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PREFACE

The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System's Office of ADR Programs. The program is a joint local/state effort to provide community forums for the resolution of disputes as an alternative to criminal, civil, and Family Court litigation. Established by the New York State Legislature on July 27, 1981, the program is supervised by the Chief Administrative Judge of the Courts (Judiciary Law, Article 21A). In 1984, the Community Dispute Resolution Centers Program was made a permanent component of the Unified Court System pursuant to Chapter 156, Laws of 1984. The Office of Court Administration maintains offices in Cohoes and New York City that provide public education and information related to alternative dispute resolution. The primary function of the CDRCP is to administer, fund, and oversee the statewide network of community-based dispute resolution programs. As a condition of receiving court funding, local centers are monitored for compliance with state program procedures and guidelines.

This report is submitted pursuant to section 849-g of the Judiciary Law. It chronicles the work of the CDRCP during the fiscal year 1999-2000 (April 1, 1999 to March 31, 2000).

Community Dispute Resolution Centers Program - Annual Report 1999-2000

April 1, 1999 To March 31, 2000 CASELOAD OVERVIEW

PROGRAM DESCRIPTION

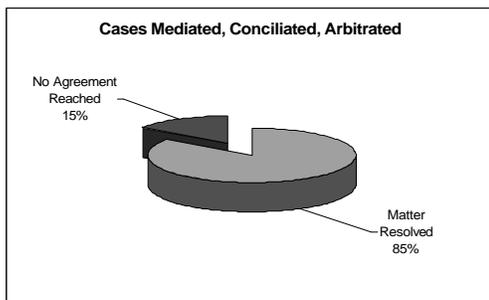
The Community Dispute Resolution Centers Program (CDRCP) administers, funds, and oversees New York's network of community-based, not-for-profit dispute resolutions centers. These centers serve as a community resource where individuals can discuss and resolve their interpersonal disputes. After center staff carefully screen each case, a neutral third-party mediator, who has been trained in alternative dispute resolution (ADR), helps the parties work together to develop a mutually agreeable solution. This process gives people in conflict the opportunity to take responsibility for resolving their own disagreements, prevents minor matters from escalating into more serious offenses, and addresses the underlying concerns of all parties. Mediators are trained to help parties with a variety of interpersonal issues, including criminal, civil and/or family matters.

agreements or arbitration awards. The average payment per case was \$1,539. During the past fiscal year, the average single-hearing mediation or arbitration took 16 days from intake to final disposition. The average multiple-hearing case took 62 days for resolution. (The more complex cases, such as custody, visitation, or selected civil disputes, are often handled in multiple sessions.)

The centers continued to help families in New York State resolve highly emotional family disputes, including 5,766 custody, visitation and support cases; 336 divorce and separation cases; and 165 PINS (Persons In Need of Supervision) cases. A total of 5,242 cases (13% of the overall caseload) involved disputes among immediate family members and domestic partners; this total includes cases between parties who are married to one another or who are separated or divorced from one another.

CASELOAD ACTIVITY

In fiscal year 1999-2000, the centers determined that 42,059 cases involving 99,817 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 24,699 conciliations, mediations, and arbitrations that served 59,621 people. Parties entered into voluntary agreements in 85% of the cases that were mediated. Centers reported that disputants paid to one another a total of \$6,342,485, either through mediated



REFERRAL PROFILES

Centers seek referrals from a variety of agencies and other governmental organizations in an effort to intervene in cases before they reach court. Over the past seven years, there has been a slight shift in the sources of these referrals statewide. In fiscal year 1999-2000, the centers received 43% of their referrals from the courts, while in fiscal year 1993-94, 51% of referrals had been from the courts. In contrast, there were increases in referrals from various agencies (from 22% in FY 1993-94 to 33% in FY 1999-2000), schools (from 3% to 4%) and law enforcement (from 9% to 10%). This shift is consistent with the efforts made by administrators in the centers to intervene as early as possible in order to prevent the escalation of minor disputes into criminal or complex civil matters.

Fiscal and Administrative Management

CLIENT PROFILES

Centers serve women and men of all ages, races, and ethnic backgrounds, at all employment, income, and educational levels. The most common relationships among disputants who were not members of the same family were: individual-corporation, 17%; consumer-merchant, 12%; landlord-tenant, 11%; and neighbors, 10%.



FISCAL AND ADMINISTRATIVE MANAGEMENT

FISCAL POLICY

The New York State Unified Court System contracts annually with not-for-profit agencies to provide dispute resolution services in every county in the state. Each year, agencies submit a budget to the Chief Administrative Judge through the CDRCP. The UCS provides these not-for-profit agencies with initial grants of \$20,000 per county served and may provide additional funds up to 50% of each agency's remaining costs. Agencies must meet a series of eligibility criteria in order to receive funding.

This contractual funding mechanism allows centers to hire a coordinator who is responsible for screening cases, educating parties about the mediation process, scheduling cases with trained mediators, and working with the dispute resolution center to provide advanced training for mediators.

The individual agencies must generate the remaining portion of their funding through other federal, state, county, and city agencies, as well as through revenue-producing activities. Funding from the United Way, foundations, corporate donations, fund-raising events, training fees, and fees-for-services are among the sources of additional revenue. (See chart to the right for 1999-2000 revenue sources).

In fiscal year 1999-2000, grant awards from the Unified Court System to not-for-profit agencies totaled \$4,028,496. A history of each not-for-profit agency's grants for fiscal years 1995-96 through 1999-2000 can be found in Table 7.

During fiscal year 1999-2000, community

mediators provided over 19,186 hours of *pro bono* mediation and arbitration services through their local community dispute resolution centers. During this period, the average state cost for each case screened and accepted as appropriate for dispute resolution services was \$91. The state cost per conciliation, mediation, and arbitration was \$155, and the state cost per person served in a conciliation, mediation, or arbitration process was \$64. These costs reflect the expense to the state pursuant to grants made by the CDRCP and do not include expenses paid by local organizations through matching revenues. Table 8 is a summary of the costs incurred per case and per person for fiscal years 1995-96 through 1999-2000.

1999-2000 Local Revenue

REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
Municipalities	1,340,096	25.29%
State Funding	631,013	11.91%
DSS Funding	396,295	7.48%
Youth Bureau	196,816	3.71%
United Way	211,558	3.99%
Donations	234,886	4.43%
School Districts	177,211	3.34%
Fees for Services	618,501	11.67%
IOLA	56,757	1.07%
Sponsoring Agency	92,701	1.75%
In-Kind	98,209	1.85%
UCS Judicial District	1,074,706	20.28%
Other	169,426	3.20%
Total Local Revenue	<u>5,298,155</u>	56.81%
CDRCP Grant Awards	4,028,496	100%
Total Local Funding	<u>9,326,651</u>	



ADMINISTRATIVE POLICY

CDRCP staff monitor the centers for compliance with the procedures and guidelines contained in the CDRCP program manual. They also conduct regular on-site visits and provide ongoing technical assistance. In addition, centers submit quarterly progress and financial reconciliation reports to the UCS for review by CDRCP staff. The UCS also conducts periodic fiscal audits of the centers.

Initiatives in Program Development

Community dispute resolution centers are required to submit a summary case profile form to the UCS for every dispute found appropriate for ADR. This form contains information on the nature and disposition of the dispute, as well as information about referral sources and other data on the processing of the case. This information includes client demographics submitted by case number to protect confidentiality. The UCS uses this data for program planning and development, information bulletins, and management reports.

The Office of ADR Programs web site, at <http://www.courts.state.ny.us/adr>, has grown to include resources for ADR practitioners and Community Dispute Resolution Center administrators across the state. New additions this year include:

- ◆ Downloadable copies of the CDRCP Annual Reports for past fiscal years, as well as newsletters for the CDRCP and the Office of ADR Programs.
- ◆ Downloadable information from the program manual, reporting forms enabling legislation for the CDRCP, as well as the basic training curriculum.
- ◆ An interactive calendar of approved upcoming trainings in basic and advanced dispute resolution skills.
- ◆ Contact information for the Office of ADR Programs and CDRCP as well as all of the Community Dispute Resolution Centers in the State.
- ◆ A comprehensive summary of court-annexed ADR pilot program initiatives throughout the state.

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ELECTRONIC CASE MANAGEMENT

During fiscal year 1999-2000, the National Association for Community Mediation (NAFCM), in cooperation with the William And Flora Hewlett Foundation, funded an initiative to implement electronic case

management in community mediation programs. The New York State Community Dispute Resolution Centers have taken advantage of this grant opportunity to purchase and implement the Dispute Resolution Case Management System (DRCMS). The twenty-eight contract agencies serving all sixty-two counties in New York State are using DRCMS, which helps them manage cases without the need for extensive paperwork. CDRCP staff worked with the Unified Court System's Division of Technology to developed a process that allows the centers to securely transfer case profile information electronically to the UCS.



STATEWIDE PROGRAM SATISFACTION SURVEY

During fiscal year 1999-2000, staff from the Community Dispute Resolution Centers Program compiled the results of a satisfaction survey conducted during March 1999. Those results, which indicated a high level of satisfaction by both clients and referral sources, were first published in the 1998-99 CDRCP Annual Report and are available on the CDRCP website: www.courts.state.ny.us/adr.



INITIATIVES IN PROGRAM DEVELOPMENT

Building on the success of the CDRCP, several pilot programs have been developed through collaborative partnerships with courts and their local community dispute resolution centers. Since 1998, the Dispute Resolution Center of Orange and Putnam Counties has operated a pilot divorce mediation program in collaboration with the Orange County Supreme Court. This program utilizes co-mediation teams consisting of experienced matrimonial attorneys and non-attorney mediators, all of whom are trained and certified by the Dispute Resolution Center. Experienced attorneys trained in facilitative mediation skills work side by side with experienced community mediators to help divorcing couples resolve their disputes.

Partnerships in Alternative Dispute Resolution

The use of mediators in Family Court has expanded to include several other pilot initiatives as well. These pilot programs provide mediation for cases involving Persons In Need of Supervision (PINS) and dependency mediation for child protection cases. Child protection mediations are coordinated with the cooperation of community agencies, courts and probation.



PERSONS IN NEED OF SUPERVISION (PINS)

During fiscal year 1999-2000, four pilot programs were developed for mediating Persons In Need of Supervision (PINS) cases. These funded pilot programs are located in Kings, Monroe, Queens, and Westchester Counties. These centers and other CDRCs not receiving specific funding, work with children and their parents along with other social service organizations to mediate issues related to the filing of a PINS petition. In 1999-2000, 165 PINS cases were screened as appropriate for mediation.



