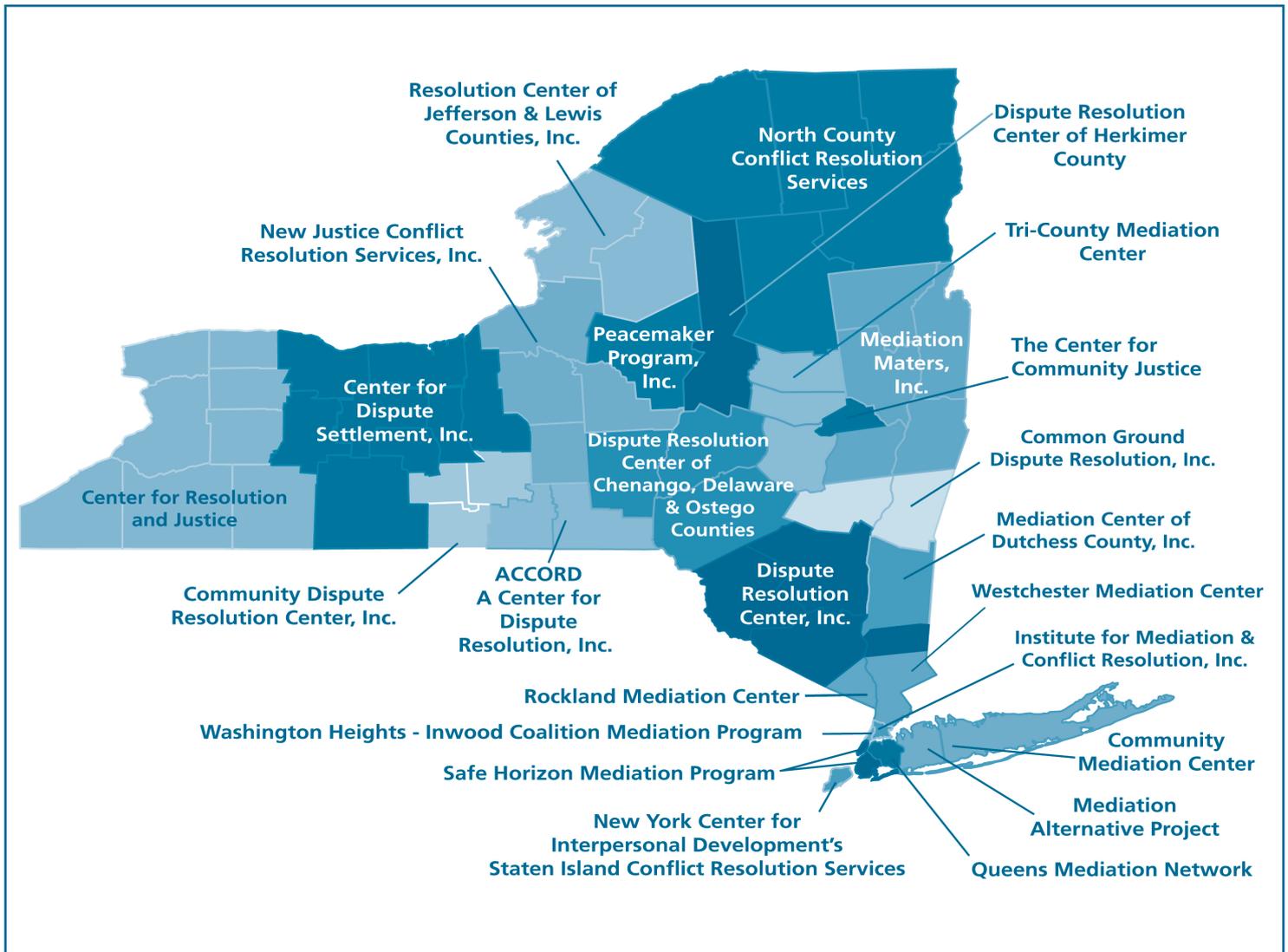


NEW YORK STATE UNIFIED COURT SYSTEM

Community Dispute Resolution Centers Program

ANNUAL REPORT

2009-2010



New York State's Community Dispute Resolution Centers

The Office of Alternative Dispute Resolution and Court Improvement Programs compiles a Directory of Providers that contains more detailed information about each of the CDRCs. The Directory can be found at:

www.nycourts.gov/ip/adr/DirectoryofProviders.pdf

*State of New York
Unified Court System*



*Ann Pfau
Chief Administrative Judge*

*25 Beaver Street
New York, N.Y. 10004
(212) 428-2100*

September 15, 2010

Hon. David A. Paterson
Governor of the State of New York
Executive Chamber
State Capitol
Albany, NY 12224

Dear Governor Paterson:

Pursuant to Chapter 524 of the Laws of 2005, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering fiscal period April 1, 2009 to March 31, 2010.

The Community Dispute Resolution Centers Program, in its 29th year, is available as an alternative to formal court proceedings to every citizen in the 62 New York counties. The New York State Unified Court System is indebted to the more than 1,300 professionally-trained volunteer mediators across our state, in conjunction with Community Dispute Resolution Center staff, who help parties communicate, allowing them to resolve their conflicts in a peaceful and meaningful way.

Your support of this valuable program is greatly appreciated. We look forward to working with you in serving the people of the State of New York.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Ann Pfau".

Enclosure

New York State Unified Court System

HON. JONATHAN LIPPMAN
Chief Judge of the State of New York

HON. ANN PFAU
Chief Administrative Judge

Office of Court Administration

HON. LAWRENCE K. MARKS
Administrative Director

RONALD P. YOUNKINS, ESQ.
Chief of Operations

Division of Court Operations

NANCY M. MANGOLD
Director

DANIEL M. WEITZ, ESQ.
Deputy Director

Office of Alternative Dispute Resolution & Court Improvement Programs

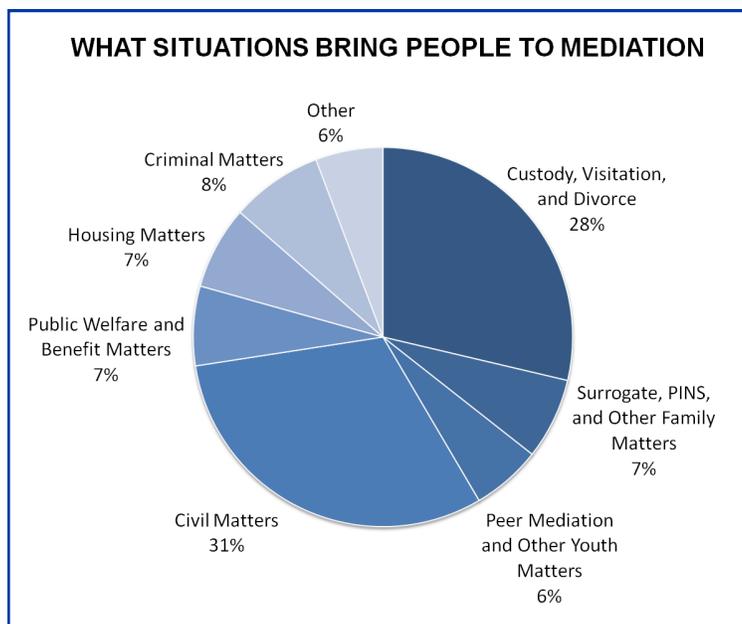
DANIEL M. WEITZ, ESQ.
Coordinator

MARK V. COLLINS
Assistant Coordinator

A MESSAGE FROM THE COORDINATOR

It is with great pride that I introduce this year's annual report of the Community Dispute Resolution Centers Program. In an economy that has dramatically reduced the ability of many not-for-profit organizations to offer much needed social services, the Community Dispute Resolution Centers (CDRCs) have maintained the availability of a wide range of alternative dispute resolution (ADR) services to the people of New York State. Many CDRCs experienced cuts in local revenue, which in many cases resulted in reductions of key staff. However, CDRCs still served 99,924 individuals and screened 38,658 cases that resulted in 21,307 mediations and other ADR processes. These numbers tell only part of the story, so this report includes firsthand accounts from CDRC staff, clients, and mediators.

One of the pleasures of working in this field is experiencing the many ways in which ADR processes help to solve or manage the diversity of issues facing our communities. CDRCs are often on the cutting edge of applying these ADR processes in creative ways. As you read this report, you'll see why CDRCs are recognized as leading innovators in our field, whether by using street mediation to help reduce gun and gang violence, helping a city task force work with the public to improve the way law enforcement serves its citizens, or designing a safe and thorough means for supporting domestic violence victims.



This innovation is possible due to the collegial nature of the CDRC network. Sometimes CDRCs take the initiative to collaborate, as is the case with a partnership among three CDRCs featured in this year's report, who worked together to create joint operating protocols. Other times, collaboration grows out of events sponsored through our office, such as regional meetings that provide a forum for CDRC staff in neighboring counties to share ideas and solve problems together, as well as statewide directors' meetings that bring together senior staff twice a year to discuss key issues facing the network. In either case, this collaborative atmosphere not only fuels innovation but ultimately bolsters the quality and range of services available to New Yorkers.

