborhood/community cases are mediated annually, positively impacting over 15,000 Oregonians. 86% of these cases are resolved with a 90% satisfaction rate.
- Between 30 and 50 public policy disputes are addressed collaboratively each year in a neutral forum, helping state and local agencies and the legislature solve what may have been intractable problems with timely, implementable solutions.
- Each year over 8,600 Oregonians receive conflict resolution skills training focused on preventing costly and destructive conflicts in homes, schools, and communities.
- Each year more public bodies and their constituents throughout the state are learning to deal collaboratively with and prevent contentious disputes over public policies and actions.
- Law, graduate, and undergraduate students (at UO, PSU, and SOU) contribute thousands of hours of service annually through experiential learning placements, fulfilling the public service and integrated learning missions of Higher Education while adding value to the state's dispute resolution goals.

For more information, please visit our websites:

Oregon Office for Community Dispute Resolution: adr.uoregon.edu

Oregon Consensus: www.orconsensus.pdx.edu

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Oregon Office for Community Dispute Resolution *and* Oregon Consensus

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Success stories from our programs



The **Oregon Office for Community Dispute Resolution (OOCDR)** and **Oregon Consensus (OC)** are public service programs in the Oregon University System. These programs provide a wide array of dispute resolution services to Oregonians, ranging from the mediation of interpersonal disputes to facilitating complex public policy dialogues.

OOCDR and OC have developed strong collaborative partnerships that enhance effectiveness and build healthy community conflict resolution capacities. Further, robust student engagement opportunities advance the public service mission of both programs.

We are pleased to share the following stories with you.

OOCDR Mediation Stories

Mediation Defuses Bomb Threats

A local mediation program intervened when a high school student admitted to instigating a rash of bomb threats resulting in multiple police and fire department responses and school closures. After learning of the impacts of his actions from the fire chief, and revealing the severe stressors he was experiencing at home and school, the youth expressed remorse for his actions.

The mediation ended with handshakes and deepened understanding on all sides. The youth shared his dream of joining the armed forces and the fire chief encouraged him to apply for a volunteer position with the fire department.

Small Business Owners: Big Hearts

A mediation program was asked to facilitate a community dialogue when a downtown business district, in a cash-strapped city, was experiencing trouble responding to a loss of customer traffic related to homeless individuals camping in front of the businesses. **Skillful meeting facilitation resulted in a unanimous agreement** that met the needs of the business owners without breaking the city's budget, while dealing with the homeless in a humane and compassionate manner.

'Mediation Changed My Life'

An elderly man responded to the threat of litigation by requesting mediation. He and his neighbor were experiencing a conflict over a shared well and driveway. During the mediation, the elderly man revealed that he recently had lost his wife and now was contemplating suicide. Sharing this information added a poignant human element to the conflict. **Agreements were reached and both left feeling satisfied.** The two neighbors sought mediation again when the water line to the shared well broke. Responding to a survey about his mediation experience, the elderly man stated, "Mediation changed my life."

Oregon Consensus Projects

The West Eugene Collaborative: A joint project

After ten years of increasingly polarized public debate, the West Eugene Collaborative (WEC) was formed to work towards agreement on transportation, land use, and natural resource solutions in and around west Eugene. Oregon Consensus and Community Mediation Services facilitated meetings for thirty community members who worked for two years to reach agreement on joint recommendations. **The WEC reached full consensus on a vision for west Eugene that was welcomed by the community** and Eugene City Council. Participants overwhelmingly reported that the WEC agreement addresses key interests and that the process was less costly than alternative approaches.

Affordable Housing Industry Dialogue

The housing industry, affordable housing advocates, and other stakeholders convened to generate ideas for meeting affordable housing needs in Oregon. **Oregon Consensus facilitated discussions culminating in a Memorandum of Understanding** formalizing the group's agreements to oppose a real estate transfer tax and mandatory inclusionary zoning, to collaborate on goals to curb housing costs, and to support legislation related to a document recording fee.

Federal Forestlands Advisory Committee

The Federal Forestland Advisory Committee (FFAC) was appointed by the Board of Forestry to develop a guidance document articulating Oregon's vision for sustainable management of federal forestlands. Oregon Consensus facilitated the FFAC's decision-making process. **As a result, the FFAC produced "Oregon's Vision for Federal Forestlands,"** a document guiding the management of 30 million acres of forestland in Oregon.