CHILD PROTECTION MEDIATION

In 1999, Bill Number A962A was signed into law, bringing New York State into compliance with the Federal Adoption and Safe Families Act. Child Protection Mediation is an application of collaborative problem solving for these complicated multi-party matters and is being offered in both Otsego and Erie Counties as a service of the CDRCs. The mediators facilitate meetings of all involved parties, including but not limited to child protective workers, law guardians, parents and each of their attorneys, county attorneys, caseworkers, foster parents, and extended family members.



PARTNERSHIPS IN ALTERNATIVE DISPUTE RESOLUTION

In addition to providing dispute resolution services for cases on direct or self referral, many of the CDRCs offer a variety of educational, facilitative and preventive services in their communities that help people manage and resolve conflicts before they reach the court system. These services include:

- ◆ school programming, including conflict management education for staff and students, peer mediation training and program support;
- ◆ dispute resolution training (for community and Family Court mediators); and
- ◆ consulting services to help institutions design custom conflict management and dispute resolution systems.



FAMILY COURT MEDIATION

Forty-three CDRCs contract with the Unified Court System to provide separately funded Family Court Mediation programs. These programs serve the following counties: Albany, Broome, Cayuga, Chemung, Chenango, Columbia, Cortland, Clinton, Delaware, Erie, Essex, Greene, Herkimer, Jefferson, Kings, Lewis, Livingston, Madison,

1999-2000 Family Court Mediation Services

FAMILY COURT SERVICES	CASES SCREENED	CASES CONCILIATED/MEDIATED
Targeted Funding	6,053	2,902
Other Funding	665	290
Total	6,718	3,195

Monroe, Nassau, Oneida, Onondaga, Ontario, Orange, Oswego, Otsego, Putnam, Queens, Rensselaer, Richmond, Saratoga, Schenectady, Schuyler, Seneca, Steuben, Sullivan, Tioga, Tompkins, Ulster, Warren, Wayne, Westchester, and Yates Counties.

Cases from Family Court generally require more time and resources on the part of the dispute resolution centers to provide quality screening, scheduling, and delivery of mediation services. During fiscal year 1999-2000, centers that receive special funding, typically from Judicial District Administration Offices, for Family Court cases screened a total of 6,053 cases, of which 2,902 were conciliated or mediated. Centers not receiving special funding for Family Court cases screened an additional 665 cases, of which 290 were conciliated or mediated. Statewide, a total of 6,718 Family Court cases were screened, of which 3,192 were either conciliated or mediated. (See chart on previous page).



SCHOOL-BASED CONFLICT RESOLUTION

In fiscal year 1999-2000, there were 1,746 direct referrals from schools. Throughout the state, local dispute resolution centers provided conflict resolution training to both students and staff. Centers also trained students to serve as peer mediators and worked with high schools in their communities to facilitate the re-enrollment of students who had previously been suspended from those schools. In several counties, colleges and universities have collaborated with local community dispute resolution centers to provide mediation and conflict resolution training for students. In some cases, these students then complete the remaining requirements to become volunteer community mediators for their local centers.



FEE DISPUTE ARBITRATION IN DOMESTIC RELATIONS CASES

This program is supervised by the Administrative Judge for Matrimonial Matters and is managed through each District

Administrative Judge's Office throughout the state. The program provides arbitration services when there is a dispute over fees between clients and attorneys in domestic relations cases. The CDRCP assists the individual District Administrative Offices by scheduling trainings and contacting lawyer and non-lawyer mediators who want to volunteer to serve. The District Administrative office reaches out to local bar associations to encourage attorneys to volunteer as arbitrators.

In fiscal year 1999-2000, there were 709 requests for arbitration. A total of 447 arbitration hearings were held, which resulted in 133 settlements. There were 184 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 263 disputes involving attorneys' fees of \$3,000 or more, which were heard by a panel of three arbitrators.



NEW YORK CITY CRIMINAL COURT DISPUTE REFERRAL CENTERS

The Criminal Court of the City of New York has Dispute Referral Centers located in each borough. At these centers, information and referral services are provided to members of the public who have complaints against other individuals. Most complainants (about 80%) are referred to these centers by the New York City Police Department when the offense does not warrant that an arrest be made but where there is an ongoing dispute. Referrals also come from the District Attorneys' Offices and the Family and Civil Courts.

In fiscal year 1999-2000, 25,048 complainants were served by Court Dispute Referral Centers. Of those, 10,068 complainants (40% of the total) were referred to these centers for mediation.

Although the mission of the Court Dispute Referral Centers is to divert disputes from Criminal Court, 4% percent (1,045) of the complainants, with the cooperation of the District Attorneys' offices were assisted in preparing criminal complaints for prosecution. This enabled complainants to immediately receive ex parte temporary orders of protection.

Collaboration with NYSDRA

Of those cases prosecuted, over 92% involved victims of domestic violence. Another ten percent (88% of whom were domestic violence victims-survivors) were referred to Family Court (except in certain, limited circumstances, cases involving domestic violence are not referred to mediation). Another 11% were provided with information only, and 20% were referred back to the police primarily because an arrest was imminent or the individuals declined mediation but still felt threatened.



COLLABORATION WITH THE NEW YORK STATE DISPUTE RESOLUTION ASSOCIATION (NYSDRA)

SPECIAL EDUCATION

As of 1995, all school districts in New York State are required to make special education mediation available to parents of children with disabilities. This mediation process is provided by Community Dispute Resolution Centers as a result of The New York State Education Department contracting with NYSDRA. The program offers an alternative to costly impartial hearings, which have the potential to produce a negative effect on the parent and school relationship. In fiscal year 1999-2000, 480 cases were referred to CDRCs for mediation and of those, 436 cases were conciliated or mediated with agreements. Twenty-eight cases were withdrawn prior to the start of mediation.



VOCATIONAL REHABILITATION MEDIATION PROGRAM (VESID)

Pursuant to the Federal Vocational Rehabilitation Act, the New York State Education department entered into a contract in 1999 with NYSDRA to provide mediation services through the Community Dispute Resolution Centers. This program mediates disputes between administrators of the VESID program and applicants or eligible individuals, regarding the provision of vocational

rehabilitation services.



EARLY INTERVENTION SERVICES PROGRAM

The community dispute resolution centers, working through a contract between NYSDRA and the NYS Department of Health, provide mediation services to parents of children with developmental delay or disabilities and their local early intervention officials. Parents of children younger than four years old are eligible for this service. This program also provides an alternative to a due process hearing and aids in communication between parents and service providers.



LEMON LAW ARBITRATION PROGRAM

Through the membership network of community dispute resolution centers, NYSDRA has contracted with the New York State Attorney General's Office to administer the Lemon Law Arbitration Program. This program provides legal protection for consumers who purchase new or used cars or wheelchairs and experience chronic problems that substantially impair their value. The program also deals excess wear and damage claims on leased cars. Between April 1, 1999, and March 31, 2000, 770 cases were filed and processed through this program.



MANUFACTURED HOMES MEDIATION

Since 1989, NYSDRA, representing the statewide network of Community Dispute Resolution Centers, has contracted with the New York State Division of Housing and Community Renewal's Manufactured Homes Unit to provide mediation in disputes between park owners and tenants, in either standard or group cases, as appropriate.

During fiscal year 1999-2000, 138 cases were referred for mediation; of which 106 reached agreement through conciliation or mediation; the remaining twenty-two complaints were either withdrawn or declined

mediation.



ANNUAL TRAINING AND DEVELOPMENT

The CDRCP collaborates with the New York State Dispute Resolution Association to provide valuable training opportunities for mediators and program staff. During fiscal year 1999-2000, this collaboration resulted in a two-day intensive workshop for ADR trainers, and three Training Institutes for mediators and staff.

UCS-SPONSORED TRAINING FOR TRAINERS

In March 2000, forty ADR trainers participated in a two-day Train the Trainers workshop in Ithaca, New York. Lela P. Love, Clinical Professor of Law and Director of the Kukin Program for Conflict Resolution at Benjamin N. Cardozo School of Law, and Judith Saul, Executive Director of the Community Dispute Resolution Center of Chemung, Schuyler, and Tompkins Counties, were the facilitators of this training.

Training topics included building a training agenda, developing an appropriate mix of pedagogical techniques, overcoming barriers to participation and learning, working with a training team, formulating training objectives and creating means to accomplish them, the art and science of meaningful coaching, introducing effective role plays, and providing constructive feedback.

UCS-SPONSORED TRAINING FOR MEDIATORS AND STAFF

The three training institutes for mediators and staff were held in Saratoga, Batavia, and New York City. Trainers provided seminars addressing four areas of interest: effectively including attorneys in the mediation process; perspectives on power imbalance in mediation; developing child custody and parenting plans; and the role of cultural sensitivity in mediation. Each provided attendees with the most current information and opportunities to build skills.

The training sessions addressing effectively including attorneys in mediation

focused on issues of collaboration between attorneys and mediators, as well as ways to create, encourage and support a positive process and outcome. Participants discussed mediator concerns and developed awareness, strategies and skills for creating an environment and process supporting attorney participation in mediation.

The workshops for developing child custody and parenting plans were based on Dr. Joan B. Kelly's research and experience with the most current information about child development critical to the planning of parenting arrangements. These presentations provided mediators with references for determining the relative priorities involved, to better assist disputants in making custody decisions that would support and sustain the best conditions for children's adjustment.

The workshop provided a forum to increase awareness of cultural bias, confront the issues involved, and realize the potential of cultural competency in mediation. Participants were guided toward achieving cultural competency through the use of interactive discussion, role-playing, and informative reference materials.



CERTIFICATION POLICIES

TRAINER CERTIFICATION

The Community Dispute Resolution Centers Program is responsible for certifying mediation trainers for the community mediation centers. During fiscal year 1999-2000, five new basic mediation trainers were certified, as well as one new trainer specializing in custody/visitation training.

In order to become certified, prospective trainers must submit a resume as well as a training manual and agenda based on the CDRCP curriculum and guidelines. The training manuals and agendas must be approved by CDRCP staff and the trainer must conduct the training in accordance with Article 21A of the Judiciary Law. The training must be observed and approved by CDRCP staff before a trainer can be certified. Participant

Standards for Mediators

evaluations are also reviewed to determine the effectiveness of the trainer's presentation skills.

The CDRCP maintains a list of certified trainers. In order to maintain certification, trainers must conduct at least twelve hours of training every two years, participate in a minimum of twenty-one hours of continuing education, and conduct a minimum of three mediations per year.

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VOLUNTEER CERTIFICATION

Statewide, there are 2,100 active volunteer mediators available to serve their communities. Volunteer mediators come from all walks of life, bringing a variety of personal, professional and community experience. Of these mediators, 82% possess at least a four-year college degree. They often volunteer for a local dispute resolution center after being recommended by veteran mediators or becoming aware of the program through newspaper articles, advertisements, or interviews.