This report, which covers the fiscal year ending March 31, 2010, paints an inspiring picture of the remarkable work CDRCs are doing across our state. I hope you agree.

Daniel Weitz

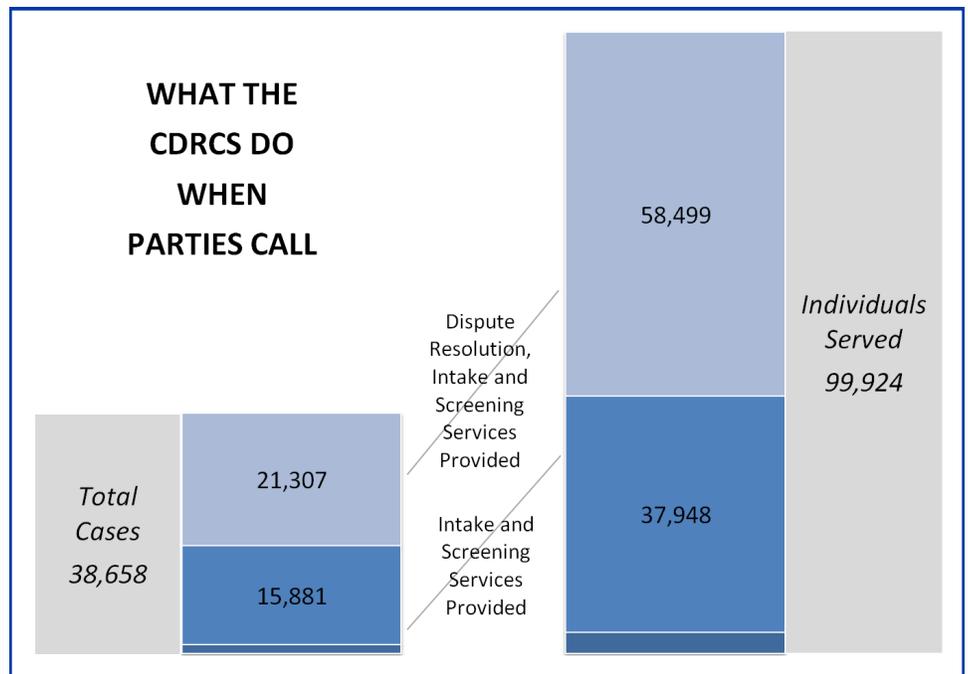
WHO WE ARE

The Community Dispute Resolution Centers Program (CDRCP) is a program of the New York State Unified Court System (UCS) Office of Alternative Dispute Resolution and Court Improvement Programs (ADRIP). The CDRCP was created with the goal of providing access for all New Yorkers to affordable or free ADR services such as mediation and arbitration. Mediation is a process in which a neutral third party helps people in conflict talk through their differences and, if possible, come up with their own solution. Mediators, unlike judges or arbitrators, don't make decisions for people in conflict but empower parties to discuss or resolve conflict in the way that works for them. Established in 1981, the CDRCP funds independent not-for-profit agencies – CDRCs – in every county of New York State. The CDRCs received \$9,070,299 in UCS funds between April 2009 and March 2010, including funds from local judicial districts. During that time, CDRCs served 99,924 individuals and screened 38,658 cases, resulting in 21,307 mediations and other dispute resolution processes.

CDRCs offer constructive ADR processes for resolving differences and conflicts between individuals, groups, and organizations as an alternative to avoidance, destructive confrontation, prolonged litigation, or even violence. Mediation, the most widely used ADR process in the CDRCs, is designed to value individual interests and needs as well as relationships. By working through conflict in our communities and building connections between people and groups, ADR helps to make communities work for all of us.

Many common types of disputes – neighbor disagreements, custody and visitation arrangements, and landlord-tenant issues, for example – are well suited to mediation. While many people who have filed in court for these issues are referred to CDRCs for mediation, any New Yorker may use the services of the CDRC in his or her local area, regardless of whether he or she has a case pending in court.

Once a CDRC learns of a dispute through a referral or directly from a person in conflict, CDRC staff members conduct interviews with the parties to explain the mediation process and give parties an opportunity to talk about their conflict. Each case is also carefully screened to ensure that the matter is appropriate for dispute resolution services. Of the 38,658 cases handled by CDRCs this year, 1,470 were found to be inappropriate for mediation. After this intake process, all individuals involved in the case, even if they are referred by a court or other organization, decide for themselves whether to participate in mediation or another ADR process. As this chart shows, more than half of the people who worked with CDRCs this year participated in an ADR process.



The vast majority of cases handled by CDRCs are mediated by volunteers from the local community. In order to ensure that these volunteer community mediators are taught a core curriculum statewide, ADRCIP certifies trainers to provide Initial Mediation Training and Custody and Visitation Mediation Training. Volunteers must complete both initial training and an apprenticeship before mediating cases (for more information, see page 18).

“This is an outstanding program, and our mediator was very professional and kind. He was key in helping us focus on the issues so that we could resolve them.”

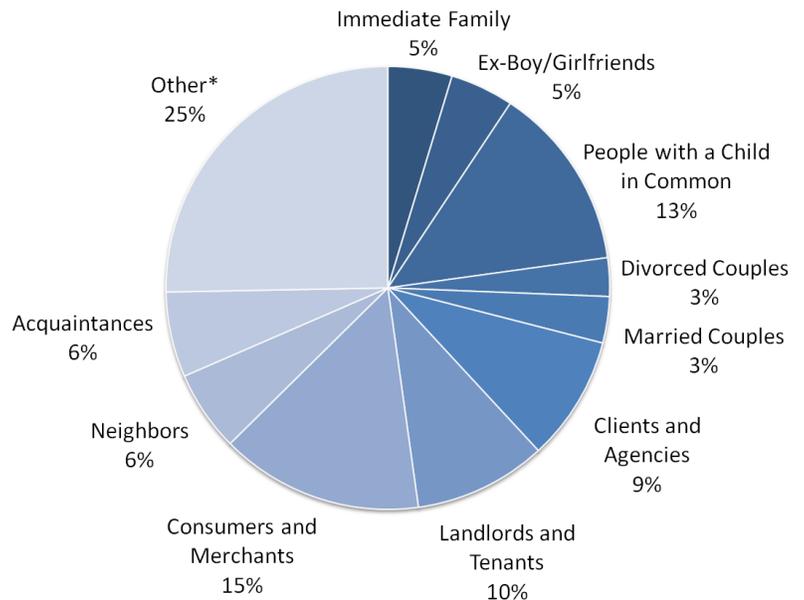
– MEDIATION PARTICIPANT FROM THE CENTER FOR RESOLUTION AND JUSTICE, THE CDRC SERVING ALLEGANY, CATTARAUGUS, CHAUTAUQUA, ERIE, GENESEE, NIAGARA, ORLEANS, AND WYOMING COUNTIES

How long does it take?

From the first intake conversation with CDRC staff, a mediation or arbitration session is scheduled and completed within **17 days**, on average.

When the case requires multiple sessions, the average time period is **74 days**.

WHO THE CDRCs SERVE



*CDRCs track an additional 19 types of party relationships including Parents and Children, Co-Workers, Employers and Employees, and Schoolmates

“I never expected Jason and I would be able to create a parenting plan, but we did. Now I am amazed at how we are beginning to work together. We’ve made so many decisions and have been able to work together to make changes that now work better for our boys. I’m really surprised — I think mediation helped us finally grow up.”

– MEDIATION PARTICIPANT FROM THE CENTER FOR DISPUTE SETTLEMENT, THE CDRC SERVING CAYUGA, LIVINGSTON, MONROE, ONTARIO, SENECA, STEUBEN, WAYNE, AND YATES COUNTIES

CATHOLIC CHARITIES CDRCs COLLABORATE

One of the greatest strengths of the CDRC is the network of talented staff who willingly share their knowledge and experience with one another as they grow their programs and enhance the quality of their services. This year, a group of three CDRCs took that effort to another level, and what they achieved was much more than anyone anticipated.

With the goal of improving the efficiency and effectiveness of its services, Catholic Charities of the Diocese of Albany tasked three of its local agencies with developing a joint policy and procedure manual for their CDRC programs. Executive directors Kathie Greenblatt of Catholic Charities of Delaware and Otsego Counties, Terry Leonard of Catholic Charities of Herkimer County, and John Nasso of Catholic Charities of Fulton and Montgomery Counties took on the charge from Linda Bonesteel, Associate Executive Director of Continuous Quality Improvement (CQI) and Corporate Compliance. CDRC directors Jennifer Morris (of the Dispute Resolution Center of Chenango, Delaware, and Otsego Counties), Michael Kapala (of the Dispute Resolution Center of Herkimer County), and Stephanie Bornt (of Tri-County Mediation Center, serving Fulton, Montgomery, and Schoharie counties) joined the effort. Leonard pointed out their natural fit: “We are all multi-purpose agencies and serve similar counties – rural, agricultural, and different from other counties in the capital district. Together, we can relate to the issues that are on the table.”

