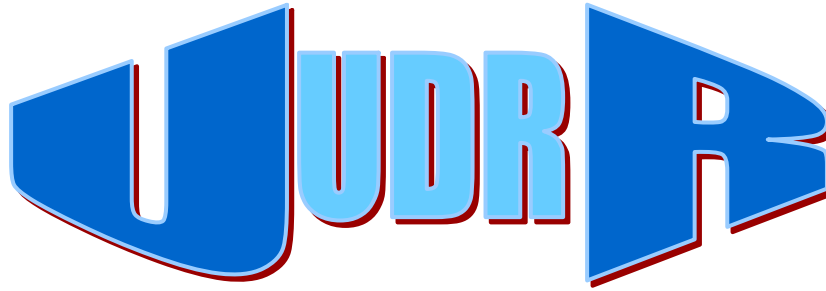




Special points of
interest:



UDR Hosts a Holiday Open House for All of Our Friends

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Another year has come and gone, and with it came the annual Holiday Open House at UDR. It was a pleasure to share time with our colleagues in a social setting, rather than the conflicted situations in which we usually meet as mediators and attorneys.

This year, over 150 people attended the open house. Guests included volunteer mediators, youth peer mediators, attorneys whose clients regularly use UDR's services, court clerks who work with UDR small claims mediation programs, ADR Court employees, administrators and staff from

Horizonte School where UDR oversees conflict resolution education and peer mediation



programs, UDR board members, Ogden advisory committee

members, other employees at the Law and Justice Center, and students from recent UDR training workshops.

We enjoyed the great turn out and hope everyone who came was able to partake of the food, fun, and friends at our celebration. The office staff succeeded once again in planting a small tree on Russ' desk and keeping it there through the night!

We were glad to see those who made it, sad to have missed those who were unable to attend, and hope to see all of you and more new friends next year!

UDR Family Mediator Roster Meeting

Inside this issue:

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To be held on January 17th 2008 from 5:30-7:00 PM at The Law & Justice Center

We would like to extend a very warm thank you to all of our volunteer family mediators! We are very grateful for the opportunity to work with such wonderful individuals!

On January 17, 2008 UDR will host a meeting for all mediators on UDR's **Family Roster**. We strongly encourage everyone on our Family Roster to join us. We will cover our updated fee structure, family mediator responsibilities, general procedures, and best practices. We will also include an open discussion to hear your input on how we can support you better as a family mediator. A light dinner will be served.

Please RSVP via phone: 801-532-4848 or
email: rachelle.geary@utahstatebar.org
no later than **January 10, 2008**

UDR Announces Domestic Mentorship Program



UDR is now offering a Domestic Mentorship program pursuant to the new court requirement for application to the Domestic Roster. Our program not only meets, but exceeds the minimum requirements of the new court rule. UDR mentees will gain experience with case management and intake procedures, have opportunities to observe a variety of family mediators as well as the assigned mentor, and participate in group training sessions with other mentees.

Prior to acceptance, applicants must first qualify on the Court Roster as a basic level mediator and complete a court approved 32-hour domestic mediation training. Priority will be given to those who completed mediation training through UDR.

UDR mentees will:

- Attend an initial mentorship orientation meeting with UDR’s Mentorship Program Director.
- Gain 20 hours experience screening family cases under the tutelage of UDR Case Managers.

- Be matched to a court-qualified UDR Domestic Mentor.
- Attend an initial consultation with the assigned Domestic Mentor.
- Observe four family mediations:
 - Two sessions observing the assigned Domestic Mentor with debrief and
 - Two sessions observing other family mediators on the UDR Family Roster.
- Conduct two sessions co-mediating with the assigned Domestic Mentor and participate in debriefing sessions after each mediation.
- Conduct two sessions solo-mediating with the assigned Domestic Mentor observing and receive feedback after the mediations.
- Prepare one memorandum of understanding and receive feedback from UDR staff.
- Maintain a learning log throughout the duration of the mentorship to establish a self-reflective practice and use as a reference during large group debriefing sessions.
- Participate in two group debriefing sessions and share experiences with other UDR mentees; these sessions will be facilitated by a UDR court-approved Domestic Mentor.
- Meet with the UDR Domestic Mentor for a final review and receive written feedback for the mentorship.
- Attend a final review with the UDR Mentorship Program Director and define an action plan for next steps and ongoing development.

