

**THE COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM**

Established in 1981, the Community Dispute Resolution Centers Program (CDRCP) is an initiative of the New York State Unified Court System (UCS) in collaboration with independent not-for-profit organizations. This statewide network of CDRCs provides mediation, conciliation, facilitation, arbitration and other forms of alternative dispute resolution (ADR) to help individuals, families, and communities constructively respond to conflict. The CDRCP is internationally recognized as a model of providing free and low cost access to high quality ADR services for residents in New York’s 62 counties.

**A MESSAGE FROM THE COORDINATOR**

I am pleased to present our Annual Report of the New York State Community Dispute Resolution Centers Program for the fiscal year ending March 31, 2015. Supported by funding from the New York State Unified Court System, the CDRCs rely on a small, dedicated staff and a diverse pool of professionally trained volunteers who generously serve their communities by promoting and engaging in constructive conflict resolution.

New York’s CDRCs maintain strong partnerships with their local courts and communities as well as state and national programs. In addition to their standard ADR services, CDRCs continue to develop a variety of innovative programs. Responding to concerns over police-community relations, CDRCs have been facilitating dialogues and restorative justice circles to build trust and understanding between police and communities. CDRCs also play a role in statewide juvenile justice reform and efforts to improve access to legal services for the elderly and people with disabilities. Additionally, this year, two New York CDRCs were selected by the National Association for Community Mediation to develop replicable ADR services for military veterans and their families.

This year’s CDRCP Annual Report has been consolidated, providing an overview of the valuable services offered by CDRCs statewide. For a more complete picture, this report is accompanied by a Statistical Supplement containing extensive data about the CDRCP. We are also developing a publication that will focus on stories highlighting the positive impact that CDRCs have had on the lives of New Yorkers.

*Daniel Weitz*



**COURT CONNECTED**

Last year, CDRCP referrals came from

- 202** Town & Village Courts
- 53** Family Courts
- 46** City and District Courts
- 17** Supreme, Surrogates and County Courts

**COMMUNITY MINDED**

CDRCP services are tailored to the needs of each community. More than **48%** of referrals come to CDRCs from local agencies, organizations and schools.

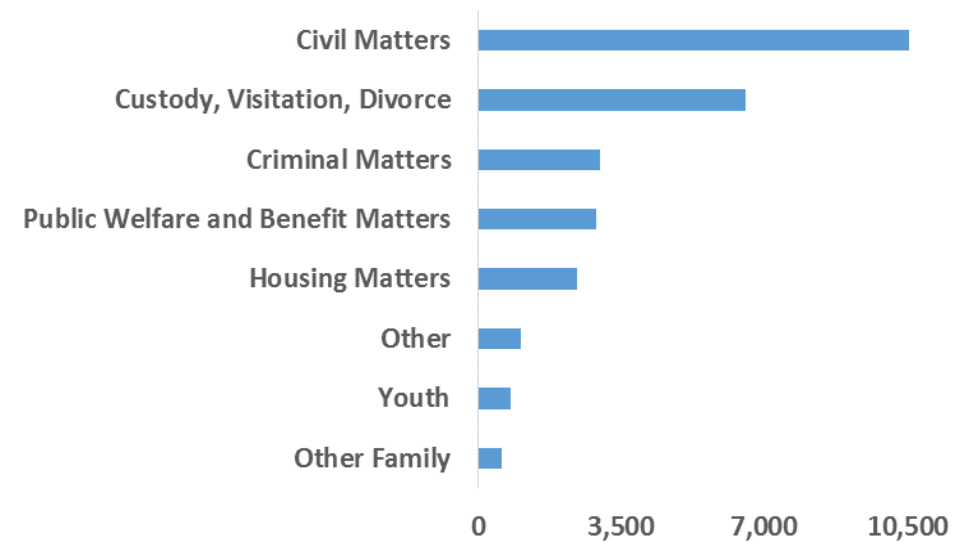
**CLIENT FOCUSED**

CDRCP services are available to residents of all **62** counties of New York State. More than **92%** of participants were satisfied with their mediation.

**CDRCP CASELOAD FY 2014-2015**



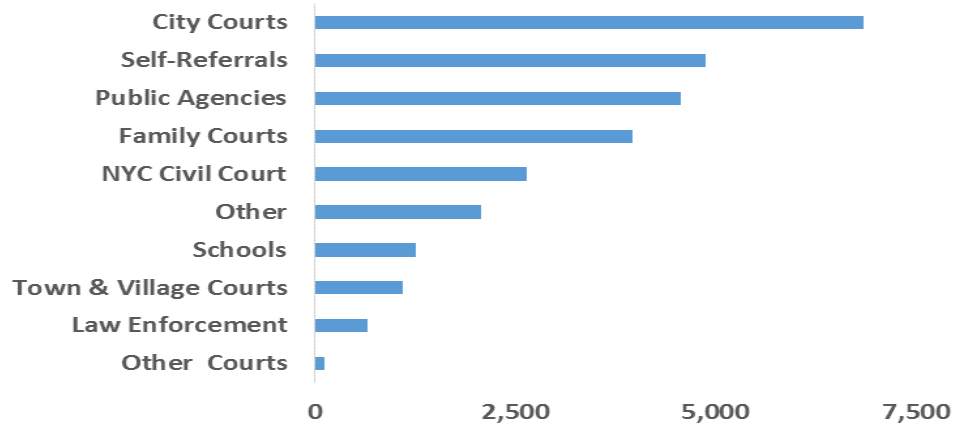
**MATTERS THAT BRING PEOPLE TO CDRCs**



CDRCs assist individuals, families and communities in a wide range of disputes, with evidence based services of mediation and other forms of alternative dispute resolution.

