



Snapshot Study 2008: Summary Findings

This Research Update provides an overview of the major findings from the 2008 Statewide Uniform Statistical Reporting System—also known as the Snapshot Study—conducted by the Administrative Office of the Courts, Center for Families, Children & the Courts. The 2008 study was the sixth since 1991 and involved surveys of parents and mediators involved in court-based child custody mediation sessions statewide during a one-week period in June 2008.

Key Findings

- The majority of mediation sessions involve clients who are self-represented. The proportion of cases involving at least one self-represented party has increased steadily over time, from 52 percent of cases in 1991 to 75 percent of cases in 2008.
- The population of mediation clients is ethnically diverse, the majority being non-White. The proportion of Hispanic/Latino clients has increased since the 1991 survey.
- The mediation population includes many non-English speaking clients who may be in need of special language services. Mediators reported that special language services were used in 10 percent of mediation sessions. Approximately one out of ten clients indicated that they would have benefitted from, but did not receive, this sort of language assistance—including more bilingual staff, and bilingual interpreters or mediators.
- Many families have been seen multiple times by family court services and are in mediation to try to reach agreement on more than one type of order and to discuss a wide range of concerns. The most frequent issues cited by mediation clients are problems with visitation arrangements not working, the other parent not following the order, and child emotional adjustment and behavioral concerns.
- Family violence is a common issue among mediation clients. More than half of the families reported a history of physical violence between the parents. Approximately 15 percent of both mothers and fathers indicated that there was a current restraining order in place. Concern for future violence with the other parent was common, as was the concern for possible child abuse by the other parent.
- The length of the mediation session and time spent preparing for mediation varied. The median face-to-face service time was 90 minutes and the median preparation time was 15 minutes.
- Overall, parents reached agreement in slightly less than half of cases. Agreement rates were higher for parties who were working on initial orders than for those who were working on modified orders.
- Clients rated their experiences in mediation very positively. For example, three-quarters or more of the clients provided favorable ratings on items related to procedural fairness.

Methodology

The data presented in this report were gathered from three surveys, as outlined below.

Mediator Survey

This survey was completed by mediators after the mediation session. Areas of inquiry included information on who participated in the mediation, length of the session, special services provided during the session, domestic violence issues, and mediation outcomes. Mediator surveys were received from 49 out of 58 California counties; nonrespondents were all small counties that represent a very small proportion of the statewide mediation caseload. The total number of mediation sessions conducted during the study period was 2,045; mediator surveys were completed for 1,834 of these sessions, providing a 90 percent response rate. When a table or graph reads “**Total Sessions**,” it’s an indicator that the data come from the Mediator Survey.

Parent Survey

This survey was completed by parents prior to their mediation session. The Parent Survey covered topics such as the purpose of the mediation session, issues to be discussed during the session, family violence history, legal representation, and parent demographics. Parent Surveys were completed by 3,171 clients representing 1,739 families. One or both parents completed a parent survey for 95 percent of sessions for which a mediator survey was completed.

Data from the parent surveys are presented at two levels of analysis: the individual client level and the family level. At the individual level, some analyses are based on responses from all clients ($n = 3,171$), while some are limited to responses from mother and fathers ($N = 3,149$). A small number of clients were guardians, grandparents, or other family members or did not provide information regarding their relationship with the child. When a table or graph reads “**Total Clients**,” it’s an indicator that the data come from the Parent Survey and are analyzed at the individual client level.

Family-level calculations are based on linking both parents’ responses to certain items on the Parent Survey. The family level response is coded as “yes” when either one or both parents have responded “yes” to the question; “no” when both parents in a family have responded “no” to the question; and “missing” if neither parent answers the question. When a table or graph reads “**Total Families**,” it’s an indicator that the data come from the Parent Survey and are analyzed at the family level.

Parent Exit Survey

This survey was completed by parents immediately after the mediation session. The goal of the Parent Exit Survey was to assess satisfaction of clients with the mediation session. Parent Exit Surveys were completed by 2,187 clients. One or both parents completed a parent exit survey for 72 percent of sessions for which a mediator survey was completed.

I. Case Background

Prior Experience in Mediation and Purpose of Session (*Mediator Survey*)

- More than half of the mediation sessions involved families who had been seen before by family court services (see Figure 1). Among those returning cases, 52 percent had at least two prior visits (*not shown*).
- In most cases (71 percent) the parties were trying to reach agreement on at least two types of orders (see Table 1). Nearly two-thirds (65 percent) of the cases were in family court services to modify an existing order (see Figure 2).

Figure 1: Number of Times Family Seen by Family Court Services (N = 1,834 sessions)

