Proposal for City Of Winnipeg

Background

The City of Winnipeg and Mediation Services: A Community Resource for Conflict Resolution (Mediation Services) have been working in partnership for the past 15-20 years to reduce and resolve conflict in our community. The City of Winnipeg has provided an annual grant which Mediation Services uses to serve individuals, families and organizations from the community who are experiencing conflict. Over this period of time, Mediation Services has handled over 2,500 case files from the Winnipeg community.

Prior to the implementation of Winnipeg 311, the City of Winnipeg and Mediation Services worked together in a number of different ways to address conflict in the community. Mediation Services maintained a partnership with various City departments and would be a referral resource when a conflict arose between a city member and a neighbour who are experiencing conflict. However, since the inception of Winnipeg 311, the referral process is much more direct.

Current Services Provided:

Currently, Mediation Services continues to offer the following services to the City of Winnipeg and its residents:

1. Respond to requests/complaints from the community regarding family/neighbour/ organizational conflict.
2. Conduct outreach events in the community and with organizations to raise awareness of conflict resolution practices and the services offered by Mediation Services.
3. Conduct small, community level workshops on conflict resolution skills (i.e. Communication skills on dealing with a difficult neighbour).
4. Responds to Winnipeg 311, WPS and By-Law calls to resolve conflict within the community using conflict resolution processes such as mediation, conciliation and conflict coaching.

Proposal

Due to continued increased costs, we are requesting an increase for these services from $5,000 to $10,000. The reasoning for this increase is because the funding for these services on behalf of the City of Winnipeg has not increased over the past 15-20 years while the number of hours invested by the staff at Mediation Services continues to increase. Also, with costs of running a not-for-profit continuing to rise, it is essential that our funding keep pace.

Rationale:

Currently Mediation Services receives approximately 450 calls a year from the community regarding conflict situations. Over 50% of these calls were referred to Mediation Services through the City of Winnipeg 311, Winnipeg Police Service or By-Law department. About 11% of all calls we receive will turn into an open file at Mediation Services, where we work with the concerned parties through a mediation process.

We provide conflict coaching to every individual that contacts us looking for assistance with their conflict. When considering the financial impact of this service alone, we provided services valued at an average of $8,500 annually above and beyond the casework conducted by our Community Resolution

Centre over the past four years alone. When you place this alongside the casework for cases that on average would cost approximately $1,500 per case from opening to closing for a total of $67,500 calculated as:

Total calls received:	450
Percentage of Case files from 311:	225 (450*50%)
Percentage becoming cases files:	11%
Total case files:	25 (225*11%)
Average cost per case file:	$1,500
Total cost for case files:	$37,500

Given these calculations, we are requesting that the grant to Mediation Services be reconsidered and raised from $5,000 to $10,000.

Mediation Services spends approximately 600 hours a year, or approximately 17 weeks' worth of time in meetings, coaching or on casework with community members working with them to resolve conflict. Using the average market hourly rate for a mediation service, our current grant from the City of Winnipeg ($5000), would cover approximately 40 hours (or 7%) of the community mediation work we do annually. We will continue our work with other community groups and organizations to ensure that we are providing additional services as requested and required to make our city a better place in which to live with reduced conflict.

Therefore, we feel that raising the amount from $5,000 to $10,000 is a reasonable request and look forward to the City's positive response on this request.

Questions ....