

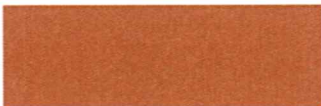
DISPUTE MEDIATION SERVICE

taking the edge off conflict

Happy Birthday DMS!
Wow What a 30 Year History!

Accomplishments

- Served over 250,000 individuals with conflict,
 - Administered over 58,000 cases,
 - Trained thousands of third-party neutrals,
- Assisted our community with hundreds of educational programs on how to resolve conflict,
 - Collaborated on projects with over 100 community organizations to promote conflict resolution, and
 - DMS has led the industry in “low cost” alternative dispute resolution processes and will continue to do so.





Agency Speaking Points

- DMS is a non-profit that has provided conflict resolution assistance to “low income” clients for 30 years. We remain committed to serving Dallas County citizens.
- Although our county funding has been pulled, we remain dedicated to the idea that all citizens deserve affordable access to resolving their disputes.
- We remain very optimistic and will continue our mission to assist our community in conflict resolution through mediation, education, training and referrals.
- We wish the county the best of luck in their newest endeavor to serve.





Agency Organizational Structure

- **Community Panelists**

Providing services for pre-litigation, community conflict, smaller monetary dispute and pro se' support to parties in dispute.

- **Litigation Panelists**

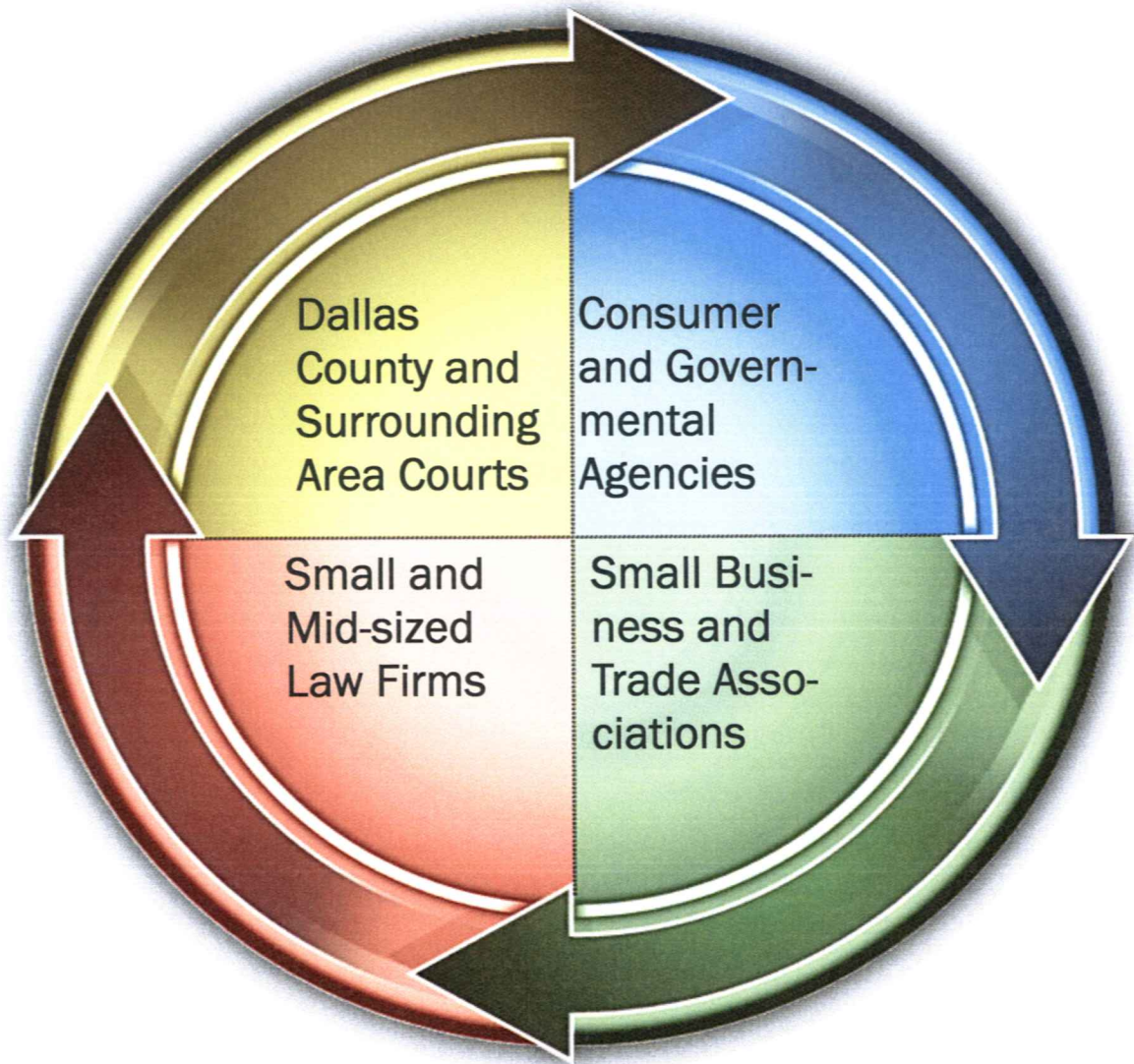
Providing parties in litigation, parties represented by counsel and court ordered mediation services.

- **Distinguished Panelists**

Providing assistance and mentoring to the community and litigation panelist through a Peer Review Program. Assisting in systems design and developing contractual wording to grow the "mediation pie" for all mediators and providing training and educational programs to panelists to increase our current skills at all levels and act as an Ambassador for DMS in the public.



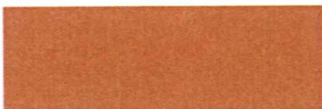
New Market Segments for DMS





New DMS Funding Streams

- **Mediation Fees** - revenue generated from cases received where one or more attorneys are involved in the dispute.
- **Scheduling Fees** - revenue generated from assisting current panelists, as a neutral third administrator, with the scheduling of their own cases.
- **Settlement Week Fees** - DMS will become the settlement week experts for Dallas and surrounding counties. We will schedule, administer and provide mediators for counties that want and need to move cases off their dockets.
- **Observation Fees** - DMS will charge \$40 per observation for those newly trained mediators who have an internship or practicum they need to complete.
- **Training & Education Projects** - State grants and private funding will be secured to enable DMS to continue our outreach to our community.





Features and Benefits Of Becoming a DMS Panelist

FEATURES

- DMS Panelists are by invitation only,
- Quality, frequent and on-going training opportunities for DMS Panelists only,
- DMS expert staff, as neutral third-party administrator, will schedule your cases for a nominal fee,
- Use of multimedia and WiFi equipped facilities that are conducive to settlement,
- Client and case referrals,
- Mentoring and peer review opportunities, and
- Assistance in development of your own personal mediation marketing plan and strategies.

BENEFITS

- You will be associated with a non-profit agency with at 30 years history that focuses meeting the needs, serving and supporting our community,
- You will become more skillful and knowledgeable and a specialist in mediation and other ADR processes,
- You will have a full administrative staff that works for you,
- You will have personnel on the streets everyday working to bring you new clients and mediation referrals.
- You will have the opportunity to learn new skills for distinguished experts in the ADR field.
- For every two hours of mediation, you will be compensated \$100 for one hour and you will match a donation of \$100.