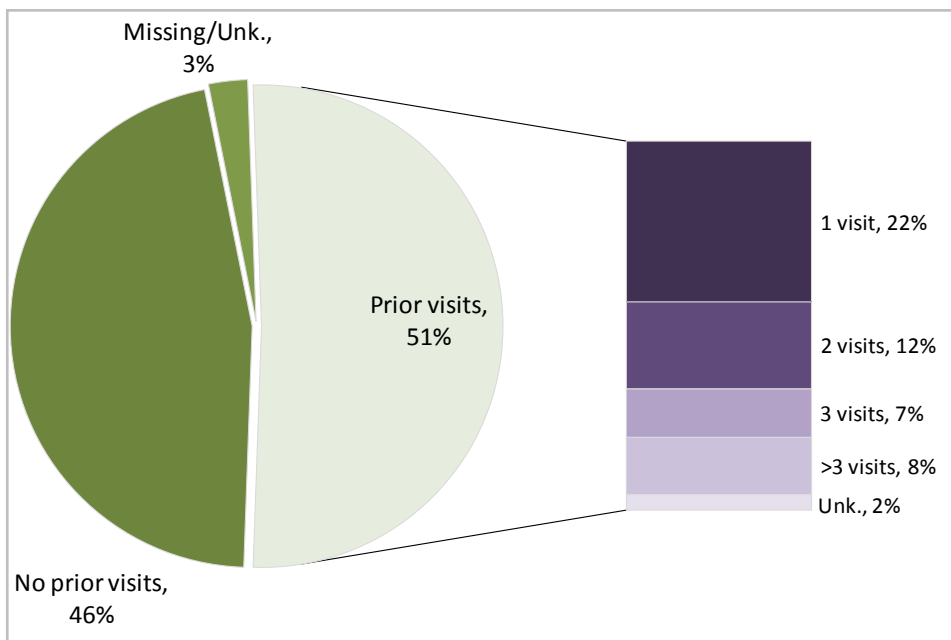
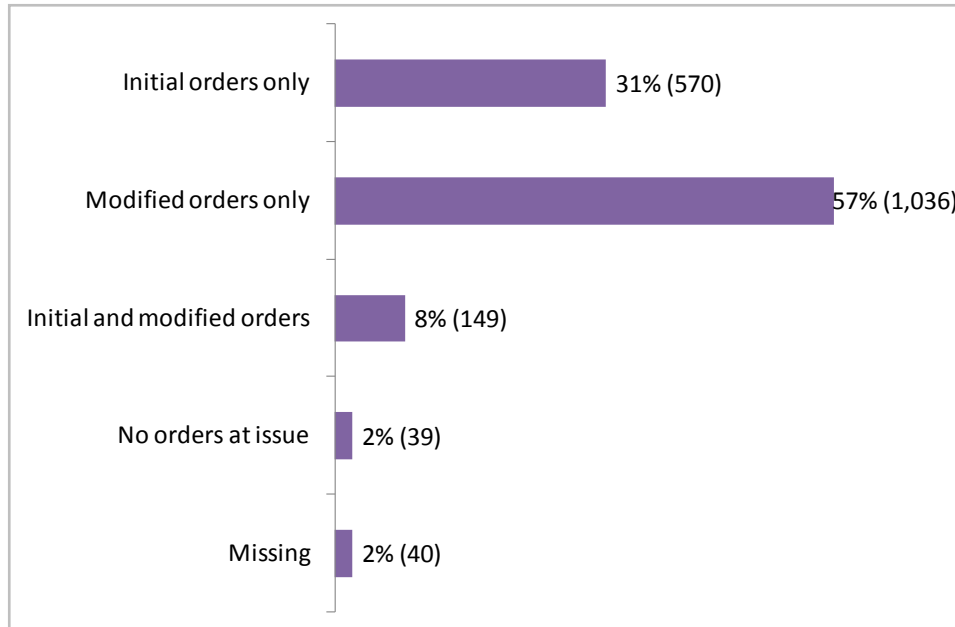


Table 1: Type of Order Sought

	N	%
Legal custody only	5	<1%
Physical custody only	14	1%
Time share/visitation only	299	16%
All three orders	977	53%
Physical custody and time share/visitation	250	14%
Legal custody and time share/visitation	44	2%
Legal and physical custody	23	1%
Custody and time share/visitation orders not at issue	39	2%
Missing	183	10%
Total Sessions	1,834	100%

Figure 2: Initial or Modified Orders (N = 1,834 sessions)



Issues Brought to Mediation Session (Parent Survey)

- Clients were asked to indicate the types of issues or concerns they intended to discuss in the current mediation session. The concerns most often raised were that visitation arrangements are not working and that the other parent is not following the order (see Table 2).
- The most frequently selected child-related issues included child emotional adjustment, child behavior problems, and school problems.¹
- Clients also frequently raised violence- and abuse-related concerns—particularly domestic violence, child neglect, and the client’s concerns about his or her own safety with the other parent.² Concerns of violence and abuse were raised slightly less often in 2008 than in 2003 (see Figure 3).
- Overall, issues were raised equally often by mothers and fathers. A few issues were noted slightly more frequently by mothers than by fathers. These included concerns about the children’s emotional development, parental supervision during visitation, domestic violence and safety issues, and concerns about the other parent’s alcohol abuse (*not shown*).

¹ Other types of issues not listed on the survey that were most frequently written in by respondents included: parenting abilities, parent-child relationship concerns, parent mental health/anger problems, verbal/emotional child abuse, concerns about parent’s spouse/family/friends, moving/distance issues, and child safety/fear.

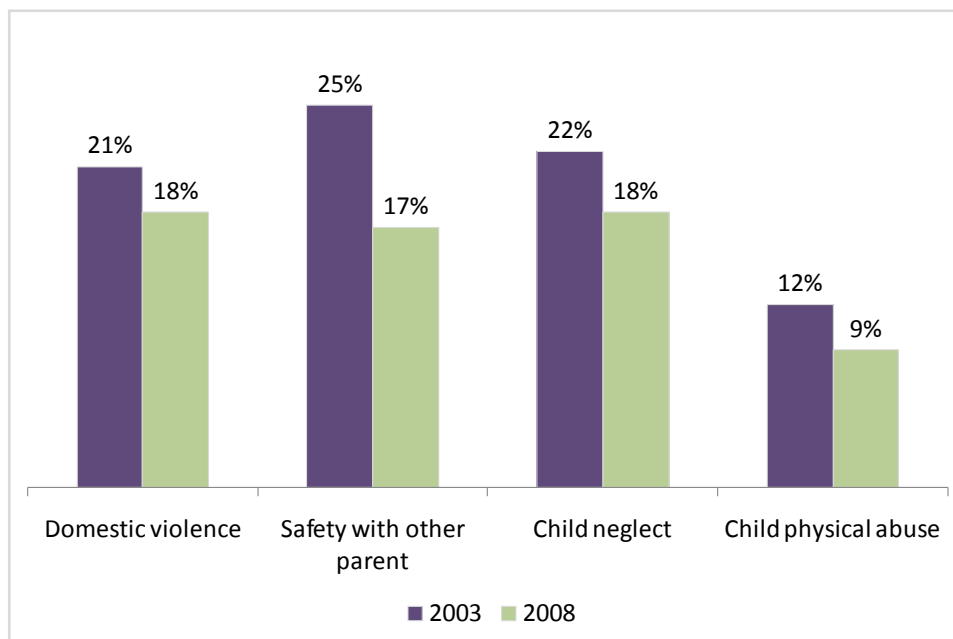
² Child safety and child support were included as response options on the 2003 survey; however they were omitted as response options on the 2008 survey. These items were frequently selected as a concern in the 2003 Snapshot study.

Table 2: What Issues Are You Here to Discuss?

Parent Issues	N	%
Visitation arrangements not working ³	717	41%
Other parent not following order	615	35%
Other parent should be supervised during visitation	294	17%
Other parent's alcohol abuse	281	16%
Other parent's drug abuse	278	16%
One person is moving	216	12%
Child abduction/taking child without permission	197	11%
Child Issues		
Child emotional adjustment	512	29%
Child behavior problems	355	20%
School problems	330	19%
Child refuses to visit	233	13%
Child medical needs	212	12%
Delay in child growth or development	99	6%
Violence/Abuse Issues		
Domestic violence	319	18%
Child neglect	306	18%
My safety with other parent	304	17%
Child physical abuse	159	9%
Child sexual abuse	40	2%

Note: N = 1,739 families. Percentages sum to more than 100 because respondents were able to check more than one item.