As they delved into the details of writing the manual, the three CDRC directors used the CDRC Program Manual as their “backbone” and worked with Grit Bernhardt from the diocese CQI office. Grit served as a facilitator and an expert on the development of agency policies and procedures. For the first six months, the process was by no means easy – or welcome! There was both natural resistance to change and the challenge of melding two different ways of thinking. Bernhardt was focused on structure and the need for clear, consistent policies. Bornt, Kapala, and Morris were more concerned with talking through the gray areas – the range of contexts in which their programs operate and the need to tailor policies accordingly. Ironically, as in mediation, it took some time for the four to better understand each other before they reached their stride in working together. The challenge was worth it, as Kapala explains, “We’re more conscious now of our purpose – why we’re doing what we’re doing.”

The resulting manual combined system-wide standards with individualized local procedures for the three CDRCs. Bornt, Kapala, and Morris also recently implemented a peer review process. In addition to the new internal monitoring that is taking place, the three directors travel to each other’s CDRCs once a year to review randomly selected case and mediator files. ADRCIP’s Rebecca Koch noted, “This type of built-in accountability process is a hallmark of a quality CDRC, and I am highly impressed with the leadership Catholic Charities has shown in making this a priority.”

In addition to these tangible benefits, the three directors saw an even more valuable result from their work: priceless relationship and trust building. Morris sums it up, “What has been really beneficial is just sitting together once or twice a month and being a regular sounding board to each other. It’s so valuable to have the support of your colleagues because in mediation, cases are always different, and there is always more to learn from each other.” They have gotten to know each other’s staff and volunteers as well as the inner workings of all three CDRCs, all of which has made each much more adept at giving one another advice. What comes next?

“We’re committed to continuing to meet together once a month and collaborating on mediator in-services and trainings,” Bornt says. For Catholic Charities’ part, this model will likely be replicated with other programs beginning next year.

Tales from the Field: CDRC staff share their stories

Recently, I received a call asking for a Spanish/English translator. After hearing more about what the parties were looking for, I thought mediation might work for them and explained the process. The caller thought that mediation would be helpful, and I learned that there would be 10 participants. Now I had my work cut out for me. I had a particular bilingual mediator in mind but was concerned about his availability since he is employed full time. The mediation session had to be scheduled during the day. I was also concerned that a co-mediator who was not bilingual might feel lost in the process.

The task of contacting all the parties took a significant amount of time. I wanted to make sure that everyone was prepared for the mediation and, due to the large number of parties, that no one would feel targeted or isolated. Since I am a bilingual intake coordinator, I was able to have conversations in advance of the mediation with each person involved. At first, one of the parties was nervous about the mediation but, after we spoke, she felt more comfortable and was very pleased because she wanted an opportunity for open communication with the group.

After a few days of contacting participants, asking questions, and finding a time that worked for all 10, I called Adrian, our center’s bilingual mediator. To my surprise, he was available during the day. Now I had to find a co-mediator who was comfortable with this type of session. I called MaryAnn, and both agreed to mediate.

The day of the mediation, I was pretty nervous, yet confident as to my selection of mediators. Adrian and MaryAnn met early to discuss how they were going to work together and what their roles would be during the mediation. The session lasted three hours, and the outcome was an agreement satisfactory to all involved in the process. Adrian was pleased to have MaryAnn as co-mediator because when he missed a point, MaryAnn would guide him back to the issue.

After the session concluded, I waited a day to email all participants for feedback. One participant wrote back, “The mediation went very well. Everyone felt very validated during and at the end of the mediation. I really think that we are all on a better page of communication, and hopefully all the issues have resolved themselves through better communication and understanding by all parties. Thank you for your service. I would definitely recommend it and use it again if necessary in the future.”

All in a day’s work!

*Myra Gonzalez, Senior Program Coordinator
Tri-County Mediation Center, Montgomery County*

MARKETING EFFORTS INCREASE PUBLIC AWARENESS OF ADR

The Center for Resolution and Justice (CRJ), a program of Child and Family Services of Buffalo, Inc., has spent considerable time during the last couple of years increasing public awareness and use of alternative dispute resolution in their counties. Serving an eight-county region comprising the entire Eighth Judicial District, CRJ began the process by sitting down with marketing and design professionals and rebranding the center. “Being involved with the branding process really forced us to examine what was most important to us and to potential clients. Taking the time to clearly articulate those messages and creating a consistent look we can use in all of our marketing materials was challenging but worth every minute of time it took,” says Julie M. Loesch, Esq., CRJ Director.



One of the CRJ bus tail ads in Buffalo

After settling on a new tagline and image, the center created a new fleet of printed materials, and launched a highly visible advertising campaign in Buffalo and Niagara Falls. “It was really hard to miss our ads on 20 bus shelters, 20 bus tails, six metro rail stops, and 10 bus sides,” recalls Loesch. “We even started a contest with other agency staff based on spotting CRJ ads. The campaign generated so much enthusiasm for our marketing efforts.” Even though the public transportation campaign came to a close, CRJ has used that enthusiasm to fuel other ongoing marketing efforts:

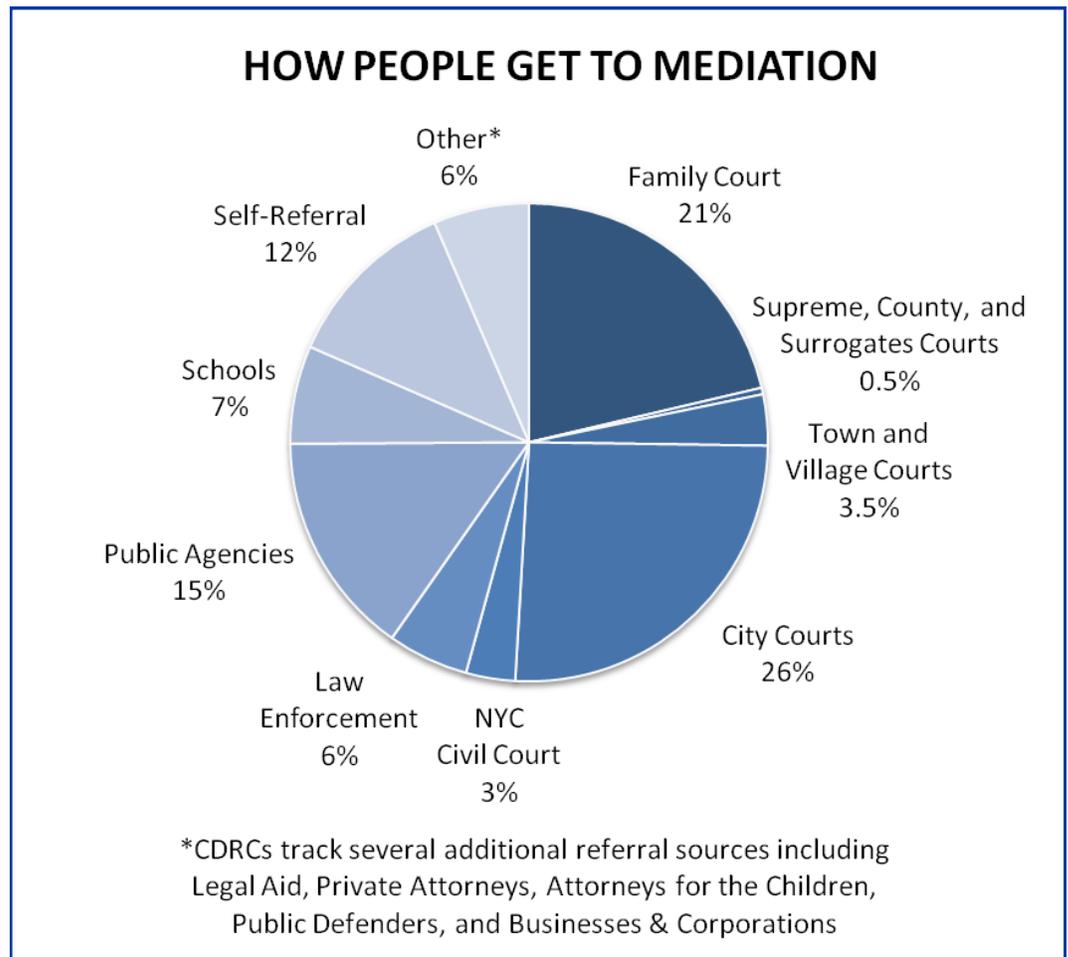
- Child & Family Services launched a new website, and CRJ used images and captions from the public transportation campaign for a consistent look.
- CRJ produced a short, three-minute video about mediation for the American Bar Association’s Section on Dispute Resolution’s video contest. The video took second place and has been viewed by thousands of people. It is also now used in most of CRJ’s presentations and trainings.
- CRJ recently launched a seasonal postcard mailing, also based on design elements from the public transportation campaign. Eye catching images and memorable captions are selected to tie their message to each of the four seasons as a reminder to courts and other referral sources to “think mediation.”
- CRJ is now involved in a *Mediation is Green* campaign that will feature reusable grocery bags and additional marketing materials that declare, “Don’t Recycle Conflict: Resolve It!”