Under the supervision of the dispute resolution center director, staff review resumes and interview prospective mediators. When a class has been scheduled, a state-certified trainer conducts a minimum of 25 hours of classroom training in accordance with statewide guidelines. An extensive portion of the training is devoted to role-plays or simulated disputes, thereby providing experiential learning opportunities for prospective mediators.

The CDRCP supports ongoing training for mediators. It recommends that all staff and mediators attend quarterly in-service training programs and requires active mediators to

Service Length of Active Mediators

YEARS	NUMBER	PERCENT
1 year or less	246	11.7%
1 to 3 years	524	24.9%
3 to 6 years	669	31.8%
6 to 10 years	318	15.1%
10 years or more	343	16.3%
Total	2,100	100.0%

complete six hours per year of in service training. To facilitate compliance, local dispute resolution centers offer numerous training opportunities for their mediators. Special training sessions and conferences are also offered through the New York State Dispute Resolution Association and the UCS. At these training sessions, dispute resolution staff and volunteer mediators attend in-depth seminars and workshops to enhance existing skills and acquire new techniques.

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STANDARDS FOR MEDIATORS

BASIC TRAININGS

Basic training for mediators includes a minimum of 25 hours of classroom instruction conducted by a Unified Court System certified trainer, followed by observation, apprenticeship and assessment by the local mediation program. Apprenticeship includes a minimum of one observation and two mediations observed under the supervision of the program director.

CONTINUING EDUCATION FOR COMMUNITY MEDIATORS

Mediators must complete six hours per year of continuing education in order to maintain their certification. This may include, at the discretion of the local program director, in-services scheduled by the local dispute resolution program, attendance at in-services from other programs, or attendance at conferences or trainings that meet the needs of the program. In addition, mediators must conduct, as lead or co-mediators, a minimum of three mediations per year.

SPECIAL-ISSUE MEDIATORS

Mediators must have completed basic training plus at least 12 hours of appropriate training in the area of specialty. This requirement primarily affects mediators who conduct custody and visitation mediations.



APPENDIX A

LOCAL CONTRACTOR SUMMARIES

This next section includes a listing of program information, by Judicial District, of every agency that contracts with the CDRCP to provide dispute resolution services.

Local Program Summaries - First & Second Judicial Districts

VICTIM SERVICES

Dispute Resolution Provider: Victim Services Mediation Program (Name changed to Safe Horizon in 2000)

Counties Served: New York and Kings Counties

Director: Debra Shime

Main Office: 346 Broadway, Suite 400W, New York, N.Y. 10013

Satellite Offices:

New York County: **Midtown Community Court:** 314 W. 54th St., New York, N.Y. 10019;

Harlem Justice Center: 170 E. 121 St., New York, N.Y. 10035;

Kings County: **Brooklyn Mediation Program:** 210 Joralemon St., Room 618, Brooklyn, N.Y. 11201; **East N.Y. Mediation Program:** 3021 Atlantic Avenue, Brooklyn, N.Y. 11208;

Red Hook Mediation Program: 88 Visitation Place, Brooklyn, N.Y. 11231; **Crown Heights Mediation Program:** 813 Nostrand Avenue, Brooklyn, N.Y. 11225.

Start-Up Date for Community Dispute Resolution Center: Kings County: 1981; New York County: 1995

Start-Up Date for Family Court Mediation Program Grant: Kings County Custody/Visitation-1998 and PINS-1999

Counties Served with Family Court Mediation Programs: New York and Kings Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$886,959

1999-00 CDRCP Grant: \$ 373,544

Local Funding Sources: New York City Office of the Criminal Justice Coordinator; New York State Division of Human Rights; Housing Opportunity for People with Aids.

Total Number of Staff: 20

Total Number of Full Time Equivalent Positions: 19.2

Total Number of Mediators: 192

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Intra-Family; Acquaintances; Consumer-Merchants; Employee-Employer; Co-Workers; Child Custody & Visitation; Victim-Offender; Special Education; Early Intervention; Small Claims; Civil Court Personal Appearance Part; Intra and Inter Organizational; Multiparty; Human Rights; Community Facilitation; Lemon Law Arbitration; Matrimonial Fee Disputes, etc.

Referrals and Involvement in Courts: Criminal Court Dispute Referral Center; Family Court; Civil Court (Small Claims, Personal Appearance Part), Housing Court.

Involvement in Schools: The East New York Program is a Beacon Schools program--providing dispute resolution training and mediation services to the community served by the school program. Additionally, we provide Special Education mediation to parents and school districts throughout New York and Kings Counties and Victim Services operates a school-based mediation program in public schools throughout New York City.

Other Referral Sources: Our Program receives cases from the Police, District Attorneys, Legal Aid/Legal Services; Community Boards; Elected Officials; Community-based organizations; Religious Organizations; Attorney General's Office; Dept. of Mental Health; Social Services Organizations, etc.

(cont'd on next page)

VICTIM SERVICES

Trainings Offered: Basic Mediation; Advanced Mediation; Custody & Visitation Mediation; Facilitation; Multi-Party Mediation; Special Education Mediation; Early Intervention Mediation; Lemon Law Arbitration. Additionally, as part of our outreach program, we provide numerous dispute resolution workshops to community and youth groups.

Certified Trainer(s): Lela Porter Love; Joseph (Josh) Stulberg; Lynne Hurdle Price; Carol Liebman (all of whom are outside contractors), and staff member Elizabeth Clements.

Additional Program Information: Our dispute resolution services are provided in court, court-annexed and community-based settings. We have also developed on-site mediation services for residents of supported housing developments, and transitional housing for formerly homeless persons.

Local Program Summaries - First Judicial District

WASHINGTON HEIGHTS INWOOD COALITION

Dispute Resolution Provider: Washington Heights Inwood Coalition Mediation Project

County Served: New York City (Northern Manhattan)

Director: Mary Ely Pena Gratereaux

Main Office: 652 W. 187th St., New York, N.Y. 10033

Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: April 1981

Start-Up Date for Family Court Mediation Program Grant: N/A

1999-00 Annual Budget of Overall Dispute Resolution Center: \$118,100

1999-00 CDRCP Grant: \$51,164

Local Funding Sources: NYC Criminal Justice Coordinator; Interest on Lawyer Acct. Fund; NYC Board of Education; NYS Office of Alcoholism & Substance Abuse Services.

Total Number of Staff: 2

Total Number of Full Time Equivalent Positions: 2

Total Number of Mediators: 12

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Consumer-Merchant; Extended Family-Immediate Family; Ex-boy Friend-Girlfriend; Separated; Employer-Employee; Room-House mate; Married; Divorced; Acquaintance; Strangers; Special Education Mediation; Others.

Referrals and Involvement in Courts: We receive referrals from CDRC Office.

Involvement in Schools: We provide a Conflict Management Training to 60 kids in Elementary School.

Other Referral Sources: Center receive cases from police, churches, other community agencies, clients and community residents.

Trainings Offered: Basic Mediation Training/English-Spanish

Certified Trainer: Mary Ely Peña Gratereaux

Additional Program Information: Housing Program, Youth Program, Parents Support Group; Child Abuse Prevention Program, Work Experience Program. (WHIC is a Community Agency).

Local Program Summaries - Second Judicial District

YPIS OF STATEN ISLAND, INC.

Dispute Resolution Provider: You Participate In Solutions, Staten Island Community Resolution Center

County Served: Richmond County

Executive Director: Dominick J. Brancato

Dir of Mediation: Beth Ornstein

Main Office: 130 Stuyvesant Place, 5th Floor, Staten Island, N.Y. 10301

Satellite Office(s): Intermediate School #2, Curtis High School, Port Richmond High School and Tottenville High School.

Start-Up Date for Community Dispute Resolution Center: 1982

Start-Up Date for Family Court Mediation Program Grant: January 2000

County Served with Family Court Mediation Program(s): Richmond County

1999-00 Annual Budget of Overall Dispute Resolution Center: \$556,788

1999-00 CDRCP Grant: \$132,412

1999-00 Family Court Mediation Grant: None

Local Funding Sources: Office of the Coordinator of Criminal Justice, Department of Youth and Community Development, United Way of Greater New York, Fees for Service and contributions.

Total Number of Staff: 16

Total Number of Full Time Equivalent Positions: 11.5

Total Number of Mediators: 65

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord-Tenant, custody-visitation, Lemon Law Arbitration, Special Education, Early Intervention, Multi-Party, Parent-Teen, Peer Mediation, Small Claims Mediation and Community Facilitation.

Referrals and Involvement in Courts: Direct referrals from small claims and Family courts. Mediation conducted in civil court.

Involvement in Schools: The Center works with four different schools. Three in grades nine through twelve and one in grades six through eight.

Other Referral Sources: The Center receives cases from police, district attorney, social service agencies and self-referrals (walk-ins).

Trainings Offered: Community Mediation, Civil Court Mediation, Facilitation, Parent/Teen Mediation, Peer Mediation, Custody/Visitation and Cultural Diversity.

Certified Trainer: arranged by contract

Local Program Summaries - Third Judicial District

CENTER FOR ALTERNATIVE DISPUTE RESOLUTION, INC.

County Served: Albany

Director: Peter Glassman

Main Office: 30 Watervliet Avenue, Albany, N.Y. 12206

Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: December 1982

Start-Up Date for Family Court Mediation Program Grant: Fall 1994

County Served with Family Court Mediation Program(s): Albany

1999-00 Annual Budget of Overall Dispute Resolution Center: \$204,971

1999-00 CDRCP Grant: \$63,328

1999-00 Family Court Mediation Grant: \$62,500

Local Funding Sources: United Way, IOLA, City of Watervliet, Member items, Bell Atlantic, Clear Channel Communications.

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.3

Total Number of Mediators: 50

Types of Cases Handled or Programs Offered: CASA, Family Court Mediation, Safe Schools, Peer Mediation, Violence Prevention Programs in the Schools, Early Intervention, Special Education Mediations, Small Claims Mediation, Lemon Law Arbitrations, Divorce Mediation, Multi-Party Mediation and Facilitation.

Referrals and Involvement in Courts: Albany County Family Court, Supreme Court, Albany City Court, Albany Police Court, Cohoes City Court, Watervliet City Court, Colonie Town Court. Involvement in Schools: Involved with several schools in the City of Albany and Albany County. Work includes Safe Schools training and workshops, peer mediation, diversity training, anger management and violence prevention, and drug prevention. Most work has occurred in the elementary school levels.

Other Referral Sources: Legal Aid Society of NENY, Schools, United Tenants of Albany, Police Departments, private attorneys, neighborhood associations.

Trainings Offered: Basic mediation training, Conflict Resolution Skills, CASA volunteer training; in-services. Outside trainers brought in for basic and mediator and specialized trainings.