Figure 3: Concerns About Violence or Abuse



³ This item was selected less often than on the 2003 survey. This is likely due to more specific visitation-related concerns that were included on the 2008 survey that were not on the 2003 survey.

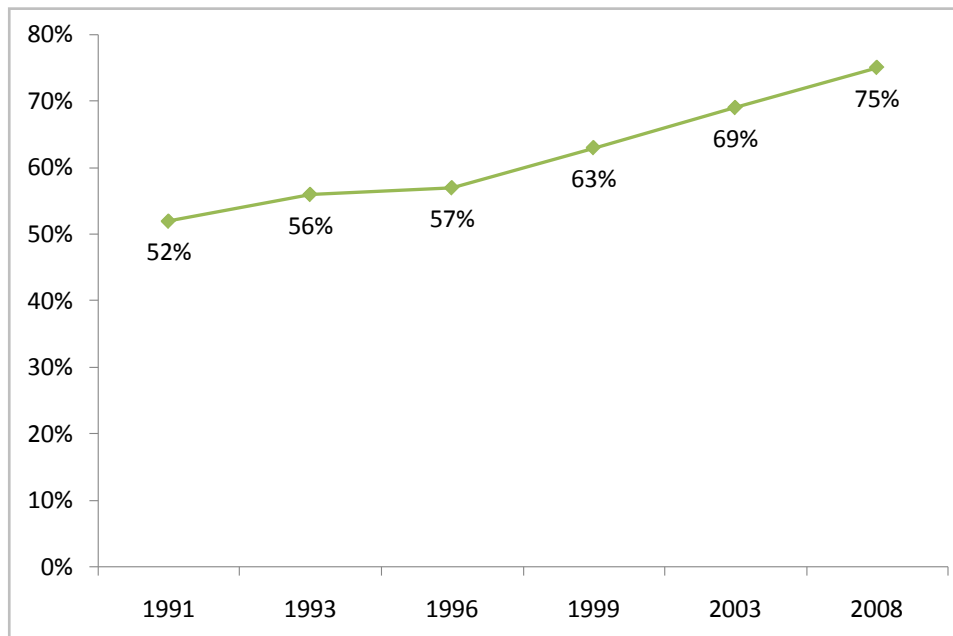
Legal Representation and Types of Help Received (*Parent Survey*)

- In 75 percent of families, at least one parent was self-represented (see Table 3) and in 42 percent of families, both parents were self-represented (*not shown*). Mothers and fathers were equally likely to be self-represented (65 percent and 64 percent, respectively; *not shown*).
- The proportion of families in which one or both parents were self-represented has increased steadily since 1991 (see Figure 4).

Table 3: One or Both Parents Self-Represented

	N	%
Yes	1307	75%
No	415	24%
Missing	17	1%
<i>Total Families</i>	<i>1,739</i>	<i>100%</i>

Figure 4: One or Both Parents Self-Represented, 1991–2008



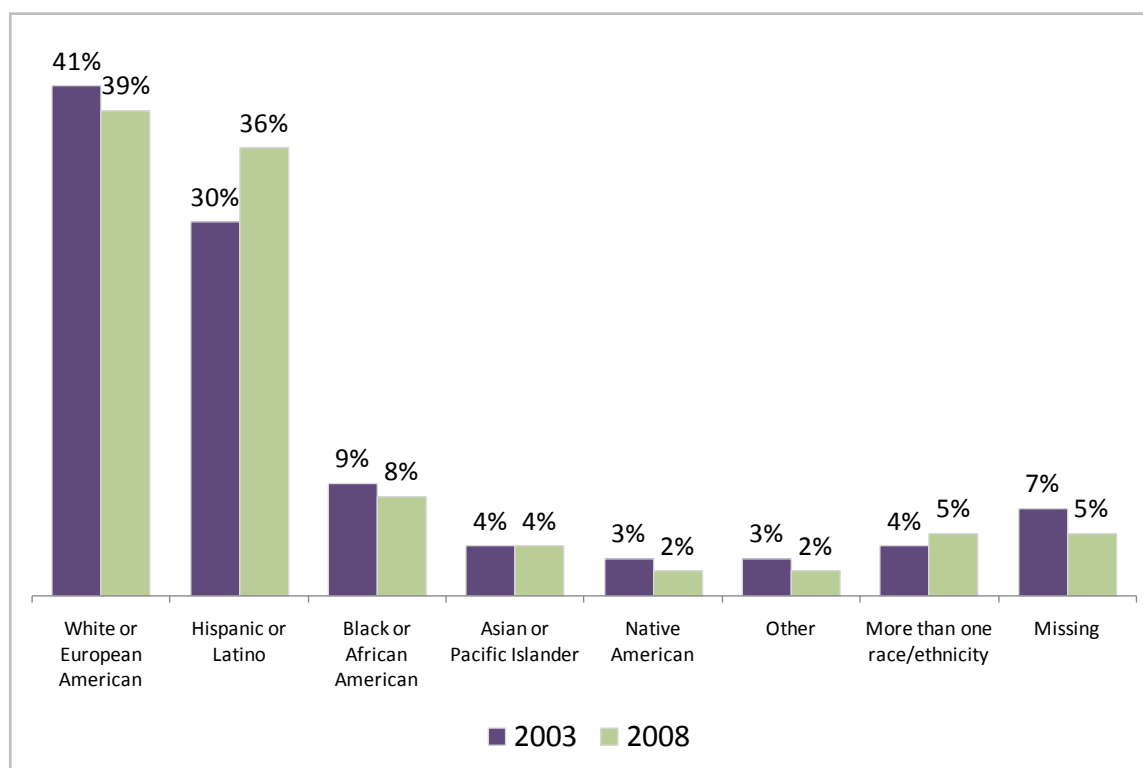
- When clients were asked to describe the assistance they had received with their cases prior to the mediation session, the most common sources of help cited were family court services orientation,⁴ family law facilitator/self-help center, friend or family, and legal aid/legal services (*not shown*).
- Other sources of assistance identified by some clients included Internet/court Web sites, parenting classes, self-help books, and faith-based organizations (*not shown*).
- Sources of help that were less frequently used (less than 5 percent of respondents) included local child support agency/DA’s office, community service agency, library, private mediator, and pamphlets/posters (*not shown*).⁵

II. Client Characteristics

Age, Ethnic Background, and Language (*Parent and Parent Exit Surveys*)

- The proportion of Hispanic/Latino clients has increased since the 2003 Snapshot Study—from 30 percent in 2003 to 36 percent in 2008 (see Figure 5). This change mirrors statewide population increases in the proportion of Hispanic/Latino residents.⁶

Figure 5: Race & Ethnicity, 2003 & 2008



⁴ Orientation is likely the most common because rule 5.210(e)(2) of the California Rules of Court requires orientation or parent education to “facilitates the parties’ informed and self-determined decision making.”