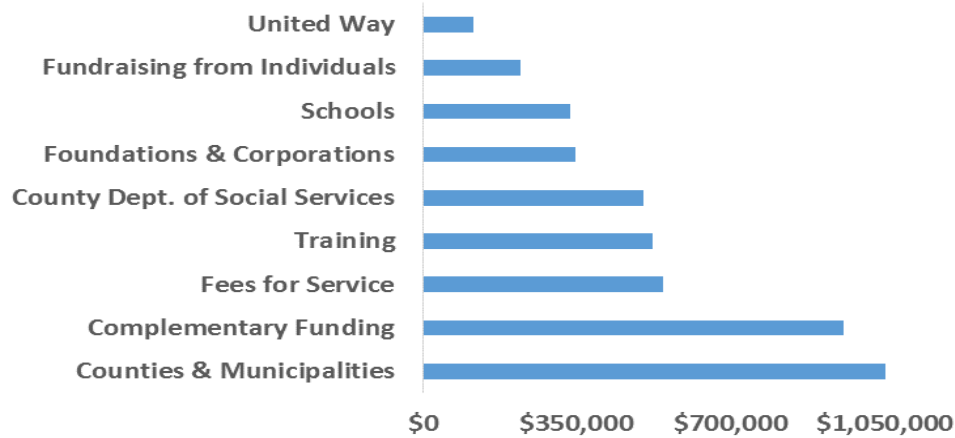
CDRCs tailor services and programs to meet the unique needs of New York State’s diverse population, such as veterans, older adults, youths, agricultural producers, and their families. Programs include Elder Adult Dialogue and Mediation, Veteran’s Mediation, Re-Entry Conferences, PINS Diversion, Restorative Practices, Bullying Prevention and Juvenile Justice Alternatives.

**WAYS PEOPLE COME TO THE CDRCP**



Courts, agencies, organizations and individuals refer cases to their local CDRCs to integrate mediation and other forms of alternative dispute resolution with related legal and social services in their local communities.

**PARTNERSHIPS HELP FUND CDRCP SERVICES**



In addition to the NYS UCS funding, CDRCs are supported by grants and contracts from governments, corporations, organizations and other entities. This past year, CDRCs statewide raised \$4,697,168 for services that help meet the challenges that conflict presents for individuals, families and communities.

**EFFECTIVE**

Of the cases conciliated, mediated, and arbitrated at CDRCs this year, **74%** resulted in mutual agreement or final decision.

**EFFICIENT**

The average time from the first intake conversation with CDRCP staff to completion of mediation or arbitration was within **25 days**.

**ECONOMICAL**

The total UCS cost per CDRCP case screened was **\$181**. For cases where CDRCs provided conciliation, mediation or arbitration services, the cost was **\$336**. The total UCS cost per individual served was only **\$73**.

**CDRCP JUVENILE JUSTICE AND EDUCATION PROGRAMS**

Serving more than **12,000** young people this year, CDRCs continue to provide a wide array of youth-related conflict resolution services. These services are made possible through partnerships with local schools, probation departments, law enforcement and social service agencies. CDRCP program services effectively respond to a range of issues, including truancy prevention, disciplinary action, delinquency and juvenile crime. Participation in such services also enables young people and their families to build stronger connections in their communities.

**8,386** Youths trained as peer mediators and in conflict resolution skills

**1,424** Parent/Child, Peer Mediation, PINS Diversion, Youth and Juvenile Delinquency cases

**125** School districts provided with CDRCP juvenile justice and educational services

**CDRCP MEDIATORS AND CERTIFIED TRAINERS**

The **1,470** New Yorkers who generously donate their time and expertise as mediators form the core of the CDRCP. Collectively, these professionally trained individuals comprise the most extensive statewide network of community mediators in the nation.

CDRCP mediators complete a challenging certification process, which involves at least 30 hours of initial training by NYS UCS certified mediation trainers and an intensive apprenticeship supervised by the local CDRCP. Once certified, mediators are required to continue their professional development through active practice, advanced education and training. This year, CDRCs provided **2,537** hours of initial, advanced, in-service and other training to their certified mediators.

**MORE THAN 38,725 HOURS OF VOLUNTEER SERVICE HOURS**

**MORE THAN \$2,290,000 OF DONATED VALUE**