Certified Trainer(s): Sheri Townsend - Peter Glassman

Additional Program Information: Looking to expand Small Claims and divorce mediation programs. Looking to establish a public policy/multi-party component.

Local Program Summaries - Third Judicial District

COMMON GROUND DISPUTE RESOLUTION, INC.

Counties Served: Columbia and Greene

Director: Patricia Marek

Main Office: 11 William Street, Suite 1, Catskill, N.Y. 12414

Satellite Office(s): 454 Warren Street, P.O. Box 34, Hudson, New York

Start-Up Date for Community Dispute Resolution Center: 1992

Start-Up Date for Family Court Mediation Program Grant: October 1, 1996

Counties Served with Family Court Mediation Program(s): Greene and Columbia

1999-00 Annual Budget of Overall Dispute Resolution Center: \$130,000

1999-00 CDRCP Grant: \$73,300

1999-00 Family Court Mediation Grant: \$27,500

Local Funding Sources: United Way, Office of Children & Family Services, IOLA, training

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.25

Total Number of Mediators: 42

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Custody-Visitation; School Mediations; Early Intervention; Parent-Child; Special Education; Mobile Home; Multi-party; Divorce Mediation; Lemon Law Arbitration; Human Rights Mediation; JOBS Conciliations for Dept. of Social Services; Small Claims; Community Facilitated Dialogue

Referrals and Involvement in Courts: Town & Village Courts, City Court, Family Court. Provide one full-time staff person who works at both county Family Courts. Staff and mediators attend Hudson City Court each month. Town and Village Court referrals are made directly to our center by the judge and court clerks.

Involvement in Schools: The center works with different schools as requested, in grades fourth through twelfth. Provide peer mediation training and conflict resolution workshops to schools, agencies and groups in the community

Other Referral Sources: Center receives cases from police, district attorney, attorneys, churches, Department of Social Services, probation, businesses, and other non-profit community service agencies.

Trainings Offered: Community Mediation, Custody-Visitation, Parent-Child, Peer Mediation, Conflict Resolution, Group Facilitation, Co-Parenting Education.

Certified Trainer: Patricia Marek

Local Program Summaries - Third Judicial District

TROY AREA UNITED MINISTRIES

Dispute Resolution Provider: Community Dispute Settlement

County(ies) Served: Rensselaer

Director: Dawn K. Wallant, Leo S. Levy, Coordinator

Main Office: 17 First St., Troy, New York 12180

Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: 1979

Start-Up Date for Family Court Mediation Program Grant: 1997

County Served with Family Court Mediation Programs: Rensselaer

1999-00 Annual Budget of Overall Dispute Resolution Center: \$110,084

1999-00 CDRCP Grant: \$48,728

1999-00 Family Court Mediation Grant: \$30,000

Local Funding Sources: NYS Dept. of Social Services; schools; United Way; divorce mediation fees; trainings

Total Number of Staff: 2

Total Number of Full Time Equivalent Positions: 2

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: Custody, visitation; support; divorce; parent / child; neighbor-neighbor; harassment; petit larceny; small claims; mobile home; special education; lemon law arbitration; small group facilitation; workplace; etc.

Referrals and involvement in Courts: Family court; local magistrates; code enforcement; Troy Housing Authority; Probation; and private agencies; Troy City Court

Involvement in Schools: Peer mediation training and conflict resolution education; at risk youth violence prevention.

Other Referral Sources: See above

Trainings Offered: Conflict management; anger management; basic mediation training in October 1998; peer mediation; communication techniques; violence prevention; negotiation.

Certified Trainer(s): Mary Hall

Local Program Summaries - Third Judicial District

ULSTER-SULLIVAN MEDIATION, INC.

Counties Served: Ulster and Sullivan **Director:** Clare Danielsson, Ph.D.
Main Office: 25 Lucas Avenue, 2nd Floor, Kingston, New York 12401
Satellite Office(s): Sullivan County: 14 St. John's St., Monticello, NY, 12701

Start-Up Date for Community Dispute Resolution Center: April 1, 1983

Start-Up Date for Family Court Mediation Program Grant:

April 1, 1995 (Ulster); November 1, 1996 (Sullivan).

Counties Served with Family Court Mediation Programs: Ulster and Sullivan Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$157,474

1999-00 CDRCP Grant: \$85,065

1999-00 Family Court Mediation Grant: \$57,500

Local Funding Sources: Schools, NYSdra contracts, trainings, facilitations and election monitoring.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 4

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: Landlord-Tenant, Neighbor-Neighbor, Small Claims, Custody-Visitation, Child Support Cases, Parent-Child Mediation, Family Group Conferencing, Divorce Mediation, Multi-Party Mediation, Community Facilitation, Mobile Home, Special Education, Lemon Law Arbitration, Matrimonial Fee Arbitration.

Referrals and Involvement in Courts: Small Claims Courts in both counties refer cases, as does Kingston City Court. Sullivan County Family Court refers support, custody-visitation cases, Parent/Child mediation, and PINS cases which are reviewed by a DSS Assessment Committee in which we participate. Ulster Family Courts refers support cases for mediation the same day, and the Center contacts all petitioners as soon as they file for either initially or for a modification so that a mediation can be arranged prior to the first court appearance.

Involvement in Schools: The Center is working with six schools that have intermediate, middle and high school peer mediation programs and who do not do their own training. In one school a part-time Center staff person was in the school two days a week for dispute resolution services of all kinds, including students, staff and family members. In the other schools we provide dispute resolution training as requested and free mediation services for parent-child-teacher school issues. Other Referral Sources: The Center receives cases from police, UC Consumer Fraud Bureau, public agencies and private individuals.

Trainings Offered: Community Mediation, School Peer Mediation on all levels, Dispute Resolution workshops suitable for both schools and workplaces, including group facilitation. Many other specialized dispute resolution workshops are offered locally.

Certified Trainer: Clare Danielsson, Ph.D.

Additional Program Information: The Center provides training in group facilitation through the Alternatives To Violence Program (AVP), especially as it applies to school-youth programs and neighborhood-family programs. We have provided neutral election monitors for non-profit organizations, and neutral facilitators upon request for local businesses and group facilitations.

Local Program Summaries - Fourth Judicial District

CATHOLIC CHARITIES OF MONTGOMERY COUNTY

Dispute Resolution Provider: Tri-County Mediation Center

Counties Served: Fulton, Montgomery, and Schoharie Counties

Director: Al Turo, Executive Director, Catholic Charities; Marsha Lawyer, Program Director of Mediation Services

Main Office: 1 Kimball Street, Amsterdam, N.Y. 12010

Satellite Office(s): Schoharie County (Cobleskill, NY).

Start-Up Date for Community Dispute Resolution Center: November 1983

Start-Up Date for Family Court Mediation Program Grant: N/A

Counties Served with Family Court Mediation Program(s): Fulton, Montgomery, and Schoharie Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$110,600

1999-00 CDRCP Grant: \$85,300

Local Funding Sources: Fulton County, Fees for Service

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 3.12

Total Number of Mediators: 32

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Consumer-Merchant; Landlord-Tenant; Interpersonal; Parent-Teen; Employer-Employee; Small Claims; Child Custody and Visitation; Harassment; Misdemeanors; School Mediations; Early Intervention; Special Education; Mobile Home; Multi-Party; Lemon Law Arbitration; JOBS Conciliations for Dept. of Social Services; Victim-Offender; Child Support Cases; Business and Labor Disputes.

Referrals and Involvement in Courts: Town and Village Courts, City Court, Supreme Court, and Family Courts.

Involvement in Schools: During the past year the Center has worked with four different schools providing a Peer Mediation Program to grades four through twelve. We also provided Conflict Management training to more than 200 students, grades one through four.

Other Referral Sources: The Center receives cases from the district attorney, legal aid, private attorneys, probation, businesses, Headstart, the attorney general, law guardians, Department of Social Services, Board of Education, and community action programs.

Trainings Offered: Community Mediation and Custody/Visitation.

Certified Trainer(s): None

Local Program Summaries - Fourth Judicial District

**CATHOLIC CHARITIES OF SARATOGA, WARREN & WASHINGTON
COUNTIES**

Dispute Resolution Provider: Mediation Services of Saratoga, Warren and Washington Counties

Counties Served: Saratoga, Warren & Washington County

Director: Eileen M. Goodspeed

Main Office: 480 Broadway, LL-32, Saratoga Springs, NY 12866

Satellite Office(s): Glens Falls Office: 35 Broad Street, Glens Falls, NY 12801

Start-Up Date for Community Dispute Resolution Center: October 24, 1983

Start-Up Date for Family Court Mediation Program Grant: Saratoga County: 10-1-97

Warren County: 4-1-98

Counties Served with Family Court Mediation Programs: Saratoga and Warren Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$199,935

1999-00 CDRCP Grant: \$102,808

1999-00 Family Court Mediation Grant: \$50,000

Local Funding Sources: Washington County Department of Social Services, Catholic Charities of Saratoga, Washington County, NYS Dispute Resolution Association, Inc., Families In Transition Program, School Mediation Training.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: Approx. 4.5

Total Number of Mediators: 66

Types of Cases Handled or Programs Offered: Victim-Offender; PINS, JOBS Conciliations for the Department of Social Services; Family Custody, Visitation, Child Support; Neighbor Issues; Tenant-Landlord; Small Claims Court Issues; Workplace Mediation; Environmental and Public Policy Mediation; Early Intervention, Mobile Home; Special Education; Divorce Mediation; Lemon Law Arbitration.

Referrals and Involvement in Courts: Towns of Clifton Park and Moreau refer all small claims court cases to our program automatically. When individuals come in to file a small claims action, parties are assigned a court date, and are also given a letter from the mediation program director and a mediation brochure. The small claims court filing form is sent to our mediation office. We, in turn, contact both parties by mail to inquire about their interest in our service. Saratoga Springs City Court refers all parties to our program as well. We are involved with Warren County Family Court and Saratoga County Family Court. We provide a staff person at Warren County Family Court, Monday-Friday from 9 a.m. until 12 noon.

Involvement in Schools: We are involved in providing education, classroom curriculum development, and training for students, faculty, administration, staff and parents in school districts in Saratoga, Warren and Washington Counties on an ongoing and as-needed basis.

Other Referral Sources: Legal Aid, Private Attorneys, Counselors and Therapists, Judges, Public Agencies

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Local Program Summaries - Fourth Judicial District

**CATHOLIC CHARITIES OF SARATOGA, WARREN & WASHINGTON
COUNTIES**

Trainings Offered: Basic Community Mediation Training, Advanced Custody and Visitation Training, Mediation Training for Non-Volunteers, Mediation Training for Elementary, Middle and High School Students, as well as adults.