⁵ Other sources of help not listed on the survey that were written in by respondents included: attorney, counselor/therapist, DV shelter/counseling, social services/child welfare, prior mediation sessions, and prior court experience.

⁶ US Census Bureau, 2008 American Community Survey 1-Year Estimates.

- The majority of clients (89 percent) reported being comfortable communicating in English. Eighteen percent of mediation clients indicated they were comfortable communicating in Spanish (see Table 4).⁷ Data from the mediator survey revealed that Spanish, alone or in combination with English, was frequently used in mediation sessions (see page 17).
- Approximately one in ten (n = 245) Parent Exit Survey respondents reported that they would have benefitted from assistance in a language other than English (*not shown*). According to these 245 mediation clients, they wanted, but did not receive the following: bilingual staff (13 percent), interpreter/bilingual mediator (11 percent), bilingual signs in court (10 percent), and translation of forms or paperwork (9 percent) (*not shown*).
- The median age of mediation clients was 33 years. One-fourth of parents were age 40 or older; few (1 percent) were younger than 19 (see Table 5).

Table 4: Language in Which Client is Comfortable Communicating

	N	%
English	2,809	89%
Spanish	561	18%
Tagalog	24	<1%

Note: N = 3,171 clients. Percentages sum to more than 100 because respondents were able to check more than one item.

Table 5: Age

	N	%
15 to 18 years	39	1%
19 to 29 years	951	30%
30 to 39 years	1,189	37%
40 years or older	809	26%
Missing	183	6%
<i>Total Clients</i>	<i>3,171</i>	<i>100%</i>

Note: Median age = 33 years; range = 15–70 years.

⁷ This does not necessarily indicate that clients were comfortable communicating only in Spanish. Since clients were able to select more than one response for this question, it is possible that they were comfortable in more than one language.

Education, Employment, and Income (*Parent Survey*)

- More than half of the clients (57 percent) had education levels beyond high school. Relatively few (14 percent) had less than a high school diploma (see Table 6).
- The majority of clients (72 percent) were employed either full- or part-time (see Figure 6). The proportion of mediation clients who were not employed increased only slightly from 2003 (*not shown*). Mothers were more likely than fathers to report that they were either not employed (31 percent versus 17 percent) or employed part-time (18 percent versus 11 percent) (*not shown*).
- More than one-quarter of clients had individual monthly net incomes of \$1,000 or less; only 12 percent earned \$4,000 or more per month (see Table 7). On average, fathers reported slightly higher levels of income than did mothers (*not shown*).

Table 6: Educational Attainment

	N	%
Eighth grade or less	68	2%
Some high school	389	12%
High school diploma	736	23%
Some college	1,371	43%
Bachelor's degree or more	449	14%
Missing	158	5%
<i>Total Clients</i>	<i>3,171</i>	<i>100%</i>

Note: Percentages do not sum to exactly 100 due to rounding. "Some college" includes respondents with an Associate's Degree.

Figure 6: Employment Status (N = 3,171 Clients)

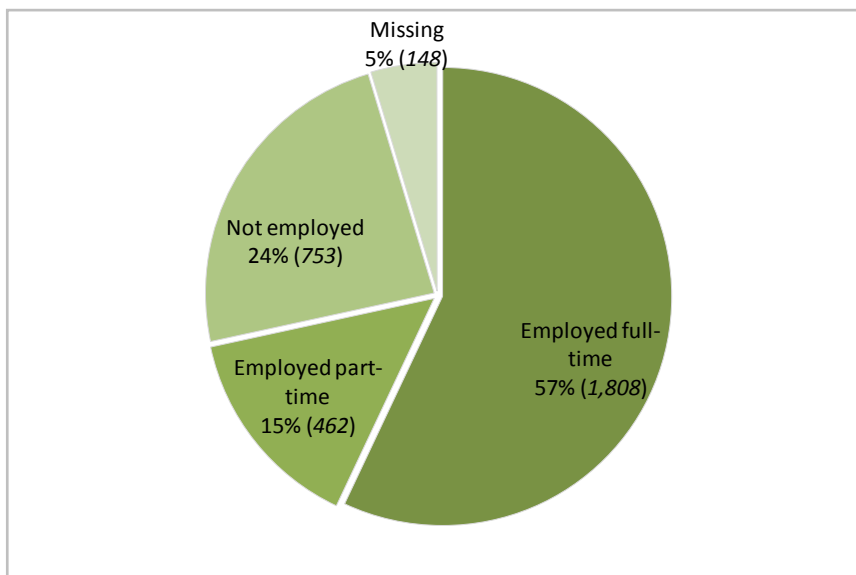


Table 7: Individual Monthly Net Income

	N	%
None	261	8%
Less than \$500	142	5%
\$500 to \$1,000	443	14%
\$1,001 to \$2,000	807	25%
\$2,001 to \$3,000	514	16%
\$3,001 to \$4,000	314	10%
More than \$4,000	394	12%
Missing	296	9%
Total Clients	3,171	100%

Note: Percentages do not sum to exactly 100 due to rounding. Income is defined as “All sources of income after taxes, including child support and government benefits.”

Marital Status and Living Situation⁸ (Parent Survey)

- Approximately one-third of responses fell into each marital status category (see Table 8). Prior Snapshot Studies had revealed a steady increase in the percentage of parents who had never been married; however, the current data indicates that this trend has leveled off.

Table 8: Marital Status

	N	%
Divorced or dissolved domestic partnership	527	30%
Still married or in a domestic partnership	566	33%
Never married	626	36%
Missing	20	1%
Total Families	1,739	100%

Table 9: Parents' Living Situation

	N	%
No longer live together	1,521	88%
Never lived together	147	9%
Still living together	48	3%
Missing	23	1%
Total Families	1,741	100%

Note: Percentages do not sum to exactly 100 due to rounding.

⁸ Marital status and living situation were calculated at the family level (see Methodology section for definition).