“With an understanding that public awareness requires a regular, consistent, repeated message, we’ve made a long-term commitment to marketing,” says Loesch. And it is working. CRJ reports the number of inquiries about CRJ’s services has increased since the campaigns began. CRJ staff members are out of the office at least twice weekly delivering presentations about mediation services to groups that had not previously been aware of CRJ. Medicaid service coordinators, social workers, community groups, and block clubs are among those that contacted CRJ for presentations or training workshops. While there is not yet a proportionate increase in the number of mediations, CRJ expects the number of people accessing services to increase now that mediation is no longer the best kept secret in Western New York.



Two CRJ bus shelter ads increasing their communities' awareness about mediation

Of the cases that conciliated, mediated, and arbitrated at CDRCs *this year*, **75%** resulted in an agreement or final decision.



More detailed case data is available at www.nycourts.gov/ip/adr/stat_graphs.shtml. ADRICIP also publishes a Statistical Supplement each year that is available upon request.

CDRCS USE FACILITATION TRAINING TO ENHANCE SERVICES

Last year, ADRCIP offered the first in a series of multi-party facilitation trainings designed to enhance the capacity of CDRCs to provide facilitation services. Group facilitation services are a natural extension of mediation and allow CDRCs to address large, community-wide conflicts. The training focused on the Technology of Participation (ToP), a group facilitation method developed by the Institute for Cultural Affairs (www.ica-usa.org). Sometimes referred to as the "sticky wall" method, ToP is a facilitation used in community and business settings around the world and is particularly adept at helping groups communicate, reach consensus, create action plans, and conduct strategic planning. Since attending the training last year, several CDRCs have found ways to incorporate this method into their facilitations and trainings.

Mediation Matters, the CDRC serving Albany, Rensselaer, Saratoga, Warren, and Washington counties, has used the method as a part of six-month facilitation process that involved the Albany Police Department and an advisory council created by the Albany Common Council. Charged with preparing a plan to implement aspects of the community policing approach, the advisory council and the police department had a complicated mandate. Due to several controversial events, public perception of the police department had deteriorated in the last few years. Implementing a community policing model, which involves a more visible and community-oriented police presence, would require rebuilding trust with citizens in neighborhoods throughout the city. Additionally, it would require reallocating finances and making difficult decisions about how those resources would be utilized in different parts of the city.

With the help of a facilitator, the advisory council and the police department were up to the job. Using multiple methods, as suggested by the facilitator in the process design stage, the advisory council was able to balance the need for internal decision making with soliciting meaningful public participation, all while remaining relatively insulated from political pressures. "The use of the "sticky wall" early in the process was critical in helping the group create common goals and working groups," recalls Peter Glassman, lead facilitator and Executive Director of Mediation Matters. After establishing the advisory council's goals and working agreements, the process included committee meetings, some of which were open to the public; public neighborhood meetings that utilized the "sticky wall" and allowed people to voice concerns and explain the needs of their neighborhood; and public meetings seeking feedback on the proposed plan.

"Mediation Matters was instrumental in convening the Albany Community Policy Advisory Committee, as well as designing and facilitating a number of their meetings. The ideas and goodwill generated at these meetings were critical in moving the community policing process forward in Albany. We felt it was essential that an outside, neutral party run these meetings in a professional, unbiased way, and Mediation Matters was more than up to the task!"

– BRENDAN COX, ASSISTANT CHIEF, ALBANY POLICE DEPARTMENT

The process has resulted in a series of recommendations that will be presented to the Common Council and the Mayor. Mediation Matters plans to continue its work with the police department and the advisory council to develop a process for ongoing public input.

The Peacemaker Program, Inc., the CDRC serving Oneida County, has also used the “sticky wall” method to help local organizations plan for the future. After attending the training, Peacemaker staff Steve Robinson and Mark Leuthauser spent considerable time practicing the method and refining their skills by facilitating several Peacemaker board meetings and guiding the agency’s strategic planning process. Once they were comfortable with the method, staff began to market their services externally, securing several contracts for their services. In the last year, Peacemaker staff facilitated strategic planning processes for nonprofit organizations and the Oneida County Enhanced Court Practice Collaborative. “Of all the ADRICIP trainings we’ve attended, this was the best,” says Steve Robinson, Director of Alternative Dispute Resolution Services. “The skills we learned in those two days have allowed us to expand our programming to the community and increase our fee-for-service revenue without compromising the integrity of our organization’s mission.”

“It is gratifying to see so many centers gravitate toward this work and use the ToP method,” adds ADRICIP’s Mark Collins. “Using multi-party facilitation methods to help groups improve their communication and decision making is a valuable part of what CDRCs can offer their local communities.” ADRICIP hopes to continue to develop the capacity of CDRCs by offering future training in other facilitation methods.

NEW YORK STATE LEGISLATURE FUNDS STREET MEDIATION IN SYRACUSE

Last year, New Justice Conflict Resolution Services, Inc., the CDRC serving Cortland, Madison, Onondaga, and Oswego counties, was chosen to be Syracuse’s lead agency for Operation S.N.U.G. and received an annual \$500,000 grant. Operation S.N.U.G. is a community, government, and corporate partnership aimed at improving public safety for young people through the elimination of gun and gang violence. Authorized by NYS Legislator Malcolm A. Smith, the program is based on the success of the Ceasefire program in Chicago, which focuses on street intervention and stopping gang violence. Funding for Operation S.N.U.G. (guns spelled backwards) comes from state and federal government, and was awarded to 10 organizations servicing urban areas in the state.



“We are thrilled to be involved with Operation S.N.U.G. This opportunity is a result of years of work – New Justice has long been involved with violence prevention initiatives and has an extensive track record of working with urban youth on a variety of issues.”

– JOHN MCCULLOUGH, EXECUTIVE DIRECTOR OF NEW JUSTICE CONFLICT RESOLUTION SERVICES, INC.

New Justice plans to use the funding to hire more than 12 staff members who will provide street mediation and outreach, with the goal of intervening in disputes that might otherwise become violent. “The only way to make a significant and immediate impact will be to have a highly visible grassroots presence,” explains McCullough. New Justice will partner with the Syracuse Police Department, Mothers Against Gun Violence, and the Faith Hope Community Center to implement the program in the coming years.

NYSAMP AWARDS MARKETING AND OUTREACH GRANTS IN RURAL COUNTIES

The New York State Agricultural Mediation Program (NYSAMP), a partnership of ADRCIP and the New York State Dispute Resolution Association, provides critical mediation services to the farm community throughout the state. Working with farm families, agri-business, and the communities around them, NYSAMP provides services in a wide range of conflicts including small claims and unpaid bills; machinery and supplier credit; bank loans; child custody and visitation; family farm succession; labor issues; and appeals of USDA decisions. In the last several years, NYSAMP's caseload has grown dramatically, making it one of the largest agricultural mediation programs in the country (for more information, see the 2007-2008 CDRCP Annual Report, page 11). With more than 400 cases last year, NYSAMP served over 900 people from more than 30 counties.

Increased outreach, marketing, and publicity efforts by CDRCs have helped spur this growth. NYSAMP has partnered with CDRCs to help increase the public awareness of NYSAMP services through focused efforts in rural counties. NYSAMP solicited proposals from CDRCs: "By encouraging creative proposals tailored to local needs, we were able to select and support ideas that really took off," recalls Charlotte Carter, Statewide Program Director for NYSAMP. "The projects also led to many new collaborative relationships among CDRCs and between CDRC and NYSAMP staff – that was fun and productive." After selecting the most promising proposals, NYSAMP provided funding, technical assistance, and marketing materials. The following CDRCs were awarded marketing and outreach grants this year:

- Mediation Matters for presentations to agricultural leaders, Cornell Cooperative Extension (CCE) staff, town supervisors, and farmers' groups in Saratoga, Warren, and Washington counties
- Tri-County Mediation Center, DRC of Herkimer County, and DRC of Chenango, Delaware, and Otsego Counties for collaborative television and billboard advertising
- North Country Conflict Resolution Services for outreach to farmers, agri-business, town and village courts, regional hospitals, and human service agencies in Clinton County
- Child & Family Services' Center for Resolution and Justice for cultivating relationships with FarmNet, CCE, and Farm Bureau while also organizing and presenting to over 100 farmers at a Risk Management seminar
- Center for Dispute Settlement in Wayne County for radio advertising and building relationships with key stakeholders including the Food Security Coalition and the Finger Lakes Coalition of Farm Workers
- The Center for Community Justice for outreach at farmers markets, public libraries and other events
- Dispute Resolution Center in Orange and Ulster counties for reaching out to farmers through the use of mailings, telephone, and meetings
- Resolution Center of Jefferson and Lewis Counties, Inc. for outreach in Jefferson County, including radio and television spots and presentations at agricultural organizations, town offices, Granges, feed stores, and courts

While CDRC staff worked on a local level, NYSAMP staff worked to cultivate even stronger relationships with key statewide stakeholders: "CDRC staff have really engaged with their agricultural communities," explains

Carter. “That has generated grassroots credibility for the program. Now when I talk to agricultural leaders in the Farm Bureau, agricultural bankers, or state agencies, they’ve heard about mediation and the services we provide.” NYSAMP plans to continue funding CDRC outreach in the coming year.