Certified Trainers: none

Additional Program Information: Our mediators have an immense wealth of experience and come from diverse backgrounds. Many would be willing to share their expertise with other county programs if a particular mediation situation from another county could benefit from their talents, skills and experience, especially for environmental issues.

Local Program Summaries - Fourth Judicial District

**NORTHERN NEW YORK CENTERS FOR
CONFLICT RESOLUTION, INC.**

Dispute Resolution Provider: Northern New York Centers for Conflict Resolution, Inc.

Counties Served: St. Lawrence, Clinton, Essex, Hamilton, Franklin

Director: Kyle E. Blanchfield J.D.

Main Office: St. Lawrence County: Robert C. McEwen U.S. Custom House, 127 N. Water St., Ogdensburg, N.Y. 13669

Satellite Offices:

Clinton County: Federal Bldg., 23 Brinkerhoff St., B-1, Plattsburgh, N.Y. 12901

Essex County: Town Hall, Town of North Elba, 301 Main St., Lake Placid, N.Y.

Franklin County: 231 West Main St., Malone, N.Y. 12953

Hamilton County: Village Hall, Elm Lake Road, Speculator, N.Y. 12164.

Start-up Date For Community Dispute Resolution Center: 1984

Star-up Date For Family Court Mediation Program: 1993

Counties served with Family Court Mediation Program: Clinton and Essex Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$158,776

1999-00 CDRCP Grant: \$129,272

1999-00 Family Court Grant: \$27,500

Local Funding Sources: BOCES Training Agreement (Public Schools)

Number of Staff: 5

Total Number of full time equivalent positions: 3

Total Number of Mediators: 60

Types of cases handled or programs offered: Small Claims, Community Neighbor disputes, Landlord-Tenant, Custody-Visitation, Support, School Mediation, Early Intervention, Special Education, Lemon Law, Parent-Child, Zoning, Mobile Home, Matrimonial Fee Disputes, Surrogate Decision Making, and Victim-Offender mediation.

Referrals and Involvement in Courts: Ogdensburg City Court, Canton Courts, Plattsburgh City Court, Clinton County Family Court, Lake Placid Courts, Speculator Courts.

Involvement in Schools: Staff Development, Presentations at Colleges, Peer-School Mediation Trainings and Workshops , Number of Schools: 25 to 30, involved in all grades.

Other referral Sources: Counselors, Churches, Legal Aid , Public Agencies, State Police, Local Police, Sheriff, Businesses, Schools, Community Mediation, Family Mediation, Parent-Child Mediation, Peer-School Mediation, Special Education Mediation, Lemon Law Arbitration, Conflict in the Workplace Mediation, Fee Arbitration.

Certified Trainers: Kyle E. Blanchfield, J.D. and Peter D. Ladd Ph. D.

Additional Program Information: Programs also work with the Akwesasne Indian Reservation in resolving disputes and are involved with disputes originating in Canada in the Ogdensburg and Plattsburgh Offices.

Local Program Summaries - Fifth Judicial District

CATHOLIC CHARITIES OF HERKIMER COUNTY

Dispute Resolution Provider: Dispute Resolution Center of Herkimer County

County Served: Herkimer

Director: Annemarie Adams

Main Office: 61 West St., Ilion, N.Y. 13357

Satellite Office(s): None

Start-Up Date for Community Dispute Resolution Center: 1985

Start-Up Date for Family Court Mediation Program Grant: January 1999

1999-00 Annual Budget of Overall Dispute Resolution Center: \$87,119

1999-00 CDRCP Grant: \$43,400

1999-00 Family Court Mediation Grant: \$15,400

Local Funding Sources: Catholic Charities, Valley United Way, Fee for Service for school-based training, Youth At Risk, Partners for Children grant.

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.27

Total Number of Mediators: 8

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord-Tenant, Custody-Visitation, Child Support, School Mediations, Early Intervention, Parent-Child, Special Education, Mobile Home, Matrimonial Fee Disputes, Lemon Law Arbitration, Small Claims, Consumer-Merchant, Interpersonal.

Referrals and Involvement in Courts: Little Falls City Court, Herkimer County Family Court

Involvement in Schools: Conflict resolution Training- grade 4,5,6,7; Conflict resolution refresher workshops- grades 4,5,6,7; peer mediation training- grades 4,5,6,7,8,9,10,11,12; High School orientation programs—grade 7; Health Fairs—grades K-12; Summer leadership conferences—grades 7,8; staff development training—staff, administrators, support staff, parents, and community organizations. Total number of schools: 19; Total number of hours of training: 768; Total number of students trained: 2,263 and Total number of adults trained: 307.

Other Referral Sources: Dept. of Social Services, Dept. of Health, Community Action, HUD-Section 8 Housing programs, Housing Authorities, schools, Division of Housing and Community Renewal, Community Maternity Services, Catholic Charities programs, Legal Aid, local attorneys, state troopers, local police, Wal-Mart, NYS Attorney General's Office.

Trainings Offered: Community Mediation, Peer Mediation, Violence Prevention, Parent-Child, Special Education, Custody/Visitation.

Certified Trainer(s): Contract with certified trainers

Local Program Summaries - Fifth Judicial District

JEFF-LEWIS MEDIATION CENTER

Dispute Resolution Provider: Jeff-Lewis Mediation Center, Inc.

Counties Served: Jefferson and Lewis

Director: Patricia A. Baerwald

Main Office: 7 Empsall Plaza Courtyard, Watertown, N.Y. 13601

Satellite Office(s): Lewis County: 5420 Shady Avenue, Lowville, N.Y. 12267 (mediation site only)

Start-Up Date for Community Dispute Resolution Center: September 1, 1983

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997

County Served with Family Court Mediation Program(s): Jefferson, Lewis

1999-00 Annual Budget of Overall Dispute Resolution Center: \$119,142

1999-00 CDRCP Grant: \$65,400

1999-00 Family Court Mediation Grant: \$26,000

Local Funding Sources: Augsbury Institute For Youth and Families, Fees for Services

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.27

Total Number of Mediators: 26

Types of Cases Handled or Programs Offered: Breach of Contract; Landlord-Tenant, Neighbor-Neighbor, Pre-Divorce, Property Disputes, Custody and Visitation, Parent-Child, Special Education, Early Intervention, Mobile Home, Employment and Training Program Mediations for the Department of Social Services, Lemon Law Arbitration, Small Claims Matters, EEO Fort Drum, VESID, Agresolve.

Referrals and Involvement in Courts: Referrals are accepted from Town and Village Courts, City Court and Family Court. Further contact with Family Court is made when an agreement on custody and visitation is reached, as these agreements are forwarded to the court for approval.

Involvement in Schools: Our center contracts with two school districts to provide Peer Mediation Training and follow-up throughout the school year. Each school district has peer mediation available to students in grade 5 through 12.

Other Referral Sources: New York State Department of Law, Police Agencies, Private and Public Agencies, Walk Ins, Probation Department, Businesses.

Trainings Offered: Community Mediation, Family Court Mediation, Peer Mediation.

Certified Trainer(s): Contract with Certified Trainers

Local Program Summaries - Fifth Judicial District

JUSTICE CENTER OF ONEIDA COUNTY, INC.

County Served: Oneida County

Director: Robert A. Jewett

Main Office: 401 Columbia Street, 3rd Floor, Utica, N.Y. 13502

Satellite Office(s): Rome City Court, (Space provided for hearings and Intake only) 301 North James St., Rome, NY 13440; Utica City Court, (Space provided for hearings and Intake Only) 411 Oriskany St. West, Utica, NY 13502; Oneida County Family Court: Utica Office, Oneida County Court House, Basement Level, Elizabeth St., Utica, NY 13501 and Rome Office, 302 North James Street, Rome, NY 13440; Oneida Nation Court (Space provided for Intake and Hearings Only) Union St., Oneida, NY 13421.

Start-Up Date for Community Dispute Resolution Center: November 1, 1996

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997

County(ies) Served with Family Court Mediation Program(s): Oneida

1999-00 Annual Budget of Overall Dispute Resolution Center: \$188,821

1999-00 CDRCP Grant: \$75,908

1999-00 Family Court Mediation Grant: \$49,000

Local Funding Sources: NYS Dispute Resolution Association, Inc., including case fees generated through contracts, Interest on Lawyers Accounts; City of Utica, Oneida Indian Nation; Private Donations; Oneida County Office for the Aging (Title V); Oneida-Herkimer-Madison Summer Youth Employment & Training Program and Public and Private Grants.

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.5

Total Number of Mediators: 21

Types of Cases Handled or Programs Offered:

- ◆ Family Mediation Services: Child Custody-Visitation and Support, Parent-Child, Extended Family Issues, Interpersonal disputes, Separation and-or Divorce.
- ◆ Youth Mediation Services: Peer issues, Interpersonal Issues, School Issues, Special Education, Early Intervention, and Juvenile issues.
- ◆ Restorative Justice Mediation Services: Victim-Offender, Violations, Misdemeanors, and selected Felonies.
- ◆ General Mediation Services: Consumer-Merchant, Breach of Contract, Housing Disputes, Mobile Home Disputes, Neighbor and other Community Disputes, Property Disputes, Employer-Employee, Employee-Employee, Individual-Agency.
- ◆ Oneida Nation Peacemaking Services: This Program serves only the Oneida Indian Nation with peacemaking (Mediation) of any cases referred by the Oneida Nation Court.
- ◆ Arbitration Services: Matrimonial Fee Disputes, New and Used Car Lemon Law, and Small Claim Cases Referred by the City Court of Utica, New York.

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Local Program Summaries - Fifth Judicial District

JUSTICE CENTER OF ONEIDA COUNTY, INC.

Referrals and Involvement in Courts: The program takes direct small claim and criminal case referrals from the Utica and Rome City Courts; Custody-Visitation and Support Cases from the Oneida County Family Court (where we provide a Full-Time person who works at both Family Court locations in Utica and Rome); and the Oneida Indian Nation Court for peacemaking services. **Involvement in Schools:** Offers Technical Assistance and training linkages for School Mediation Programs. Provides Lectures and Seminars on ADR to Schools. Performs Mediations on Special Education and Early Intervention Case Referrals.

Other Referral Sources: YWCA Domestic Violence Coalition (Oneida County), Family Services of the Mohawk Valley, Family Nurturing Center of CNY, Utica Neighborhood Housing Service, The Oneida County Office for the Aging, The Oneida County Law Guardian Association, Oneida County Bar Association, Oneida County Community Action, The Peacemaker Program (CASA), The Oneida County District Attorney and Public Defender's Office, Oneida County Department of Social Services, Various Public and Private Businesses, and private citizens.