III. Family Violence

Physical Violence Between Parents (*Parent Survey*)

- In 52 percent of families, one or both parents reported that there had been physical violence in the relationship (see Table 10). Forty-eight percent of mothers and 27 percent of fathers indicated that there had been violence (see Table 11).⁹

Table 10: Violence in the Parental Relationship: Family Level

	N	%
Yes	900	52%
No	798	46%
Missing	41	2%
<i>Total Families</i>	<i>1,739</i>	<i>100%</i>

Table 11: Violence in the Parental Relationship

	Reported by mothers		Reported by fathers	
	N	%	N	%
Yes	767	48%	419	27%
No	737	46%	994	65%
Missing	110	7%	122	8%
<i>Total Clients</i>	<i>1,614</i>	<i>100%</i>	<i>1,535</i>	<i>100%</i>

Notes: Percentages may not sum to exactly 100 due to rounding. Because some parties in mediation were neither mothers nor fathers (e.g., grandparents or guardians), the number of responses reported for mothers and fathers (3,149) is smaller than the total number of clients (3,171).

- Of those who reported physical violence in the relationship:
 - Most indicated that the violence occurred more than a year ago. This was true for both mothers and fathers (see Figure 7).
 - Mothers were more likely than fathers to respond that the other parent was the one who was violent; fathers were more likely than mothers to indicate that either they themselves were violent or that both parents were violent (see Figure 8).
 - Mothers were more likely than fathers to indicate that the children witnessed violence (see Figure 9).

⁹ Note that all comparisons in this section reflect response patterns for mothers and fathers in aggregate; they do not represent comparisons of parents' responses within the same family.

Figure 7: Last Time Violence Happened

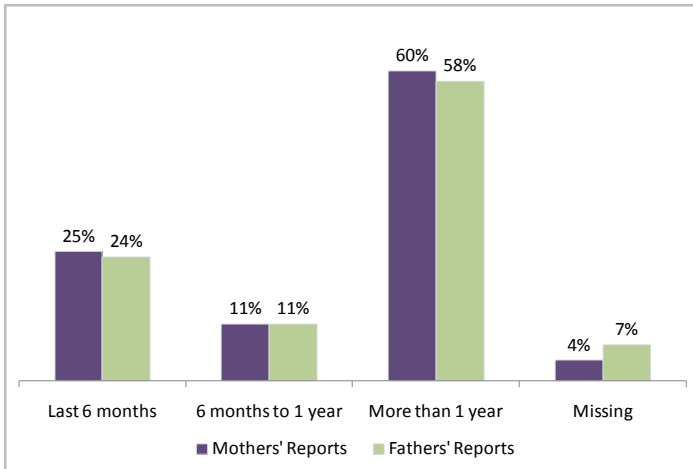


Figure 8: Which Parent Was Violent?

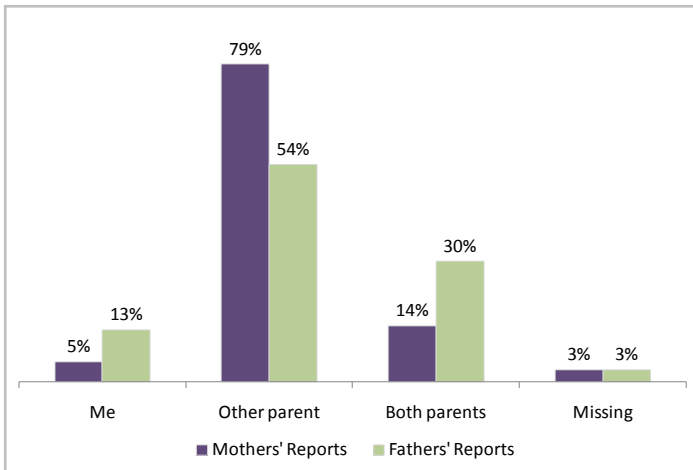
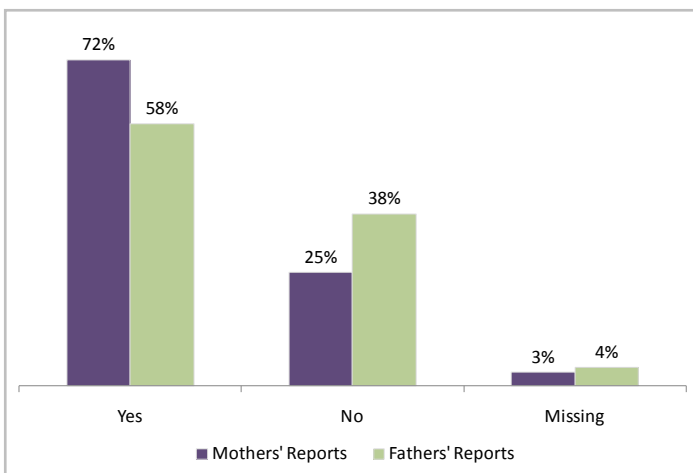


Figure 9: Did Child Witness Violence?



Note: N = 767 mothers and 419 fathers. Figures 7–9 are limited to cases in which parents reported violence.

Restraining Orders (*Parent Survey*)

- In 41 percent of families, one or both parents reported that there was either a current or past restraining order or that a restraining order application was in process (see Table 12).
- Approximately 15 percent of both mothers and fathers indicated that there was a current restraining order in place (see Table 13).

Table 12: Ever a restraining order between parents: Family Level

	N	%
Yes	719	41%
No	991	57%
Missing	29	2%
<i>Total Families</i>	<i>1,739</i>	<i>100%</i>

Note: Family-level responses are coded as “yes” if one or both parents reported a current or past restraining order or an application in progress.

Table 13: Is there a restraining order in effect?

	Reported by mothers		Reported by fathers	
	N	%	N	%
Application in progress	40	3%	33	2%
Yes, at present	257	16%	213	14%
No, but in the past	286	18%	250	16%
No, never	906	56%	925	60%
Don't know	37	2%	38	3%
Missing	88	6%	76	5%
<i>Total Clients</i>	<i>1,614</i>	<i>100%</i>	<i>1,535</i>	<i>100%</i>

Notes: Percentages may not sum to exactly 100 due to rounding. Because some parties in mediation were neither mothers nor fathers (e.g., grandparents or guardians), the number of responses reported for mothers and fathers (3,149) is smaller than the total number of clients (3,171).

Concern for Future Violence and Abuse (*Parent Survey*)

- Approximately one in ten fathers and two in ten mothers reported that they were very concerned about their risk for future violence with the other parent (see Table 14).
- Levels of concern for future child abuse were relatively high among both mothers and fathers (see Table 15).

