

New Developments in State Fiscal Year 2011

- ▶ As part of its projects and priorities delineated by the Supreme Court, the Alternative Dispute Resolution Coordinating Committee (ADR Committee) of the Illinois Judicial Conference created a *Uniform Arbitrator Reference Manual* and developed a related training outline and materials. During 2010, the manual was distributed to all 16 arbitration programs for utilization as a tool to train new attorneys wishing to serve as arbitrators, as well as retrain existing arbitrators. During 2011, a training video was offered to arbitration programs to accompany the existing manual. The video is intended to serve as a bridge in training and as a tool to assist in training those attorneys who are interested in serving as arbitrators when immediate training is not available. The training video is not intended to supplant in-person training; however, it is planned to be used as a mechanism to satisfy eligibility requirements for new arbitrators. In concept, the prospective arbitrator would view the video, thereby qualifying him/her to be immediately eligible to arbitrate.

- ▶ In its continued efforts to enrich the data analysis of arbitration programs and improve program operations and outcomes, the Supreme Court charged the ADR Committee with reviewing the current methods of collecting arbitration statistics to determine whether the data are accurately capturing the results of the program as intended when arbitration was implemented in 1987. The new aggregate data form, which streamlines the manner in which information is captured during the arbitration process, is included in this report as Appendix 4.

- ▶ The ADR Committee was also charged with surveying program practitioners and identifying measures of participant satisfaction with ADR processes. The ADR Committee collected surveys from various arbitration programs, and is in the process of identifying the most useful information for improving arbitration processes in the state of Illinois. Data from completed surveys are being tabulated and synthesized. Upon completion of data synthesis, the information will be contemplated by the ADR Committee in hopes of guiding future activities related to program efficacy and improvement.

- ▶ As part of its projects and priorities assigned by the Supreme Court for 2010, the ADR Committee examined the possibility of developing a mentor program for arbitrator chairpersons. The purpose of the chairperson mentor program is to enhance training and offer a prospective arbitrator chairperson the practical experience necessary to excel as a fair and impartial chairperson. During 2010, the ADR Committee began to consider and preliminarily design a system of peer mentors for arbitration panel chairs. The goal of such an initiative is to provide a framework and a system for all sixteen (16) arbitration sites to support, enrich and advance the role of panel chairs. During 2011, the ADR Committee developed a global, universal arbitration chairperson mentor program. The model program was disseminated to all arbitration programs to consider implementation.