Success Story

CDRCs can be a natural place to turn for individuals facing challenging financial situations, as was the case this year for a farmer in upstate New York. Her husband died unexpectedly, and she was left with her teenage son and the family’s 100-year-old dairy farm. Although she worked hard to keep everything together, a significant drop in milk prices was a real setback, and she owed the feed store over \$12,000. Even though the store had a reasonable interest rate, she was having trouble making the payments each month.

She contacted North Country Conflict Resolution Services (NCCRS), the CDRC serving her county, and NCCRS was able to set up a mediation between the farmer and the feed store owner. During the mediation session, the store owner was clear that she didn’t want the farm to fail, but continuing to provide feed for the animals was putting the store in a precarious financial position. Together they were able to reach a settlement that restructured the debt over a longer period with a smaller monthly payment. Today, NCCRS reports that the farm is doing quite well.

When money changed hands through mediation agreements or arbitration awards this year, the average payment per case was **\$1,975**. The payments made totaled **\$669,308**.

CDRCS MEET REGIONALLY

Regional meetings, held every two years, are gatherings of the directors and staff of several neighboring CDRCs.



Mariely Gonzalez and Mary Grateaux of WHIC present at the regional meeting in NYC

Historically, these meetings have been an important way for ADRCIP staff and CDRC staff to build connections, share information, and discuss program developments and challenges with one another. This year was no exception. In a time of limited resources, the regional meetings were a welcome opportunity for everyone to come together in the spirit of partnership.

Though the meetings were coordinated by ADRCIP, the CDRCs played a central role in choosing the regional groupings and setting the focus of the meetings. The pairings of CDRCs differed from years past, allowing for an exposure to new ideas, individuals, and organizations. At each meeting, CDRC staff presented to their peers on their innovative work. The many presentations included the Dispute Resolution Center’s re-entry mediation for incarcerated men in Orange County, the Center for Dispute Settlement’s collaboration with the Seventh Judicial District for the Family Court diversion program (for more information, see the 2007-2008 CDRCP Annual Report, pages 5-6), and the Washington Heights-Inwood Coalition (WHIC) Mediation

Program's peer mediation and conflict resolution skills trainings at the Center for Peace at Gregorio Luperon High School.

CDRC staff members who attended set the agenda for the afternoon portion of their meetings, addressing a wide range of topics including cultural awareness, volunteer management, fee-for-service and funding opportunities, working with referral sources, and surviving and thriving as a nonprofit in this economic climate. The feedback from the meetings was overwhelmingly positive. Kristen Wright, site supervisor for the Center for Resolution and Justice in Chautauqua County, shared this: "I wanted to let you know how much I valued our recent CDRCP meeting. The format was excellent, and I think everyone left feeling inspired. I gained some very useful ideas and information and have already been in touch with two other program attendees."

A total of 135 CDRC staff members came together through the regional meetings, which were held in Cohoes,



Yonkers, Rochester, Bath, New York City, Ilion, and Tupper Lake. ADRCIP would like to thank the many CDRC staff members who not only attended the regional meetings but also helped them come to fruition by providing meeting space, bringing food to enjoy, and generously sharing their knowledge and expertise with colleagues.

CDRC and ADRCIP staff converse at the regional meetings in Yonkers



...and Tupper Lake

"This mediation taught me that communication is key. I realized that I'm not the only one in the family hurting and that we will continue to work on our healing process. I especially liked that we were not rushed off, but in fact were given attention and care."

– MEDIATION PARTICIPANT FROM THE INSTITUTE FOR MEDIATION AND CONFLICT RESOLUTION, THE CDRC SERVING BRONX COUNTY

ACRGNY RECOGNIZES DOMESTIC VIOLENCE AND MEDIATION SAFETY PROJECT

Since it began eight years ago, the Domestic Violence and Mediation Safety Project has helped hundreds of domestic violence victims safely choose whether or not to mediate. A partnership between the Mediation Center of Dutchess County (MCDC) and Battered Women's Services (BWS) of Family Services, Inc., this innovative project is finding a way to provide victims of domestic violence with safe and supported means to access mediation services. The core components of the program include a highly coordinated mediation intake process, completed in concert with extensive domestic violence counseling and safety planning, which can result in a mediation process designed with sensitivity to the nuanced issues facing victims of domestic violence. Another outcome of the collaboration is that clients often decide to continue receiving services through BWS, finding that the support and expertise help them heal from the trauma of domestic violence.

As a result of the unique collaboration, the Project received the Association of Conflict Resolution of Greater New York (ACRGNY) ADR Achievement Award at ACRGNY's annual conference in June 2009. Each year the award is given in recognition of outstanding work in the field of alternative dispute resolution, including those who have made a significant contribution toward strengthening the practice of conflict resolution through innovative approaches or groundbreaking techniques. MCDC Executive Director Jody Miller expressed gratitude, saying, "We were incredibly honored to receive the ADR Achievement Award because it came from our peers and affirmed that the Project's work is important to the field as well as to the victims who continue to be helped."



ADRCIP congratulates MCDC on this award and would like to acknowledge the dedication and common sense of purpose that have guided this unique partnership among MCDC and the professional domestic violence community in Dutchess County.

Jody Miller, MCDC Executive Director, and Dr. Dee DePorto, BWS Research and Training Specialist, accept the award along with Katherine Graham, BWS Director; Alexis Gowen, MCDC Family Program Manager; Mary Mulligan, MCDC Community Program Coordinator; and Debbie Goodpaster, MCDC mediator

CDRC DIRECTORS TACKLE TIMELY TOPICS

Twice each year, ADRCIP hosts CDRC Directors for statewide meetings that are designed to encourage exploration of timely topics, dialogue with peers, and the sharing of resources. “We always consider CDRC staff and directors to be the experts in the field,” notes ADRCIP Assistant Coordinator Mark Collins. “Bringing the experts together is extraordinarily beneficial to the entire network.” This year’s Directors’ Meetings focused on critical topics arising from the economy and new developments in the field.

Together with ADRCIP, directors Jenny Besch of the Westchester Mediation Center, Michelle Leonard of Queens Mediation Network, Jody Miller of the Mediation Center of Dutchess County, Inc., and Steve Robinson of The Peacemaker Program, Inc., planned the May 2009 Directors’ Meeting. With many CDRCs trying to find equilibrium in the economic uncertainty of the moment, ADRCIP invited Newell Eaton to discuss managing organizations and programs in difficult times. Formerly the Director of Strategic Planning for the NYS Office of Children and Family Services, Eaton guided directors in a reflection about how CDRC staff members are experiencing change, how directors can better lead during times of transition, and how the uncertain times can be leveraged for greater creativity.

Building on Eaton’s themes, ADRCIP’s Darlene Ward and Daniel Kos led a presentation about resource development planning. With directors thinking about the new financial reality, Ward and Kos emphasized the critical importance that carefully planning fundraising strategies can have in ensuring sustainable programs and organizations. Because of the interest this presentation generated, it was later expanded to a full day training that was offered regionally to CDRC staff and board members (see page 27 for more information).

In October 2009, a new planning committee, comprised of Linya Bell of the Resolution Center of Jefferson and Lewis Counties, Stephanie Bornt of the Tri-County Mediation Center, Dominick Brancato of the New York Center for Interpersonal Development, and Dawn Wallant of Common Ground Dispute Resolution, Inc., moved its attention to the programmatic implications raised by a recent ethics opinion issued by the Mediation Ethics

Advisory Committee (MEAC) (see page 24 for more information about MEAC). MEAC members Jody Miller, Jenny Besch, and Brenda Episcopo joined MEAC Chair Dan Weitz in explaining the committee’s decision making process, and discussing the role that center staff and mediators have in providing clients with the legal information to help them make informed decisions in custody and visitation cases.



A small group works together at the Fall Directors’ Meeting

The meeting also responded to a recent revision of the Standards of Conduct for CDRC Mediators that MEAC issued, which emphasized the importance of the role of Attorneys for the Children (AFC). AFCs, formerly known as law guardians, play a critical role in Family Court procedures, as they represent and advocate for the desires of children. Joanne White, an experienced AFC in Albany and other surrounding counties, presented on the role of the AFC and how CDRCs can further incorporate AFCs into the mediation process.

Tales from the Field: CDRC staff share their stories

This story is a bit complicated, but it is one of my favorites. In a time when the Internet controls most facets of our social lives, Facebook seems to be the go-to place for announcing a relationship, contacting an old school-mate, following a growing child through pictures, and...fighting with friends. Confined to the safety of our homes and behind the mask of a computer screen, we find that we are able to say things that we wouldn't normally say in a direct contact scenario. As a victim of past cyberbullying, I was eager to see the result of the case involving Facebook harassment between two acquaintances.

One woman had sent hurtful and combative messages to the other. In retaliation, the other woman created a fake profile page advertising the adversary as a rather "evil" person. She posted fake embarrassing photos and claimed them to be photos of the woman. This battle went on for months until one of the women was referred to our services by a co-worker who had utilized our program a few months ago and was very pleased with the outcome.