Table 14: Concern for Future Violence

	Reported by mothers		Reported by fathers	
	N	%	N	%
Very concerned	302	19%	171	11%
Somewhat or slightly concerned	436	27%	237	15%
Not concerned at all	767	48%	990	65%
Missing	109	7%	137	9%
<i>Total</i>	<i>1,614</i>	<i>100%</i>	<i>1,535</i>	<i>100%</i>

Note: Because some parties in mediation were neither mothers nor fathers (e.g., grandparents or guardians), the number of responses reported for mothers and fathers (3,149) is smaller than the total number of clients (3,171).

Table 15: Concern for Child Abuse/Neglect

	Reported by mothers		Reported by fathers	
	N	%	N	%
Very concerned	409	25%	340	22%
Somewhat or slightly concerned	522	32%	475	31%
Not concerned at all	592	37%	621	41%
Missing	91	6%	99	6%
<i>Total Clients</i>	<i>1,614</i>	<i>100%</i>	<i>1,535</i>	<i>100%</i>

Note: Because some parties in mediation were neither mothers nor fathers (e.g., grandparents or guardians), the number of responses reported for mothers and fathers (3,149) is smaller than the total number of clients (3,171).

IV. Mediation Process

Preparation for Session and Face-to-Face Service Time (*Mediator Survey*)

- The information most frequently obtained by mediators prior to the mediation session included FCS intake sheets, FCS case files, and court files (see Table 16). Other types of background information, such as records from outside agencies, were less likely to be obtained. This may be because the mediators were unable to acquire the information prior to the session or because particular documents were not relevant to the case or needed for the mediation session.

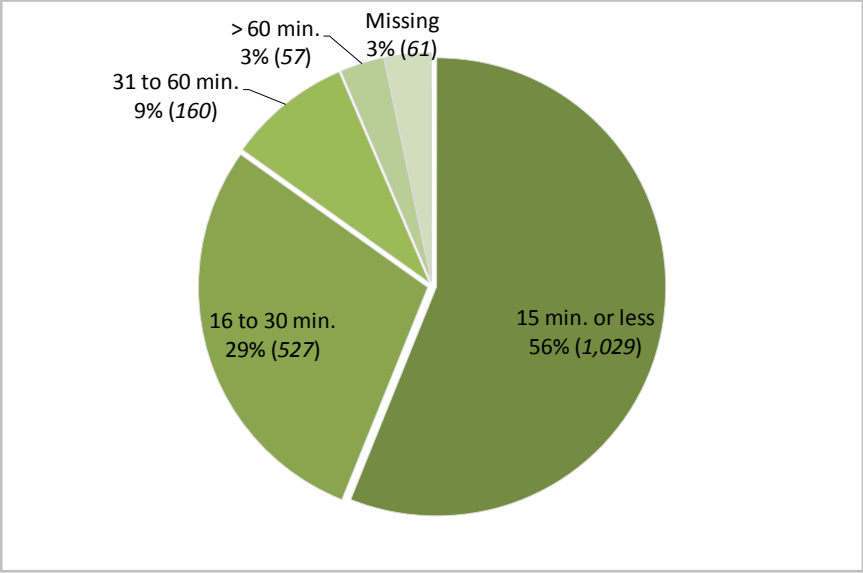
Table 16: Mediator’s Background on the Case

	N	%
None	87	5%
FCS intake sheet	1,445	79%
FCS case file	1,024	56%
Court file	731	40%
I have met with this family before	426	23%
CLETS report	143	8%
Police records check	141	8%
CWS/CPS record	88	5%
DMV records check	79	4%
Therapist report	75	4%
Child’s school records	72	4%
Parent’s substance abuse testing results	44	2%
Probation record	11	1%
Other	144	8%

Note: N = 1,834 sessions. Percentages sum to more than 100 because respondents were able to check more than one item.

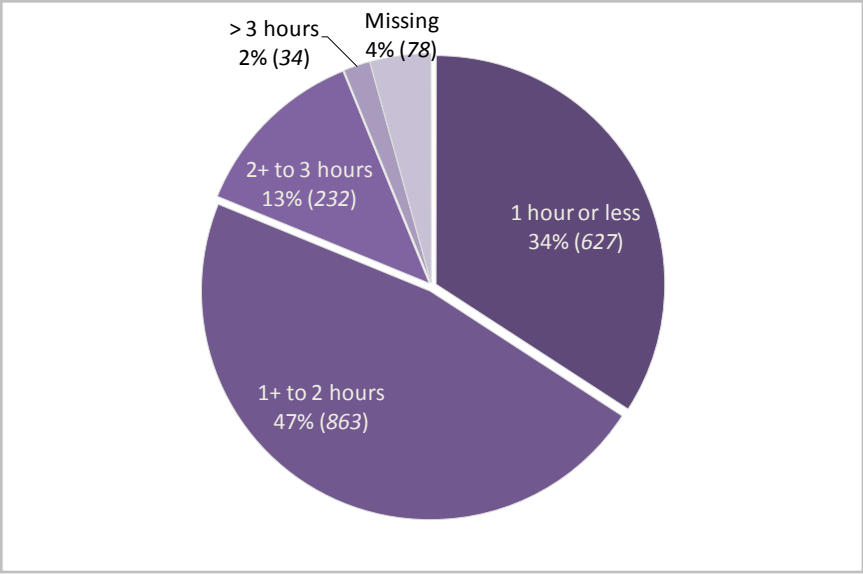
- In the majority of cases (85 percent), mediators spent 30 minutes or less preparing for sessions (see Figure 10). The median preparation time was 15 minutes.
- For most sessions (81 percent), face-to-face service time was two hours or less (see Figure 11). The median face-to-face service time was 90 minutes.
- Variations in service time may be due to a range of factors, including the type of mediation session (e.g., morning of court mediation, pre-scheduled appointment, etc.), county-level differences in service model and standard appointment blocks, mediator caseloads, provision of special services (separate sessions, child interviews, etc.), and case complexity (number of orders sought, number of issues brought to the session, domestic violence concerns, etc.).

Figure 10: Time Spent Preparing for Mediation Session (N = 1,834 sessions)



Note: Mediation preparation time = 15 minutes.

Figure 11: Face-to-Face Service Time (N = 1,834 sessions)



Note: Median service time = 1.5 hours.