Trainings Offered: The program serves as a conduit, linking Contracted Trainers with persons or agencies requesting ADR Training in the areas of Community Mediation, Custody-Visitation, Parent- Child, Peer Mediation, Special Education, Victim-Offender, Mobile Home, Divorce Mediation, Small Claims Arbitration, Lemon Law Arbitration, Facilitation, Consensus-Team Building, Multi-Party Collaborative Problem Solving, Group Facilitation, and Violence Prevention.

Certified Trainer(s): Sub-Contracted.

Local Program Summaries - Fifth & Sixth Judicial Districts

NEW JUSTICE CONFLICT RESOLUTION SERVICES, INC.

Counties Served: Onondaga, Oswego, Cortland, Madison **Director:** John W. McCullough

Main Office: West Fayette Commons, 1153 West Fayette St., Syracuse, N.Y. 13204

Satellite Office(s):

Cortland County: The McNeil Bldg., 17-29 Main St., Suite 412, Cortland, N.Y. 13054;

Madison County: 121 Oneida St., P.O. Box 365, Oneida, N.Y. 13421;

Oswego County: Public Safety Center, 39 Chirchill Rd., Oswego, N.Y. 13126.

Start-Up Date for Community Dispute Resolution Center: April 1, 1981

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997 (Onondaga);
February 16, 1999 (Cortland); January 1, 1999 (Oswego); February 15, 1999 (Madison)

Counties Served with Family Court Mediation Program(s): Onondaga; Cortland; Madison and
Oswego Counties

1999-00 Annual Budget of Overall Dispute Resolution Center: \$519,512

1999-00 CDRCP Grant: \$233,576

1999-00 Family Court Mediation Grant: \$114,171

Local Funding Sources: Onondaga and Cortland Youth Bureaus, Onondaga / Cortland / Madison
BOCES (NYS Dept. of Education), NYS Division of Criminal Justice Services, Onondaga County
Probation Department, Onondaga Co. Dept. of Social Services, United Way of Central New York,
For-Fee Services, Foundation Support.

Total Number of Staff: 16

Total Number of Full Time Equivalent Positions: 14.5

Total Number of Mediators: 43

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord-Tenant, Custody-
Visitation, Parent / Child, Small Claims, Special Education, Mobile Home, Matrimonial Fee
Disputes, Lemon Law Arbitration, Community Facilitation, Organizational Interventions

Referrals and Involvement in Courts: City Court and Small Claims, Town and Village Courts,
Family Court (full-time office), District Attorney's Office.

Involvement in Schools: Peer Mediation Training-Staff Mediation Training, Classroom
Management Skills, Crisis Management Training, Anti-Violence Programming, Parenting and
Family Conflict Resolution, Working with 3 school districts and working at middle & high schools.

Other Referral Sources: Police, Schools, Word of Mouth, Private Attorneys, Public Agencies.

Trainings Offered: Community Mediation, In-School Mediation, Conflict Management
Techniques (classroom and workplace), Violence Prevention, Pro-Social Skills for at Risk Youth,
Family Conflict Resolution, Lemon Law Arbitration, Fee Dispute Arbitration, Custody/Visitation
mediation.

Certified Trainer(s): John W. McCullough

Additional Program Information: Onondaga County Office houses the Youth Violence Task
Force, with a part-time coordinator and the Executive Director is co-chair of the Task Force with
the County Commissioner of Aging and Youth.

Local Program Summaries - Sixth Judicial District

ACCORD

Counties Served: Broome and Tioga

Director: Donna Rehak

Main Office: 30 West State St., 2nd Floor, Colonial Plaza, Binghamton, N.Y. 13901

Satellite Office(s): Tioga County: Owego, N.Y. 13827

Start-Up Date for Community Dispute Resolution Center: June 3, 1982

Start-Up Date for Family Court Mediation Program Grant: July 1, 1992

County(ies) Served with Family Court Mediation Program(s): Broome, Tioga

1999-00 Annual Budget of Overall Dispute Resolution Center: \$294,000

1999-00 CDRCP Grant: \$114,940

1999-00 Family Court Mediation Grant: \$71,067.

Local Funding Sources: Broome County, Tioga County United Way, Tioga County Youth Bureau, Broome County Department of Social Services, Fee-for-service programs, Agency fund raising activities, Interest on Lawyers Accounts Fund and State Employees Federated Appeal, NYS Commission on Quality of Care for Mentally Disabled.

Total Number of Staff: 11

Total Number of Full Time Equivalent Positions: 8.25

Total Number of Mediators: 85

Types of Cases Handled or Programs Offered: Small Claims, Minor Criminal, Child Custody, Visitation and Support, Family mediation, Peer Mediation training and program support, Special Education, VESID, Lemon Law Arbitration, Surrogate Decision Making, and Family Court Petition Intake.

Referrals and Involvement in Courts: Direct weekly referrals of Small Claims cases from Binghamton City Court and the Town of Union Court. Direct daily referrals from the Broome County Family Court.

Involvement in Schools: Conduct student and staff trainings on a fee-for-service basis on conflict resolution and violence prevention topics. Accept referrals from schools of selected student-student conflicts.

Other Referral Sources: Community-Based organizations and Private Attorneys.

Trainings Offered: Basic Mediation Training, Child Custody and Visitation.

Certified Trainer(s): none

Local Program Summaries - Sixth Judicial District

CATHOLIC CHARITIES OF DELAWARE & OTSEGO COUNTIES

Dispute Resolution Provider: The Dispute Resolution Center of Chenango and Delaware Counties

Counties Served: Chenango and Delaware

Director: Donna M. Kankiewicz

Main Office: 26 Conkey Ave., Eaton Center, 4th Floor, Norwich, NY 13815

Satellite Office(s): P.O. Box 7, Sherwood Rd., Delhi, NY 13753

Start-Up Date for Community Dispute Resolution Center: April 1985—Delaware County and April 1987—Chenango County.

Start-Up Date for Family Court Mediation Program Grant: January 1, 1999—Delaware; April 1, 1999—Chenango

1999-00 Annual Budget of Overall Dispute Resolution Center: \$173,462

1999-00 CDRCP Grant: \$68,888

1999-00 Family Court Mediation Grant: \$60,000

Local Funding Sources: IOLA, Catholic Charities Fund Raising, Training Fees, Catholic Charities Allocation, Divorce Mediations, Lemon Law Arbitration and Special Education Mediation.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 5

Total Number of Mediators: 40

Types of Cases Handled or Programs Offered: Community mediations to include Special Education, Victim-Offender, Adult-Child, Custody-Visitation, Mobile Home, Divorce, Multi-Party, School Mediations. Lemon law and Fee Dispute Arbitration, Conciliation, Peer Mediation and various training opportunities in conflict management and community building.

Referrals and Involvement in Courts: Custody-Visitation cases referred from Family Court, all small claims cases; Family Court matters, County, City, Town and Village, and Supreme Courts.

Involvement in Schools: Peer Mediation Programs and Conflict Management Curriculum in addition to Peace Maker curriculum in grades 4-6, and various tailored training needs of school districts. We work with six school districts providing training from elementary through college level.

Other Referral Sources: Sources include Chamber of Commerce, Private Agencies, Clergy, law enforcement, Counselors, Attorneys, Legal Aid, community, civic and government agencies, Word-of-Mouth from past parties.

Trainings Offered: Basic Mediation, Custody-Visitation, Adult-Child, Six in-services annually, community and school trainings tailored to meet their needs.

Certified Trainers: Contact with certified trainers - staff certification pending.

Additional Program Information: Center will meet the needs of the community through alternative dispute resolution services and training by accessing its personal resources or other available resources in its region.

Local Program Summaries - Sixth Judicial District

MEDIATION SERVICES, INC.

County Served: Otsego

Executive Director: Barbara Potter

Main Office: 48 Dietz St., Suite I-Front, Oneonta, N.Y. 13820

Satellite Office(s): Cooperstown Family Court

Start-Up Date for Community Dispute Resolution Center: April 1990

Start-Up Date for Family Court Mediation Program Grant: October 1996

County Served with Family Court Mediation Program(s): Otsego

1999-00 Annual Budget of Overall Dispute Resolution Center: \$174,532

1999-00 CDRCP Grant: \$47,668

1999-00 Family Court Mediation Grant: \$75,040

Local Funding Sources: United Way, Client Contributions, Private Donations, Training Programs, Divorce Mediation, Rowe Trust Account, Churches, NYSdra Contracts and IOLA.

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 4.7

Total Number of Mediators: 25 average active, 25 average inactive

Types of Cases Handled or Programs Offered: Mediation for a full range of community disputes involving individuals and groups and organizations: Workplace conflict, Family disputes of all types, including intergenerational and Divorce and Separation, Youth Disputes, Victim and Offender, Matrimonial Fee Dispute Arbitration, Alternatives to Violence Programs, Group Facilitation, Conflict Management and NYSdra Contracts.

Referrals and Involvement in Courts: Town Courts, Village Courts, City Court, County Court, Small Claims Courts, Supreme Court and Family Court.

Involvement in Schools: Peer Mediation Programs and-or Conflict management training curricula were provided to the following schools for both students and staff: AmeriCorps at SUNY Oneonta, AmeriCorps at ARC Otsego, Oneonta Middle School, SUNY Oneonta Business Law Class, Job Corp at Oneonta, Oneonta City School District, SUNY Oneonta Residence Directors and Colgate University

Other Referral Sources: Walk-ins, City and Campus Police, County and State Police, Private Attorneys, Therapists-Counselors, Clergy, Legal Aid, Media, Previous Clients, Private Agencies, and Department of Social Services.

Trainings Offered: Basic Community Mediation, School Peer Mediation, Family Court Mediation, Conflict Management 101, Alternatives to Violence, Meeting Facilitation, Process Observation, Negotiation 101, Use of Power, Strategic Listening, Consensus Decision Making, Scribing, Collaboration, Reframed Language, Community Building, Comparative Mediation Processes, and Child Protection mediation.

Certified Trainers: Barbara Potter (staff), Duke Fisher (by contract)

Local Program Summaries - Seventh Judicial District

CENTER FOR DISPUTE SETTLEMENT, INC.

Counties Served: Monroe, Cayuga, Livingston, Ontario, Seneca, Steuben, Wayne, Yates

Director: Andrew Thomas

Main Office: Monroe County: 300 State St., Suite 301, Rochester, N.Y. 14614

Satellite Office(s): *Cayuga County:* 95 Genesee Street, Auburn, N.Y. 13021

Livingston County: 6 Court St., Geneseo, N.Y. 14451

Ontario, Seneca & Yates Counties: 120 N. Main Street, Canandagua, N.Y. 14424

Steuben County: 204 West Water St., Painted Post, N.Y. 14870

Wayne County: 54 Broad St., Room 304, Lyons, N.Y. 14489

Start-Up Date for Community Dispute Resolution Center: 1973

Start-Up Date for Family Court Mediation Program Grant: 1993

County(ies) Served with Family Court Mediation Program(s): All.