Although they were hesitant at first, I was able to get both parties to agree to try mediation. In what I can only imagine were an intense two hours, the mediators held several private meetings with the parties, and each time everyone returned to the same room. It turned out that mutual friends had set these two women against each other. In the end, an agreement was reached and signed by the parties. The women agreed to contact one another directly if something else should arise, rather than lashing out in a public forum.

Both women were extremely pleased with the mediation process. In a world where computers, BlackBerries, instant messages, and video chatting seem to take precedence over calling a friend on the telephone, sometimes it really is true that you just need to take the time to look someone in the eyes and hear their side of the story.

*Bryn Leigh O'Donnell, Case Coordinator
Mediation Alternative Project, Nassau County*

"I never knew of this service or that it could be so helpful; I am truly thankful to know that CDS is in my community, and I will definitely spread the word!"

– MEDIATION PARTICIPANT FROM THE CENTER FOR DISPUTE SETTLEMENT, THE CDRC SERVING CAYUGA, LIVINGSTON, MONROE, ONTARIO, SENECA, STEUBEN, WAYNE, AND YATES COUNTIES

HOW TO BECOME A CDRC MEDIATOR

The more than 1,300 New Yorkers who volunteer their time and expertise as mediators are the core of the CDRC, providing communities with access to mediation services in every corner of the state. Collectively, these highly trained volunteers make up the most vibrant network of community mediators in the nation.

CDRC mediators go through a demanding and challenging certification process. First they must complete 30 hours of initial mediation training provided by a CDRC-certified trainer (for a list of certified trainers, see page 23). ADRCIP requires that mediators be trained in the dynamics of conflict, goals and purposes of the mediation process, effective listening and questioning skills, cultural diversity, ethics, agreement writing, and the limits of mediation, among other topics. In addition to successfully completing the 30 hours of initial training, mediators must complete an intensive apprenticeship with their local CDRC in order to become approved volunteer mediators.

There were **1,307** volunteers and **179** staff members who served as CDRC mediators this year.

Apprenticeship allows CDRCs to monitor the development of their newly trained mediators. During this period, apprentices learn from experienced mediators by mediating or co-mediating at least two structured role-plays, observing at least one actual mediation session, and mediating or co-mediating at least five cases under the direct supervision of a coach, mentor, or staff person. After at least one of these mediations, apprentices will debrief with staff or complete a self-evaluation instrument. Finally, CDRC staff will observe each apprentice and provide a written assessment. The apprenticeship gives mediators the opportunity to grow in their new skills with guidance and support from experienced mediators and CDRC staff who manage cases.

Once the new mediator feels ready and the CDRC is confident in his or her abilities, a mediator is certified by the local CDRC (not by ADRCIP) and is eligible to mediate cases without a mentor. To remain certified, CDRC mediators must mediate a minimum of three cases per year and complete at least six hours of continuing education, which is often provided by the CDRC on topical issues such as those displayed on the next page.

This year, **256** individuals completed the necessary training and apprenticeship to join the ranks of CDRC mediators.

This Year's Mediator Milestones

25 YEARS

RITA MAXWELL

20 YEARS

JIM ARMOUR

LARRY FINKELSTEIN

SAMUEL GIANSANTE

DICK NORTON

PEG SEMANSCIN

GAIL ZELIGER

LAURA ZELIGER

15 YEARS

RAYMOND (BUD) BAKER

PAT CARTER

DOTTIE DALY

GAIL DAVIS

BERNARD ENGEL

DONNA KANKIEWICZ

MICHAEL LANG

KATHRYN MCCARY

ANDY NOLTE

PEGGY NOONAN

JOAN O'KRAY

DANIEL O'ROURKE

ALVIN RABINOVITCH

VERNEL ROUNTREA-NUNEZ

JOANN SALAMONE

BONNIE SELTERMAN

EUGENE SETEL

BARBARA SHOSTAK

CISSY STAMM

MARIE VERZULLI



Center for Resolution and Justice (CRJ) 15-year volunteer mediator Raymond “Bud” Baker accepts the agency-wide William B. Hoyt Memorial Advocacy Award with Child and Family Services board member Barbara Piazza. Baker received the award for not only his service as a mediator but also his extensive volunteer work in the mediation community even beyond CRJ, including MEAC (see page 24 for more information). Baker is often praised by staff and clients alike for his patient, calming demeanor and thoughtful, logical approach to helping mediation parties communicate and problem solve.

“I retired from a very stressful situation and a job I worked at for over 40 years, and I looked out the window and said to myself, ‘What am I going to do?’ I don’t golf; I don’t do anything like that. And I saw an ad for EAC, and both my wife and I signed up. I’ve realized how lucky I’ve been in my life, and now it’s payback time, time to give back. I love what I do – mentally and from the heart.”

– BERNIE SPILKO, MEDIATOR WITH EAC’S COMMUNITY MEDIATION CENTER, THE CDRC SERVING SUFFOLK COUNTY

A Selection of This Year’s Mediator In-service Topics

“Achieving Results When Agreements Don’t Happen”
 “Addictions: Dynamics Within the Mediation Process”
 “Art of Questioning for Mediators”
 “Diversity Inside the Mediator”
 “Dynamics of Domestic Violence”
 “Ethical Considerations in Small Claims Cases”

“Giving and Receiving Feedback”
 “How to Deal with the Tough Stuff”
 “Life of a Case / Role of the Case Coordinator”
 “Mediator Ethics: When Mediator Values Collide”
 “Roundtable Case Review”
 “Working with Street Culture”

The CDRCs provided **482 hours** of in-service training to their volunteer mediators this year.

“When the couple you have been mediating with for the past heated hour and a half stops to thank you for being a volunteer with Common Ground, you feel pretty darn good.”

– CARRIE H., MEDIATOR WITH COMMON GROUND DISPUTE RESOLUTION, INC., THE CDRC SERVING GREENE & COLUMBIA COUNTIES

If you are interested in becoming a volunteer mediator, contact your local CDRC. To locate the CDRC in your county, see the map on the inside cover of this report.

ADRCIP SPONSORS ADVANCED TRAININGS FOR CDRC MEDIATORS

ADRCIP supports ongoing mediator development opportunities for volunteers by providing grants to CDRCs, free or low cost trainings, and shorter in-service trainings conducted by ADRCIP staff. To continue investing in the ongoing growth and development of CDRCP mediators, ADRCIP annually sponsors trainings focused on advanced skills development and current trends in the field. In 2009, ADRCIP issued a request for training proposals to CDRCs and funded six diverse projects specially designed to meet local needs. During the fiscal year, the following CDRCs hosted trainings for mediators from more than 23 counties:

- Community Dispute Resolution Center, Inc. presented Joseph Folger, co-author of *The Promise of Mediation*, who taught a day-long class which enhanced mediators' ability to intervene and support parties in highly charged and emotional situations.
- The Peacemaker Program worked with Steve Lalond in a training intended to prepare volunteers to arbitrate small claims matters. This three-day training focused primarily on the role, authority, and responsibilities of the arbitrator and the decision making process in arbitration.
- Common Ground Dispute Resolution, Inc. and the Dispute Resolution Center, Inc. hosted Roberta Wall in two separate one-day trainings introducing Nonviolent Communication (NVC). The training shared how key elements of NVC can improve a mediator's ability to listen in challenging situations, identify party needs with greater ease, and support clear requests and collaborative solutions.
- The Westchester Mediation Center and the Rockland Mediation Center of CLUSTER coordinated a two-day training featuring trainers Jody Miller and Judy Saul. The training focused on applying core concepts of the transformative mediation orientation to help enhance the reflective listening skills of facilitative mediators.
- The Dispute Resolution Center of Chenango, Delaware, and Otsego Counties offered "Are You the Best Fit at the Table?" – an exploration of how personality types impact mediator behaviors, especially in high conflict cases. The one-day training was conducted by Karleen Karlson, Esq.
- Mediation Matters collaborated with Nadya Lawson, of the Albany Women's Building, to provide a training on mediating with lesbian, gay, bisexual, and transgender parties in cases concerning custody-visitation and other family matters.



Mediators and CDRC staff who attended these trainings appreciated their high quality and the impact that they had on the hosting organizations. "The funding for advanced mediation training allowed the Community Dispute Resolution Center to offer cost-effective professional development of the highest order to our volunteer mediators and staff. Having a full day with Dr. Folger, the cofounder of transformative mediation, presented a tremendous opportunity and we were grateful to be able to take full advantage of it," remarked Jeff Lydon, Executive Director of CDRC.

Joseph Folger works with mediators in Ithaca

After a one-year hiatus due to the challenging state budget situation, the Advanced Mediation Training returned to New York City in 2010. ADRCIP staff worked with New York City area CDRCs to select topics and trainers. The event featured an exciting new format that provided volunteer mediators and CDRC staff a choice of five, day-long trainings presented by trainers from around the state and country. The more than 160 attendees were able to select among the following workshops:



Duke Fisher works with mediators in NYC

Who Do You Think You Are? Cultural Considerations in Mediation

This training, presented by Ariel Lublin, explored how cultural issues can impact, limit, and empower individuals in their roles as mediators. Focusing on mediators' skills in facilitating conversations, the training used the lens of culture to help mediators build rapport, inspire trust, and intervene effectively when cultural issues arise.