The mentorship cost is \$1,250 if paid in full prior to beginning the mentorship, or \$1,400 if paid in installments. The mentorship could take up to six months to complete, but timing may vary based on case load and scheduling availability.

For more information on the mentorship or for an application, please check our website at www.utahdisputeresolution.org or call our office at (801) 532-4841.

There is no such thing as a worthless conversation, provided you know what to listen for. And questions are the breath of life for a conversation.

--James Nathan Miller

2008 Training Dates and Costs

		APRIL	
JANUARY		1-2	- Conflict Management Training—\$350
	15th	-	DOMESTIC VIOLENCE SCREENING—\$175
	30th	-	BASIC TRAINING REFRESHER—\$175
FEBRUARY		SEPTEMBER	
	7-13	-	BASIC MEDIATION TRAINING—\$800
MARCH		NOVEMBER	
	18th	-	DOMESTIC VIOLENCE SCREENING—\$175
		4-10	- BASIC MEDIATION TRAINING—\$800
		4-10	- BASIC MEDIATION TRAINING—\$800
		12-18	- DOMESTIC MEDIATION TRAINING—\$800

Access more information online at www.utahdisputeresolution.org

UDR Honors our Volunteers of the Year for 2007

UDR acknowledges the many talented mediators who volunteer their time and effort to help members of our community resolve disputes. Every year UDR spotlights a few individuals who have gone "above and beyond" in their volunteer commitment.

This year, UDR presents the 2007 Family Mediator of the Year award to **Meggan Stein**. Meggan has given many hours of her time in the past year conducting over 50 mediations; many of these cases involved multiple sessions. Most of her cases involve families, but when needed, she also helps with community disputes. Meggan provides an important service to UDR's growing Hispanic and Latino clientele by conducting mediations in Spanish as well as in English.

Meggan is always willing to volunteer and looks forward to her mediations. She loves the feeling of helping people resolve differences and sees the process as a learning tool to help disputants become better problem-solvers themselves. She is a great believer in allowing people to resolve differences on their own terms.

Meggan was instrumental in establishing UDR's Youth Program years ago. After obtaining her law degree, she moved to Seattle where she served as the director of the King County Mediation Center. When

she returned to Salt Lake City, UDR welcomed her back with open arms.

Meggan has a cheerful attitude and always has a smile on her face. She is a great listener and is willing to take time to talk with others, in and out of mediation. So we say to Meggan, as she would say to us, "Happy Day!"

The 2007 Community Mediator of the Year award goes to three individuals who have shown outstanding dedication to the field of dispute resolution by mediating court-based and community disputes in UDR programs. Honorees include **Gwen Wawers, Chantel Julander, and Adam Mow**.

Adam Mow has volunteered with UDR since 2005. He is employed as an attorney with Babcock Scott and Babcock. Prior to receiving his law training, Adam worked as an architect with design, project management, and construction administration experience. Last year, Adam mediated 44 small claims and community cases through UDR programs.

Chantel Julander has volunteered with UDR since 2006. She holds a Bachelor's degree in Communication with an emphasis in Public Relations and completed mediation training through Utah Dispute Resolution and Community Dispute Resolution Services. Last year, Chantel

mediated over 30 small claims and community cases through UDR programs.

Gwen Wawers has volunteered with UDR since 2006 after completing her mediation training through the University of Utah certificate program. Gwen is the Director of Imaging at Pioneer Valley Hospital. Last year, Gwen mediated 17 cases through UDR's small claims programs in Salt Lake and West Valley City.

The trustees and staff at Utah Dispute Resolution extend our appreciation to Meggan, Adam, Chantel, and Gwen for their dedication in volunteering time to our community.

Finally, UDR recognizes the efforts of our first panel of youth peer mediators from Horizonte High School who graduated last spring: **Tai Ly, Karla Ortiz, Junior Malama, and Liliana Figueroa**.