Language Services and Other Special Services (*Mediator Survey*)

- Languages other than English—either alone or in combination with English—were used in approximately 11 percent of sessions (see Table 17).
- Special language services were used in 10 percent of sessions (see Table 18). Of the sessions in which language services were used, 62 percent involved bilingual mediators and 23 percent involved certified/registered court interpreters (*not shown*).
- Special services other than language services used most often during mediation sessions included separate sessions and interviews with children (see Table 19).

Table 17: Language(s) Used in Session

	N	%
English only	1,601	87%
Spanish only	92	5%
English and Spanish	90	5%
English and other non-Spanish language	8	<1%
Other non-Spanish language only	7	<1%
Missing	36	2%
<i>Total Sessions</i>	<i>1,834</i>	<i>100%</i>

Table 18: Special Language Services

	N	%
Any language services	183	10%
Bilingual mediator	113	6%
Certified or registered court interpreter	42	2%
Informal interpretation from family member or friend	21	1%
Language line or other phone service	8	<1%
Other court staff acting as interpreter	2	<1%
Other	3	<1%

Note: N = 1,834 sessions.

Table 19: Other Special Services¹⁰

	N	%
Separate sessions, same time	266	15%
Interview with children	202	11%
Separate sessions, separate times	98	5%
Shuttle mediation/negotiation	75	4%
FCS review	53	3%
Tele-conferencing	52	3%
Safety planning	33	2%
Other	36	2%

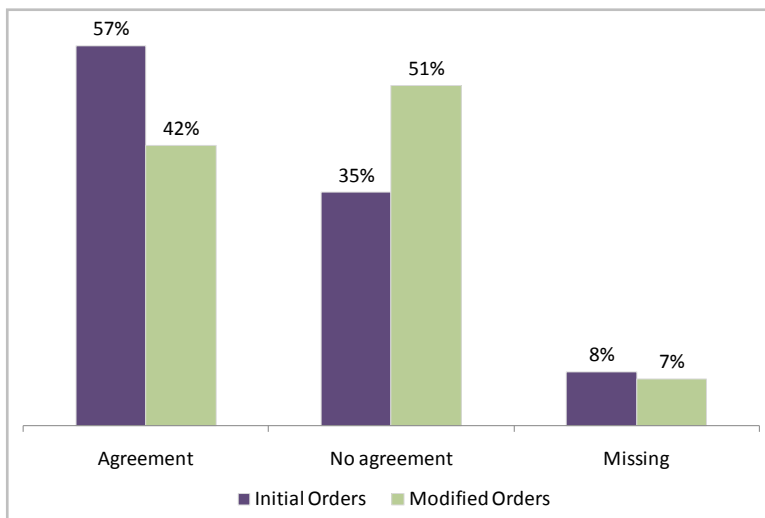
Note: N = 1,834 sessions.

IV. Session Outcomes

Agreement Rates (*Mediator Survey*)

- Overall, parents reached agreement in slightly less than half of cases, whether for legal or physical custody or time share and visitation (46 to 49 percent; *not shown*).
- Agreement rates for sessions in which the parties worked on initial orders were higher than for sessions in which the parties worked on modified orders, regardless of the type of order being mediated (see Figures 12–14). For example, for legal custody orders, the agreement rate was 57 percent among first-time cases, as opposed to 42 percent among returning cases.

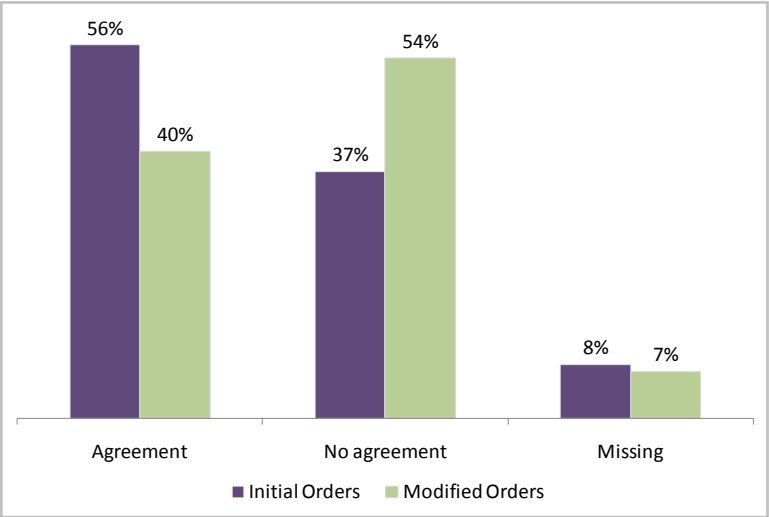
Figure 12: Legal Custody Outcomes



Note: N = 519 cases working on initial orders and 581 cases working on modified orders for legal custody. Percentages may not sum to exactly 100 due to rounding.

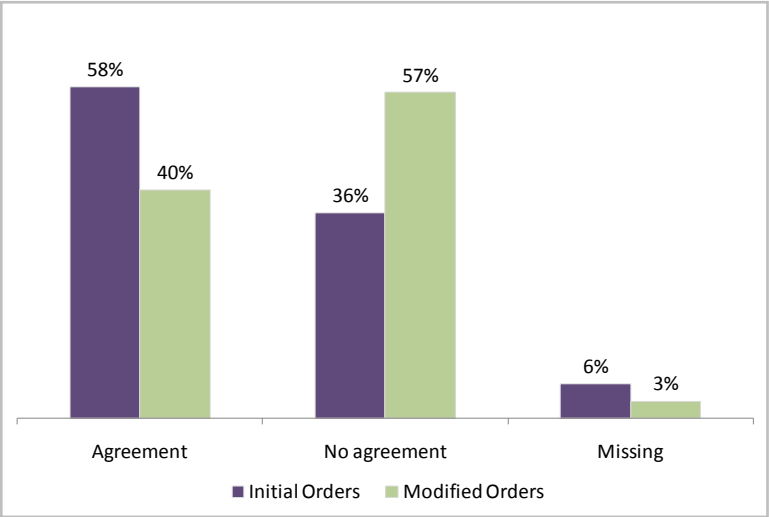
¹⁰ Other special services provided in less than one percent of the mediation sessions included co-mediation, home visits, and video-conferencing.

Figure 13: Physical Custody Outcomes



Notes: N = 514 cases working on initial orders and 829 cases working on modified orders for physical custody. Percentages may not sum to exactly 100 due to rounding.

Figure 14: Time Share and Visitation Outcomes



Notes: N = 663 cases working on initial orders and 996 cases working on modified orders for time share and visitation.