1999-00 Annual Budget of Overall Dispute Resolution Center: \$1,218,529

1999-00 CDRCP Grant: \$447,035 1999-00 Family Court Mediation Grant: \$203,679

Local Funding Sources: Monroe County, City of Rochester, NYS Division of Human Rights, NYS Youth & Family, Livingston County - CIC and United Way.

Total Number of Staff: 34

Total Number of Full Time Equivalent Positions: 29

Total Number of Mediators: 171

Types of Cases Handled or Programs Offered: Family; Juvenile; PINS; Neighbor-Neighbor; Landlord-Tenant; Family and Supreme Court Custody & Visitation; Interventions & Facilitation; Divorce Mediation & Arbitration (Supreme Court); Special Education & Early Intervention Mediation; Human Rights Mediation; Mobile Home; Small Claims Mediation & Arbitration; AgRESOLVE (agricultural mediation); Lemon Law Arbitration and Election services.

Referrals and Involvement in Courts: Satellite Offices in City of Rochester and Family Court Monroe County; all manner of referrals from Civil, small claims and criminal matters from town & village justices, city (including pre-warrant), County Courts and Supreme Court. Serve on the Seventh Judicial Advisory Committee.

Involvement in Schools: Offer Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes along with technical support in all seven counties, conducted three Peer Mediation Summits for grade, middle & high school aged youth.

Other Referral Sources: Law Enforcement (Town, city, County Sheriffs & State Police), Probation, Human Services, Housing Authorities, Schools, Religious Organizations, Businesses & Corporation, District Attorney, Public Defender, Attorneys and walk-ins.

Trainings Offered: Principles of Mediation, Peer Mediation, Custody and Visitation, Train-the-Trainers, Anger Management, Conflict Resolution, Principles of Arbitration and Managing Client-Consumer Conflicts.

Certified Trainer(s): Anthony Scott, Andrew Thomas and Donna Durbin

Additional Program Information: Agency is implementing a pilot PINS (persons in need of supervision) mediation program in Monroe County. CDS has implemented a Seventh Judicial District-wide Supreme Court Custody and Visitation Mediation Program.

Local Program Summaries - Eighth Judicial District

**DISPUTE SETTLEMENT CENTER OF BBB
BETTER BUSINESS BUREAU FOUNDATION OF
WESTERN NEW YORK, INC.**

Counties Served: Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wyoming

Director: Julie M. Loesch, Esq.

Main Office: 741 Delaware Avenue, Suite 100, Buffalo, N.Y. 14209

Satellite Office(s): *Erie County:* Buffalo City Court, 50 Delaware Avenue, Buffalo, N.Y. 14202;

Allegany, Cattaraugus & Wyoming Counties: 110 W. State Street, Olean, N.Y. 14760;

Chautauqua County: 200 East Third St., 2nd Floor, Jamestown, N.Y. 14701 and 127 Central Avenue, Dunkirk, N.Y., 14048; *Genesee County:* Genesee County Courts Facility, Batavia City Court, 1 W. Main St., Batavia, N.Y. 14020

Start-Up Date for Community Dispute Resolution Center: April 1982

Start-Up Date for Family Court Mediation Program Grant: Erie County, February 1998

County(ies) Served with Family Court Mediation Program(s): Erie

1999-00 Annual Budget of Overall Dispute Resolution Center: \$734,596

1999-00 CDRCP Grant: \$406,048

1999-00 Family Court Mediation Grant: \$49,719

Local Funding Sources: City of Buffalo, Cattaraugus County Youth Bureau, Chautauqua County Youth Bureau, Better Business Bureau, Erie County Department of Environment and Planning, NYS Dispute Resolution Association.

Total Number of Staff: 22

Total Number of Full Time Equivalent Positions: 19

Total Number of Mediators and Arbitrators: 144

Types of Cases Handled or Programs Offered: Community Dispute resolution; Custody/Visitation; Juvenile Mediation Programs; Special Education Mediation; Lemon Law Arbitration; AUTO LINE Arbitration (a manufacturers' program similar to Lemon Law); Early Intervention mediation; Manufactured Housing mediation; Commercial and Contractor/Consumer Dispute mediation and arbitration.

Referrals and Involvement in Courts: City courts, town and village courts, family courts, in the Eighth Judicial District

Involvement in Schools: The center provides training and technical assistance to schools in the Eighth Judicial District developing in-school peer mediation programs.

Other Referral Sources: Police departments, district attorneys offices, social services agencies, schools, local magistrates associations, district offices of state legislators, city and county government offices, Better Business Bureau serving Upstate New York, Council of Better Business Bureaus.

Trainings Offered: Community Mediation, Conflict Management, Peer Mediation, effective customer service, various business topics.

Certified Trainer(s): Judith A. Peter

Local Program Summaries - Ninth Judicial District

CLUSTER, INC.

Dispute Resolution Provider: Westchester Mediation Center of Cluster, Inc.

County Served: Westchester

Director: Jenny Besch

Main Office: 20 South Broadway, Suite 501, P.O. Box 1248, Yonkers, N.Y. 10702

Satellite Office(s): Thomas H. Slater Center, 2 Fisher Court, White Plains, N.Y. 10601 and 105 Stevens Ave., Mt. Vernon, N.Y. 10550.

Start-Up Date for Community Dispute Resolution Center: 1984

Start-Up Date for Family Court Mediation Program Grant: None

1999-00 Annual Budget of Overall Dispute Resolution Center: \$631,563

1999-00 CDRCP Grant: \$128,620

Local Funding Sources: NYS Office of Families and Children=s Services through the Westchester County Youth Bureau, Yonkers Public Schools, Westchester County Department of Probation, Westchester County Department of Social Services, HUD via Westchester County, Mt. Vernon CDA, Portchester Middle School, Somers Middle School, Briarcliff High School.

Total Number of Staff: 14

Total Number of Full Time Equivalent Positions: 14

Total Number of Mediators: 90

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord Tenant, School Mediation and Conflict Resolution, Early Intervention, Special Education Mediation, Lemon Law Arbitration, Victim Offender, Small Claims Court, Community Mediation, Custody-Visitation, Child Support, and Parent Child Mediation.

Referrals and Involvement in Courts: White Plains, Port Chester, Scarsdale, Ossining, Yonkers and Yorktown Courts.

Involvement in Schools: Our School Mediation program is substantial and covers Peer Mediation and Conflict Resolution Training in elementary schools, middle schools and high schools. We are active in Yonkers, Mt Vernon, Dobbs Ferry, Greenberg, Portchester, Somers, Briarcliff and Bedford-Mt Kisco. We also conduct Conflict Resolution Workshops in a variety of settings throughout Westchester County.

Other Referral Sources: The Center receives cases from the police, the district attorney=s office, PINS Probation officer, Department of Social Services and NYS Division of Housing. In addition the Center has developed linkages with other agencies to create mutual inter-agency referrals.

Trainings Offered: Community Mediation, Custody-Visitation, Parent/Child Mediation, Peer Mediation, Special Education, Divorce Mediation, Lemon Law Arbitration, Matrimonial Fee Dispute Arbitration, Community Arbitration.

Certified Trainer(s): None at present

Local Program Summaries - Ninth Judicial District

**DISPUTE RESOLUTION CENTER OF ORANGE & PUTNAM
COUNTIES**

Dispute Resolution Provider: Dispute Resolution Center

Counties Served: Orange and Putnam

Director: Rosalyn Magidson

Main Office: 14 Scotchtown Avenue, POB 510, Goshen, N.Y. 10924

Satellite Office: *Putnam County*: 1822 Route 6, Carmel, N.Y. 10512

Start-Up Date for Community Dispute Resolution Center: May, 1982

Start-Up Date for Family Court Mediation Program Grant: May, 1996

Counties Served with Family Court Mediation Programs: Orange and Putnam

1999-00 Annual Budget of Overall Dispute Resolution Center: \$336,731

1999-00 CDRCP Grant: \$140,412

1998-99 Family Court Mediation Grant: \$77,280

Local Funding Sources: Orange County Youth Bureau, Orange County Department of Social Services, Putnam County Youth Bureau, Putnam County Legislature.

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 7

Total Number of Mediators: 56

Types of Cases Handled or Programs Offered: Custody-Visitation, Community Dispute Resolution, Mobile Home, Special Ed., Lemon Law, Divorce Mediation, Parent / Child, Neighbor / Neighbor, Landlord / Tenant, Early Intervention, Small Claims, School Mediation & Peer Mediation.

Referrals and Involvement in Courts: Local Justice Courts, Supreme Court, & Family Court. In certain courts volunteers sit in court and accept cases from the judges. Other courts refer cases directly to the Center.

Involvement in Schools: Elementary, Middle and High Schools. The Dispute Resolution Center holds trainings in Peer Mediation and Conflict Management in the schools from 1st through 12th grades. DRC has held training in 12 schools throughout this past year and been involved with After School Youth At Risk Programs.

Other Referral Sources: Local and State Police agencies, human service agencies, Orange & Putnam County probation and schools.

Trainings Offered: Basic Mediation, Custody-Visitation, Divorce Mediation, Parent / Child & Peer Mediation.

Certified Trainers: Roz Magidson and Richard Mandell

Local Program Summaries - Ninth Judicial District

MEDIATION CENTER OF DUTCHESS COUNTY, INC.

County Served: Dutchess County

Director: Jody B. Miller

Main Office: Family Partnership Building, 29 North Hamilton St., Poughkeepsie, N.Y. 12601

Satellite Office(s): None

Start-Up Date for Community Dispute Resolution Center: August, 1983

Start-Up Date for Family Court Mediation Program Grant: 1997

County(ies) Served with Family Court Mediation Program(s): Dutchess

1999-00 Annual Budget of Overall Dispute Resolution Center: \$213,107

1999-00 CDRCP Grant: \$70,000

1999-00 Family Court Mediation Grant: None

Local Funding Sources: Dutchess County, Dutchess County Department of Probation and New York State Commission for Quality of Care and IOLA.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 5

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: General community disputes, Landlord-Tenant; Custody-Visitation and Child Support, Divorce Mediation; Parent-Child; Early Intervention; Special Education; Mobile Home; Matrimonial Fee Disputes; PINS Diversion; Surrogate Decision Making; Consumer-Merchant; matters referred from Small Claims-Small Claims In-court Mediation; Multi-party Mediation, Lemon Law Arbitration; VESID mediation.

Referrals and Involvement in Courts: The Center accepts referrals from Dutchess County Family and any of the Small Claims Courts in Dutchess County. The Center provides on-sight mediators in the following courts: Beacon City Court, Pawling Court, Fishkill Town Court, Hyde Park Town Court, Poughkeepsie City Court, Town of LaGrange, Village of Wappingers Falls, Rhinebeck and Town of Poughkeepsie.