Each of these four graduates was instrumental in promoting conflict resolution skills and providing mediation services at local schools in the Salt Lake City School District and for the Salt Lake City Peer Court.

Tai Ly received a special honor for excelling as a peer mediator and showing interest in furthering his dispute resolution skills. UDR is pleased to present Tai with a scholarship to attend Basic Mediation Training. Congratulations, Tai!



Meggan Stein



Adam Mow (right)



Gwen Wawers (left) and Chantel Julander (right)

Community Mediation Fee Policy Update

As you know, UDR follows a volunteer model in providing mediation services to middle- and low-income disputants. Because we rely on the generosity of volunteers, UDR is able to serve a large number of people on a limited budget. Volunteers receive opportunities to gain mediation experience, develop skills, and provide community service. Disputants receive a valuable service, learn new ways to address conflict, and have the opportunity to resolve the dispute in a safe, respectful setting.

Most community mediations at UDR are conducted at no charge

to disputants. Occasionally, however, parties are assessed a fee, which is split between UDR and the mediator. For example, when a dispute involves claims of money owed in excess of \$7,500, UDR charges parties a fee for services.

There has been some confusion among mediators about collecting fees for these community cases. From this point forward, UDR is asking mediators to follow a new procedure for community cases with assessed fees. This procedure will expedite payment to the mediator and avoid the need for UDR to act as intermediary for collections.

When each party pays half the cost, please ask one of the parties make payment directly to you as mediator and ask the other party to make payment directly to UDR. If one party will pay the full cost of the mediation, it would be ideal if that party could write two checks: one to the mediator and another to UDR. However, if the paying party must be invoiced or is only able to write one check, then ask the party to make out the check to UDR, and we will cut a check to the mediator for half the amount.

Thank you for your cooperation in following this new procedure.



Tai Ly and Karla Ortiz

Staff Changes, Introductions, and Welcomes!

UDR has had several staff changes over the last few months. Please join us in welcoming Rachelle Geary, Laura, Sheridan, and McLean Smithson to UDR!

Rachelle Geary joined UDR's staff and took on the role as Office Manager in September. Her mediation experience began in 2004 when she attended the combined Basic and Domestic Mediation Training course. She has since been fortunate enough to take the Basic Mediation Training and Domestic Mediation Training as refreshers. She has a background in coaching sales and communication techniques, so the role as Office Manager is suiting her well. Rachelle looks forward to expanding her knowledge and experience in the mediation field. She also feels grateful to have been given the opportunities that UDR has provided.

Laura Sheridan is our newest addition to the Ogden UDR Office. She is a graduate of Weber State University where she earned a BA in English and Anthropology. Prior to working with UDR, Laura worked at the Utah State Capitol as an intern and also spent time

office as an AmeriCorps volunteer has been an eye-opening experience for Laura. She asks that you call and say 'hi' as she is missing human contact being so far away from her friends in the Salt Lake office.

McLean Smithson works as a part-time Bilingual Case Manager. He looks forward to using the Spanish he learned after spending time in Central America. He is also currently working on his Associates Degree at Salt Lake Community College.

UDR is very pleased to welcome back **Julene Fisher** on a part-time basis to help with the Spanish program and case management. We're excited to have her back in our office after a recent leave of absence.

When you see any of our new staff members, be sure to introduce yourself!



working in Scotland over the summer. Laura is currently studying for another BA in History from Weber State University. Laura is new to the mediation field. She has recently completed both the Basic and Domestic Mediation Trainings and enjoys learning more about the process. Working in the Ogden

Though our communication wanes at times of absence, I'm aware of a strength that emanates in the background.
-- *Claudette Renner*

Resources 'R' Us!

We want to offer all of our wonderful volunteers as many resources as we can. Over the years, UDR has accumulated a collection of books, publications, and training materials!

The books range in topic from negotiation classics such as 'Getting Past No' to resources for those working with teens or seeking to improve listening skills.

We have a collection of magazines and quarterly publications from ADR organizations with interesting articles for mediators.

Over the years we have accumulated a variety of training manuals, both from classes we have offered and others that staff members have attended. These vary from domestic violence

awareness to workplace issues to peer mediation ideas.