Next Steps (*Mediator Survey*)

- Mediators most often indicated that a court hearing was the next step for the family (68 percent); further court-connected mediation was listed as a next step for 16 percent of families (see Table 20). Custody evaluation was listed as a next step for only a small percentage of families (4 percent).
- When asked what they needed to do with the case next, mediators most commonly reported preparing a written agreement (33 percent) and writing a report (29 percent). No further steps were needed for 29 percent of cases (see Table 21).

Table 20: Next Court-Connected Steps for Family

	N	%
Court hearing	1,249	68%
Further court connected mediation	294	16%
FCS review scheduled	135	7%
Custody evaluation	67	4%
Settlement conference	42	2%
Don't know	139	8%

Note: N = 1,834 Sessions. Percentages sum to more than 100 because respondents were able to check more than one item.

Table 21: Next Steps for Mediator

	N	%
No further steps	525	29%
Prepare a written agreement	600	33%
Make a report	522	29%
Conduct collateral contacts	154	8%
Interview children	148	8%
Testify in court	21	1%

Note: N = 1,834 Sessions. Percentages sum to more than 100 because respondents were able to check more than one item.

V. Parent Exit Survey

Feedback on Mediation Session

- Consistent with results from previous studies, a high percentage of clients who participated in the 2008 study rated their experiences in mediation favorably. In general, an average of more than 80 percent of parents provided positive feedback on topics including the helpfulness of mediation, the session’s focus on the child, and indicators of procedural fairness.
- A large majority (87 percent) of clients agreed that the mediation was a good way to come up with a parenting plan and 88 percent would recommend mediation to their friends (see Table 22).
- Three-quarters or more (75 to 96 percent) of the clients provided favorable ratings on items related to procedural fairness such as “The mediator listened carefully to what I had to say” (see Table 24).
- Overall, mothers and fathers were equally satisfied with mediation services (*not shown*).

Table 22: General Satisfaction

	Strongly agree	Agree	Disagree	Strongly disagree	Missing
Mediation is a good way to come up with a parenting plan	39% (846)	49% (1,061)	8% (166)	2% (50)	3% (64)
I would recommend mediation to my friends if they had a custody or visitation problem	47% (1,033)	41% (887)	6% (129)	4% (81)	3% (57)

Note: N = 2,187.

Table 23: Focus on the Child

	Strongly agree	Agree	Disagree	Strongly disagree	Missing
The mediator had some good ideas for us to consider for the sake of our children	42% (918)	47% (1,023)	6% (123)	3% (67)	3% (56)
The mediator was aware of my most important concerns about our children’s needs	43% (943)	46% (1,014)	6% (133)	2% (51)	2% (46)
The mediator helped to keep us focused on our children’s interests	41% (902)	48% (1,049)	6% (126)	2% (45)	3% (65)

Note: N = 2,187.

Table 24: Procedural Fairness

	Strongly agree	Agree	Disagree	Strongly disagree	Missing
The information I received today helped me to understand my situation better	36% (778)	45% (979)	12% (266)	3% (75)	4% (89)
The mediator treated me with respect	54% (1,174)	42% (919)	2% (34)	1% (20)	2% (40)
The mediator listened carefully to what I had to say	48% (1,040)	43% (945)	5% (107)	2% (35)	3% (60)
My role as a parent was taken seriously in mediation	43% (938)	45% (990)	6% (133)	3% (60)	3% (66)
The mediator was sensitive to my cultural background (race, religion, language, etc.)	30% (661)	49% (1,065)	7% (157)	4% (89)	10% (215)
I felt rushed by the mediator	4% (85)	9% (203)	42% (915)	41% (902)	4% (82)
The mediator pressured me to go along with things I did not want	4% (78)	7% (148)	41% (889)	45% (984)	4% (88)
The other parent had an unfair advantage in mediation	7% (158)	12% (263)	47% (1,020)	28% (615)	6% (131)
I felt safe here today	49% (1,071)	41% (903)	5% (103)	3% (59)	2% (51)

Note: N = 2,187.

Trust and Confidence in the Courts

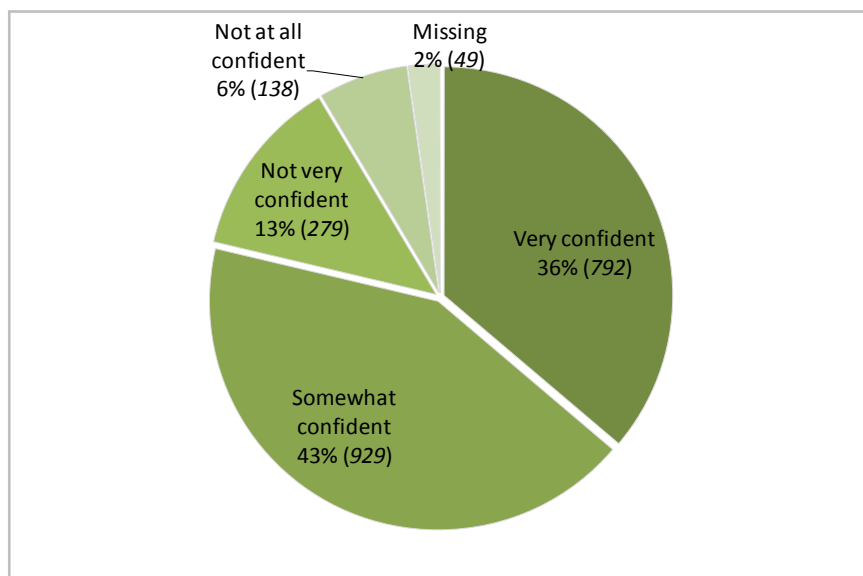
- More than half of clients (60 percent) thought that the courts in their counties were doing either a very good or good job (see Table 25).
- The majority of mediation clients (79 percent) indicated that they were either very confident or somewhat confident in the courts in their counties (see Figure 15).
- The confidence levels of mediation clients are comparable to the results of the 2005 Public Trust and Confidence Survey,¹¹ in which 83 percent of respondents indicated that they felt confident in their counties' courts.

Table 25: What is your opinion of the overall job the courts in your county are doing?

	N	%
Very good	540	25%
Good	779	36%
Fair	566	26%
Poor	142	7%
Very poor	104	5%
Missing	56	3%
Total	2,187	100%

Note: Percentages do not sum to exactly 100 due to rounding.

Figure 15: In general, how would you rate your confidence in the courts in your county? (N = 2,187)



¹¹ David B. Rottman & Admin. Off. of Cts., *Trust and Confidence in the California Courts, A Survey of the Public and Attorneys, Part I: Findings and Recommendations* (2005).

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