Advanced Mediation Training: If You Could, Would You Marry Me All Over Again?

Duke Fisher led mediators in a re-exploration of the core concepts of mediation and inspired participants to develop advanced practices through their recommitment to these principles.

Decoding Stories: Listening Between the Lines

This training, taught by Daniel Horsey, examined the role of stories in resolving conflict, specifically how parties' narratives can be decoded to identify subtle messages and assumptions, as well as underlying metaphors and meanings. Attendees left the session with a new set of effective intervention skills for use in establishing common ground, improving relationships among mediating parties, and interpreting multi-layered messages.

The Understanding-Based Approach to Mediation

Jack Himmelstein and Katherine E. Miller instructed participants in several of the core principles and key practices of the Understanding-Based Approach to mediation, including the mediator: working together with the parties, understanding the parties, helping the parties understand each other, and supporting the parties in understanding and articulating their interests as the basis for creative solutions.

Beyond the In-service: Cultural Humility in Mediation and Life

ADRCIP's Rebecca Koch and Jasmin Brandow facilitated a workshop designed to move participants toward integrating cultural humility into their work as mediators and their lives outside of mediation. By engaging in self-reflection and personal dialogue, the workshop helped participants better understand their own cultural identities and how those identities affect their interactions with others, thereby increasing their effectiveness as mediators.

The impact of the event was felt by many, including ADRCIP's Diana Colón. "With so many dedicated volunteer mediators in the area, many of whom mediate with each other at multiple CDRCs, New York City mediators have a strong sense of community. Being able to bring them together for a day of learning, appreciation, and fellowship is extremely important to the New York City CDRCs and our office," says Colón. ADRCIP looks forward to continuing to partner with New York City CDRCs in providing this energizing day of training to area volunteers.

ADRCIP CERTIFIES MEDIATION TRAINERS

ADRCIP certifies mediation trainers to provide Initial Mediation Training as well as Custody and Visitation Mediation Training. By certifying mediation trainers, ADRCIP ensures that volunteer mediators are provided with mediation skills in a core curriculum of the highest quality. Trainers wishing to become certified must complete a demanding application and interview process followed by six months of extensive preparation with ADRCIP. The process culminates in an in-person observation of a complete training. This year, ADRCIP received two trainer applications. ADRCIP thanks certified trainers Bridget Regan and Gene Johnson for their assistance in reviewing the applications.

This year, Certified Mediation Trainers Conducted provided **1,369 hours** of training to **771 mediators** through initial and custody and visitation mediation training.

This year, Elena Sapora, Director of the Manhattan Mediation Center for Safe Horizon, was certified as an Initial Mediation Trainer. Sapora has been mediating for almost 15 years. Over the past five years she has enjoyed teaching mediation and conflict resolution skills with diverse audiences in the New York City metro area, as well as at national conferences. In April 2009, Daniel Kos observed Sapora for certification: “Elena is a wonderful addition to the certified mediation trainer panel. We are excited that new volunteer mediators will benefit from her enthusiasm and great skill as a mediator that shine through in her teaching of the mediation process.”



Elena Sapora works with participants in an initial mediation training

In order to continue to assure the highest quality of mediation training for volunteer mediators, ADRCIP monitors trainers after their certification. To ensure that trainers continue their ADR education and provide community mediation training, ADRCIP re-observes trainers once every five years. This process includes a detailed review of training materials, agendas, and an in-person observation of at least one day of training.

This year, the following trainers were recertified:

ADAM BERNER

PETER GLASSMAN

MARK KLEIMAN

ELIZABETH CLEMANTS

DONNA KANKIEWICZ

STEPHEN E. SLATE

ADRCIP-CERTIFIED TRAINERS

TRAINER NAME	CERTIFICATION		AFFILIATION
	Initial Mediation Training (30-hour)	Custody and Visitation Mediation Training (12-hour)	
Patricia Barnes	•		Pace University
Adam Berner	•	•	Law and Mediation Office of Adam J. Berner
Jenny Besch	•	•	The Westchester and Rockland Mediation Centers of CLUSTER
Beryl Blaustone	•		CUNY Law School at Queens College
Rodney Brown	•		Brown, Brown & Associates
Elizabeth Clemants	•		Draft, Inc.
Ivan Deadrick	•		Center for Court Innovation
Donna Durbin		•	Center for Dispute Settlement, Inc.
Duke Fisher	•	•	Learning Laboratories
Peter Glassman	•		Mediation Matters
Gene A. Johnson, Jr.	•		GAJ Consulting
Donna Kankiewicz	•	•	DRC of Chenango, Delaware and Otsego Counties
Mark Kleiman	•	•	Community Mediation Services, Inc.
Michelle Leonard-Smith	•	•	Community Mediation Services, Inc.
Carol Liebman	•		Columbia Law School
Lela Love	•		Benjamin N. Cardozo School of Law
Rosalyn Magidson	•	•	Dispute Resolution Center, Inc.
Leslyn McBean-Clairborne	•	•	CDRC, Inc.
John McCullough	•	•	New Justice Conflict Resolution Services, Inc.
Jody Miller	•	•	Mediation Center of Dutchess County, Inc.
Bridget Regan	•		International Center for Cooperation and Conflict Resolution at Columbia University Teachers College
Eileen M. Rowley	•		Atlantis Mediation
Elena Sapora	•		Safe Horizon Mediation Program
Judith A. Saul	•	•	Independent Consultant
Beth Schwartz	•	•	Fordham Law School
Stephen E. Slate	•		Institute for Mediation and Conflict Resolution, Inc.
Joseph B. Stulberg	•		Ohio State University College of Law
Andrew Thomas	•		ALT Associates
Chris Watler	•		Harlem Community Justice Center

COMMITTEE ADDRESSES ETHICAL DILEMMAS

The Mediator Ethics Advisory Committee (MEAC) responds to ethical inquiries from CDRC mediators and staff and promotes professional development and consistent practice in the dispute resolution field. The 13-member committee, chaired by staff from ADRCIP, also recommends changes to the Standards of Conduct for CDRC Mediators. MEAC members are drawn from geographically diverse communities in New York State, each serving terms of staggered lengths. MEAC is comprised of volunteer mediators, employees of CDRCs, and other alternative dispute resolution scholars and practitioners.

MEAC has published nine opinions on a wide range of inquiries since its inception. One inquiry this past year asked the following:

Can a mediator notify a party in a custody-visitation case that a change in parenting schedules and custody may activate a change in child support? Would doing so cross a line between providing legal information and providing legal advice? Do mediators, who are also attorneys, have an additional or different role and ethical responsibilities in providing this information?

ADRCIP would like to thank exiting committee members Gene Johnson and Lela Love for their contribution to MEAC during their tenure over the last several years.

This Year's Mediator Ethics Advisory Committee Members

DAN WEITZ, Chair
 RAYMOND BAKER
 SIMEON BAUM
 JENNY BESCH
 ALEXANDRA CARTER
 CHARLOTTE CARTER
 MELANIE CHAPEL
 AL CHAPLEAU
 BRENDA EPISCOPO
 JODY MILLER
 JACQUELINE NOLAN-HALEY
 JUDITH A. SAUL
 HOPE WINTHROP
 SHEILA SPROULE, Deputy Chair
 AMY SHERIDAN, Counsel

To read MEAC's published opinions and the Standards of Conduct for CDRC Mediators, please visit www.nycourts.gov/ip/adr/meac.shtml or contact Sheila Sproule.

"I would recommend this training for any attorney, whether you are interested in mediation or not. The communication skills will make me a more effective fact gatherer for my clients, a more effective negotiator with my adversaries, and a more effective advocate. For the practitioner, either as a mediator or an advocate, this training is indispensable."

– TRAINING PARTICIPANT FROM THE NEW YORK CENTER FOR INTERPERSONAL DEVELOPMENT, THE CDRC SERVING RICHMOND COUNTY (STATEN ISLAND)

CDRCS PROVIDE QUALITY TRAINING

Whether training volunteer CDRC mediators, young people at schools, or employees at a business, providing high quality training in mediation and conflict management is an important part of CDRCs' missions. This year, the Peacemaker Program, Inc., the CDRC serving Oneida County, greatly expanded its training work and, in doing so, built valuable new partnerships that also resulted in increased revenue for the organization.

This year, CDRCs trained **3,151 adults** in their communities - in addition to mediators.

Peacemaker used its combined expertise in conflict resolution and training to develop a specialized program for clients of the Women's Employment Resource Center (WERC). WERC works with women who are returning to the workforce, so WERC wanted to offer programs on handling conflict in new situations. To start, Peacemaker offered their class at no cost, giving WERC the option to decide how they liked it before paying a fee. This "free first" approach paid off - WERC was so satisfied with the training that they applied for and were awarded a grant that they now use to pay Peacemaker to conduct a series of trainings every month. Even after sustaining budget cuts this year, WERC decided to maintain its relationship with Peacemaker, which now includes collaborating on a new grant to develop a mentor program for WERC clients.