These materials are available as reference in our Salt Lake office. Please contact Heather Threlkeld at 532-4841 or heather.threlkeld@utahstatebar.org to arrange a time to come in and browse these materials in our office.



Child Support Changes Confuse

Dear Marvelous Mediator,

I've heard about the changes in child support that will take effect January 1, 2008, but I'm afraid I don't understand them all correctly. Can you help explain these to me?

Confused on
Child Support

Dear Confused,

First off, you're not alone. These new guidelines may be tricky for a lot of us over the next few years. In a nutshell, we will be using two child support obligation tables until 2010, and mediators need to know which table to use when. The good news is: the way we calculate child support remains the same—continue using the same child support worksheets you've been using.

You should use the **new child support table** in these situations: 1) for new child support orders entered for the first time on or after January 1, 2008; or 2) to modify child support orders that were entered for the first time on or after January 1, 2008.

Until 2010, you should use the **old child support table** to modify child support orders that were entered on or before December 31, 2007.

On January 1, 2010, the old child support table will be repealed, and the new table will apply to all situations—new orders and modifications—regardless of the date when the court originally ordered child support.

The new child support table includes monthly income ranges up to \$100,000, far exceeding the old limit of \$10,100 per month in the old table. The new table also includes revised obligation levels that reflect an increase of about 25% from the old table.

So, what does this mean to you, as a mediator? It means you need to know the date when the original

child support order was entered. That information will determine which combined child support obligation table you will use.

The amended law also clarifies the circumstances under which the court will change child support. If a child support order has not been issued or modified within the previous three years, a parent, legal guardian, or the ORS may petition the court to adjust the amount of child support. The court shall change the child support order if the difference between the payor's ordered child support and the payor's recalculated support amount is

Find the tables online!

Old Table (prior to 2008)

[www.utcourts.gov/
resources/forms/
ch_support/78-45-
7.14_1.pdf](http://www.utcourts.gov/resources/forms/ch_support/78-45-7.14_1.pdf)

New Table (2008 and beyond)

[www.utcourts.gov/
resources.forms.ch_supp
ort/78-45-7.14_2.pdf](http://www.utcourts.gov/resources/forms.ch_support/78-45-7.14_2.pdf)

10% or more and not of a temporary nature. The amendment now defines "temporary" to mean a period of time that is less than 12 months in duration.

Further, the court will adjust child support if there has been a substantial change in circumstances. The amended law excludes a change in the base combined child support obligation amount as being a substantial change in circumstances. The law defines "substantial change in circumstance" as: changes 1) in custody; 2) in the relative wealth or assets of the parties; 3) of 30% or more in the income of a parent; 4) in the employment potential and ability of a parent to earn; 5) in the medical needs of

the child; or 6) in the legal responsibilities of either parent for the support of others.

When the court determines that there has been a substantial change in circumstances, and that the difference between the payor's ordered support and the payor's recalculated support amount is 15% or more and not of a temporary nature, then the court shall adjust the child support.

While it may be helpful for mediators to understand the changes that define the court's procedures, these aren't as important to us as the changes that dictate the tables we use in helping people calculate child support. In summary, use the **old table** until January 1, 2010 to modify orders that were entered on or before December 31, 2007. Use the **new table** for new orders entered on or after January 1, 2008 and to modify orders that were entered on or after January 1, 2008. On January 1, 2010, the old table becomes obsolete and only one table will apply to all cases.