Involvement in School: Currently involved in Beacon City School District and Poughkeepsie City Schools teaching conflict resolution and providing peer mediation training.

Other Referral Sources: The Center accepts referrals from the City and Town of Poughkeepsie Police Departments, the Dutchess County Department of Probation, schools in the City of Poughkeepsie School District, and all other schools making referrals, the Dutchess County Department of Social Services, the Family Partnership Center agencies and Family Services.

Trainings Offered: Basic community mediation, peer mediation, Conflict Resolution Workshops, Diversity and Sensitivity trainings, Communication Skills Workshops and Workplace Communication Trainings.

Certified Trainer: Jody Miller-Community Dispute Resolution, Peer Mediation

Local Program Summaries - Ninth Judicial District

VOLUNTEER COUNSELING SERVICE

County Served: Rockland

Director: Cort Engelken

Main Office: 77 South Main St., New City, N.Y. 10956

Satellite Office(s): None

Start-Up Date for Community Dispute Resolution Center: 1977

Start-Up Date for Family Court Mediation Program Grant: N/A

County Served with Family Court Mediation Program: Rockland

1999-00 Annual Budget of Overall Dispute Resolution Center: \$109,991

1999-00 CDRCP Grant: \$49,952

Local Funding Sources: Rockland County, fees for training, contributions, Youth Bureau.

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 4

Total Number of Mediators: 81

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord Tenant; Custody-Visitation; Child Support Cases; School Mediations; Early Intervention; Parent-Child; Special Education; Mobile Home; Multi-party; Divorce Mediation; Lemon Law Arbitration; Human Rights Mediation; Small Claims Mediation; Community Facilitation; etc.

Referrals and Involvement in Courts: Town & Village Courts. Volunteer mediators attend the Haverstraw Village Court, West Haverstraw Village Court, Haverstraw Town Court, Orangetown Court, Town of Ramapo Court, Chestnut Ridge Court, and the Wesley Hills Court on all the Courts' scheduled sessions. Court referrals are made directly to the parties and our center is notified.

Involvement in Schools: The center works with 31 schools in grades three to twelve in Rockland, Bergen and Essex Counties (New Jersey). We provide peer mediation training, staff-in-service and graduate courses. Last year we worked with one thousand eight hundred and fifty-eight students.

Other Referral Sources: The center receives referrals from the District Attorney's office, police, Department of Social Services, schools and self-referrals.

Trainings Offered: Community Mediation, Peer Mediation, Consensus, Decision-Making, Team Building, Communication Skills.

Certified Trainer: Cort Engelken

Local Program Summaries - Tenth Judicial District

EAC, INC.

Dispute Resolution Provider: Mediation Alternative Project/Community Mediation Center

Counties Served: Nassau and Suffolk

Director: Robyn Schneider

Main Office: Nassau County: 50 Clinton St., Suite 608, Hempstead, N.Y. 11550

Satellite Office: Suffolk County: Country Center North, Veterans Memorial Highway, Bldg. #16, Hauppague, N.Y. 11788

Start-Up Date for Community Dispute Resolution Center: Nassau County: 1981 / Suffolk County: 1977

Start-Up Date for Family Court Mediation Program Grant: April 1, 1998

County Served with Family Court Mediation Program(s): Nassau

1999-00 Annual Budget of Overall Dispute Resolution Center: \$491,978

1999-00 CDRCP Grant: \$242,892

1999-00 Family Court Mediation Grant: \$50,000

Local Funding Sources: Nassau County Youth Board, Department of Social Services and Dept. of Probation and Correctional Alternatives, Town of Brookhaven Youth Bureau and IOLA Fund, Nassau County Legislature.

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 11

Total Number of Mediators: 213

Types of Cases Handled or Programs Offered: Community, landlord tenant, custody visitation, school peer mediation, early intervention, parent child, special education, Lemon Law Arbitration, Job Conciliation for Dept. of Social Services, Small Claims Mediation and supported housing mediation.

Referrals and Involvement in Courts: Nassau County - Family Court, 2nd, 3rd and 4th District Courts, local Town and Village courts make referrals directly to our center. Suffolk County - Southampton and Easthampton Town and Village Courts, 6th District Court and 4th District Court. Involvement in Schools: Peer mediation services are provided throughout Nassau and Suffolk Counties for elementary through high school ages.

Other Referral Sources: Local police precincts and departments, District Attorney Office, Attorney General Office, NYS Dept. of Education, Public agencies, Dept. of Health, local community and civic groups, incorporated townships Mental Health providers and Family Court.

Trainings Offered: Basic mediation, lemon law arbitration, small claims mediation, peer mediation, Mental Health/Housing mediation, custody and visitation mediation and conflict management workshops.

Certified Trainer (Basic): Robyn Schneider and Rodney Brown

Certified Trainer (Custody & Visitation): Elayne Greenberg

Local Program Summaries - Eleventh Judicial District

COMMUNITY MEDIATION SERVICES

Dispute Resolution Provider: Queens Mediation Network

County Served: Queens

Director: Peg Reilly

Main Office: 89-64 163rd St., Jamaica, N.Y. 11432

Satellite Office(s): 144-80 Barclay Ave., Flushing, N.Y.; 46-35 Oceania Street, Bayside, N.Y. and 64-20 175th St., Flushing, N.Y.

Start-Up Date for Community Dispute Resolution Center: January 1995

Start-Up Date for Family Court Mediation Program Grant: January 2000

County(ies) Served with Family Court Mediation Program(s): Queens

1999-00 Annual Budget of Overall Dispute Resolution Center: \$357,420

1999-00 CDRCP Grant: \$179,996

1999-00 Family Court Mediation Grant: \$52,750

Local Funding Sources: New York City

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 9

Total Number of Mediators: 60

Types of Cases Handled or Programs Offered: Community Mediation, Parent-Child Mediation, Lemon Law Arbitration, Custody-Visitation, Family Mediation, Special Education, VOMP (Victim Offender Mediation), DAT (Desk Appearance Ticket) arrest cases.

Referrals and Involvement in Courts: Criminal Court, Civil Court, Family Court and Housing Court.

Involvement in Schools: Peer Mediation, School-Beacon Center after school programs.

Other Referral Sources: Community Boards, Police Precincts and Schools.

Trainings Offered: Community Mediation, Parent-Child Mediation, Custody-Visitation, School Mediation, Spanish Mediation, Community, Collaborative Problem Solving for Organizations.

Certified Trainer(s): Mark Kleiman

Additional Program Information: Training Institute, Design Mediation Trainings.

Local Program Summaries - Twelfth Judicial District

INSTITUTE FOR MEDIATION AND CONFLICT RESOLUTION

County Served: Bronx County

Director: Stephen E. Slate

Main Office: 384 East 149th Street, Suite 330, Bronx, New York 10455

Satellite Office: NYFS, 1831 Bathgate Ave., Bronx, NY 10457; Salvation Army, 2121 Washington Ave., Bronx, NY 10460; Beacon School MS113, 3710 Barnes Ave., Bronx, NY 10467

Start-Up Date for Community Dispute Resolution Center: September 1, 1975

Start-Up Date for Family Court Mediation Program Grant: N/A

1999-00 Annual Budget of Overall Dispute Resolution Center: \$407,399

1999-00 CDRCP Grant: \$197,032

Local Funding Sources: New York City

Total Number of Staff: 10

Total # of Full Time Equivalent Positions: 9

Total Number of Mediators: 107

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Child Custody and Visitation; School Mediation; Early Intervention; Special Education; Multi-Party; Lemon Law Arbitration; PINS Mediation; Facilitation, etc.

Referrals and Involvement in Courts: Referrals from New York City Criminal Court Dispute Referral Center, Bronx Criminal and Family Courts; and District Attorney DAT's, etc.

Involvement in Schools: ICCCR at Columbia University Teachers College; Hostos Community College; New York Law School ADR Clinic; MS 113; etc.

Other Referral Sources: Police referrals; community agency referrals; walk-ins; school referrals; community board referrals; social service agency referrals; etc.

Trainings Offered: Community Mediation (Certificate and Graduate levels); Custody and visitation; Training The Trainer, Cultural Diversity, etc.

Certified Trainer(s): Stephen E. Slate

APPENDIX B

STATISTICAL TABLES

(Including statistical reporting on workload, demographic
and fiscal analysis of the Community Dispute Resolution Centers)

APPENDIX C

**COMMUNITY DISPUTE RESOLUTION
CENTERS BY COUNTY**

APPENDIX D

DEFINITION OF TERMS

Appendix D - Definition of Terms

DEFINITION OF TERMS

COMMUNITY DISPUTE RESOLUTION CENTER

A community dispute resolution center is a community-based, private, not-for-profit program that contracts with the Chief Administrative Judge of the Unified Court System of the State of New York to provide conciliation, mediation, arbitration, or other types of dispute resolution services.

ARBITRATION

Arbitration is a procedure in which two or more disputants who cannot reach an agreeable solution through their own efforts or through mediation agree to have a third person make a written, binding decision for them based on the information gathered during the process.

CASE SCREENED APPROPRIATE FOR DISPUTE RESOLUTION

A matter brought to a dispute resolution center that has been reviewed by a staff person and determined to be an issue that lends itself to resolution by a conciliation, mediation, or arbitration process.

COMPLIANCE

Parties who have reached an agreement through conciliation, mediation, or arbitration and who abide by that agreement are said to be in compliance.

CONCILIATION

Conciliation is a process through which parties resolve a dispute, with the assistance of an intermediary, without meeting face-to-face during the negotiations.

MEDIATION

Mediation is a confidential, informal procedure wherein a neutral third party assists disputants to negotiate a mutually acceptable agreement. The mediator has no decision-making authority. A mediation can result in a written or verbal agreement, or there can be no agreement reached. The mediator serves as a facilitator and monitor of the process; the settlement is crafted by the parties with the help of the mediator.

REFERRAL

A referral is a case which has been sent by another agency or brought by one of the disputants to a dispute resolution center.

RETURNEE

A returnee is a person who has completed the dispute resolution process and has come back for another mediation on the matter because of a failure in compliance, or who returns to a dispute center with a new issue.

WALK-IN

This term describes a person who comes on his or her own initiative to a community dispute resolution center for assistance in resolving a dispute.

APPENDIX E

**STAFF LISTING FOR THE
NEW YORK STATE
OFFICE OF ADR PROGRAMS**

Appendix E - Staff Listing

NEW YORK CITY

Daniel M. Weitz, Esq.
State ADR Coordinator
25 Beaver Street, 8th Floor
New York, NY 10004
(212) 428-2863
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Frank Woods
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