CDRCs worked with **4,337 young people** in conflict resolution trainings this year.

In addition to training adults in their communities, many CDRCs are also training young people in peer mediation and conflict resolution. This year, CDRCs conducted 3,053 hours of youth training at schools and other community locations. A total of 566 students completed CDRC-led peer mediation training.

CDRCs provide a range of ADR services to staff and students at schools in New York State, reaching **239 schools** and **180** school districts this year.



"The training was outstanding, interactive, informative, and totally engaging!"

- TRAINING PARTICIPANT
FROM MEDIATION MATTERS,
THE CDRC SERVING ALBANY,
RENSELAER, SARATOGA,
WARREN, & WASHINGTON
COUNTIES

Skidmore College students in Saratoga Springs participate in a training exercise led by Mediation Matters

Success Story

In addition to mediation, many CDRCs are able to offer a range of complementary services to support their clients' needs during difficult times in their lives. The Center for Dispute Settlement (CDS) in Steuben County routinely does this through their juvenile diversion program, which combines mediation with an educational session led by CDS staff, an anger management class taught by a social worker, and case management services that provide families with a consistent person who checks in with them throughout the process. The continuity CDS provides through all these services can truly make the difference in a young person's life.

This year, a 14-year-old girl dealing with some problems at home was referred to this program by Probation after making some bad decisions. She had recently moved to the area and was going through a challenging transition to living with her grandparents. At first, with the grandparents setting new rules and the granddaughter frequently losing control during arguments, there was a lot of animosity. As the three parties went through mediation, and the granddaughter attended classes, CDS case manager Melissa Smith noticed a change. "A lot of light bulbs came on for everyone, and she realized that her grandparents really did care about her."

Smith also instituted a practice of facilitating a meeting with families partway through their involvement in the anger management class, giving the participants a chance to share their anger management plans with their caregivers in an open and supportive environment. This extra step is an important piece in ensuring that the skills learned in class will translate to life at home. With this family, that proved to be true. Arguments did not disappear, but how they handled them improved – they reported being better able to talk through disagreements together, and the program helped them make the granddaughter's transition a much smoother one.

CDRCs have signed agreements with the lead PINS (Persons in Need of Supervision) agencies in **14** counties (including Steuben, featured in the story above) to provide diversion services to young people and their families.

"Everything she said tonight I heard before. None of this is new to me...but I heard it differently tonight."

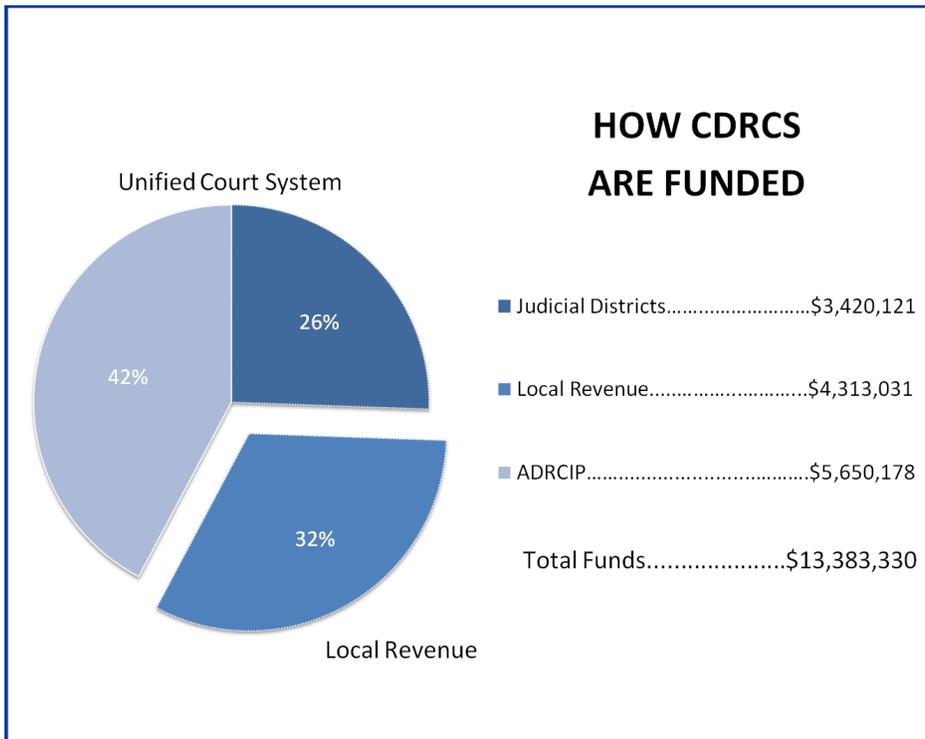
– PARENT/TEEN MEDIATION PARTICIPANT (referring to his mother) FROM THE NEW YORK CENTER FOR INTERPERSONAL DEVELOPMENT, THE CDRC SERVING RICHMOND COUNTY (STATEN ISLAND)

ADRCIP PRESENTS REGIONAL RESOURCE DEVELOPMENT TRAININGS

Geared to staff and board members from CDRCs and other ADRCIP contractors (CASA programs, Children’s Centers, and Parent Education providers), the Resource Development Workshop Series focuses on enhancing the capacity of not-for-profit agencies to secure local funding and resources. By helping to build this capacity among CDRCs, state funding can be leveraged to achieve greater impact in local communities.

This year’s training, the fourth in the series, focused on resource development planning. At the February 2010 training held in Albany, attendees learned how they can lead their organizations in planning for both short-term and long-term fundraising success. The training team of ADRCIP staff members Darlene Ward and Daniel Kos was accompanied by Penny Page, Executive Director of CASA: Advocates for Children of New York State. Drawing on their collective experience as fundraisers and board members, the trainers guided participants through the planning process and led an exploration of how personal attitudes about fundraising can impact organizational plans for financial sustainability. Karen Baum of The Center for Community Justice, the CDRC serving Schenectady County, describes the impact of the training for her organization: “As a CDRC, we offer services to the public at little or no charge. Taking a philanthropic attitude as an organization will not only allow us to provide more services but will allow the community we serve to be more vested in the services we provide.”

This training was so well received that it was repeated in April 2010 in Rochester and in May 2010 in White Plains. Combined attendance at the three trainings exceeded 75 staff and board members.



Local Revenue Sources:

- Counties and Municipalities
- Departments of Social Services
- New York State Executive and Legislative Branches
- School Districts
- Youth Bureaus
- United Ways
- Foundations
- Private Individuals
- Corporations and Small Businesses
- Federal Government
- Interest on Lawyers Accounts

This year, the total UCS cost per CDRC case screened was **\$235**. For cases where CDRCs provided conciliation, mediation, or arbitration services, the cost was **\$426**.

The total UCS cost per individual served was only **\$91**.

OFFICE OF ALTERNATIVE DISPUTE RESOLUTION AND COURT IMPROVEMENT PROGRAMS

ADR STAFF CONTACT LIST

Daniel M. Weitz, Esq.
Deputy Director, Division of Court Operations
Coordinator, Office of Alternative Dispute Resolution & Court Improvement Programs
dweitz@courts.state.ny.us

Mark V. Collins
Assistant Coordinator
mcollins@courts.state.ny.us

Frank Woods
Assistant Coordinator
fwoods@courts.state.ny.us

Jean E. Norton, Esq.
Assistant Deputy Counsel
jnorton@courts.state.ny.us

Lisa M. Courtney, Esq.
Special Projects Counsel
lcourtne@courts.state.ny.us

Amy M. Sheridan, Esq.
Senior Counsel
asherida@courts.state.ny.us

Diana Colón, Esq.
Assistant Deputy Counsel
dcolon@courts.state.ny.us

Sheila M. Sproule, J.D.
Management Analyst
ssproule@courts.state.ny.us

Daniel Kos
Management Analyst
dkos@courts.state.ny.us

Alice J. Rudnick
Principal Court Analyst
arudnick@courts.state.ny.us

Amelia M. Hershberger
Senior Court Analyst
ahershbe@courts.state.ny.us

Paul Drezelo
Senior Data Analyst
pdrezelo@courts.state.ny.us

Rebecca L. Koch
Senior Court Analyst
rkoch@courts.state.ny.us

Janelle Perez
Assistant Court Analyst
jperez@courts.state.ny.us

Nyla Jordan
Senior Administrative Clerk
njordan@courts.state.ny.us

ADR Office Locations:

98 Niver Street, Cohoes, NY 12047, (518) 238-4351
25 Beaver Street, 8th Floor, New York, NY 10004
80 Centre Street, Room 133, New York, NY 10013

<http://www.nycourts.gov/adr>



NEW YORK STATE UNIFIED COURT SYSTEM

Division of Court Operations
Office of Alternative Dispute Resolution
and Court Improvement Programs

www.nycourts.gov/adr
(518) 238-4351