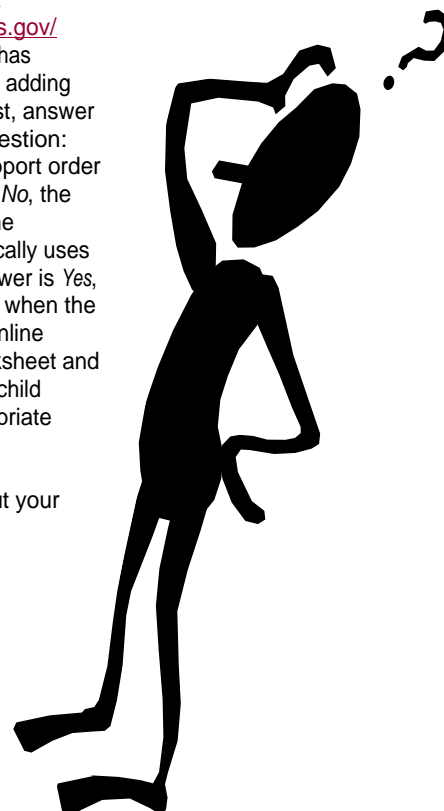
The online child support calculator (www.utcourts.gov/childsupport/calculator) has simplified the process by adding two initial questions. First, answer "Yes" or "No" to the question: Do you have a child support order already? If the answer is *No*, the online program opens the worksheet and automatically uses the new table. If the answer is *Yes*, you must enter the date when the order was issued. The online program opens the worksheet and automatically calculates child support using the appropriate table.

I hope this helps sort out your confusion.

Until next time,

Marvelous Mediator

Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain love for one another.
--Erma Bombeck



Upcoming Training

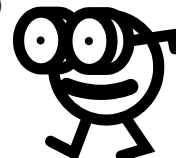
Domestic Violence Awareness & Screening for Mediators

On January 15, 2008, UDR will be hosting a Domestic Violence Awareness Screening workshop at the Law and Justice Center. Advance registration is required and the cost of the class is \$175 which includes lunch, snacks, and materials. 7 hours of CLE credit are available for attorney mediators. Contact Heather for more info! This training will be repeated March 18, 2008.



The Kids' Guide to Working Out Conflicts: How to Keep Cool, Stay Safe, and Get Along. **By Naomi Drew, M.A. Published by Free Spirit Publishing** (Submitted by Heather Threlkeld)

I stumbled upon this book at the SLC Library while looking for Peer Mediation resources. What I found was a practical guide to resolving conflicts for kids and teens that looks at the situations from their point of view and gives some excellent advice.



The program for skill development in this book has eight steps: 1 - Open Your Mind; 2 - Decide to Become a Conflict Solver; 3 - Become a Better Listener; 4 - Use Win/Win Guidelines; 5 - Manage Your Anger and Gain Control; 6 - Learn to Manage Stress and Stay Calm, Cool, and Confident; 7 - Be Smart About Bullying; and 8 - Build Yourself Up from the Inside Out.



I was impressed how the first point they emphasized was the choice you have when in conflict: whether to choose anger or choose collaboration. They tied in reflective listening along with active listening. This step of confirming your understanding of what the other person said is often lost for kids and teens. The author took a poll of students around the country and presented statistics in a way teens will relate to and not brush off. They listed the most common conflict starters both at home and at school; students can identify some of their own conflict starters from the list.

The memory tricks for win/win guidelines were helpful, and the colorful, descriptive words they use for situations were catchy. Rather than using the take the 'High Road' cliché of their parents' generation, this book gives them the choice of 'Going to the Balcony or the Basement.'

They can choose to rise above the situation and make the best of it or take it to the basement and throw out 'Zingers' that are hurtful statements to others.

The book discusses managing stress as well as anger in order to clear the mind when making the choice to "Go to the Balcony" in conflict. The fewer triggers they have, the less likely they will go the "Basement."

The author illustrates the difference between light teasing among friends and bullying, which is something kids and teenagers rarely consider. The intent behind the message is a big part of making that determination, and the book helps readers consider what they want to get by making a 'teasing' statement.

Throughout the book, each chapter addresses those 'Yes, but...!' questions that are so prevalent when trying to teach a new skill. Overall, the book takes an upbeat look at practical ways for kids and teens to learn how to solve conflict peacefully and assertively without violence or bullying. It's a great resource for anyone working with or raising teens!

Utah Dispute Resolution Staff

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Office Manager and Case Management Supervisor: Rachelle Geary

Court Mediation Programs: Russ Osguthorpe

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Ogden Office Staff: Laura Sheridan and Christy Scharton

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Youth Program and Training Registration Coordinator: Heather Threlkeld

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If you have questions or comments about mediation, Utah Dispute Resolution and our office procedures, or this newsletter, please contact us at 801-532-4841.