



**NEW YORK STATE UNIFIED COURT SYSTEM**

**Community Dispute Resolution  
Centers Program**

**STATISTICAL  
SUPPLEMENT**

**2016-2017**

## **INTRODUCTION**

The Community Dispute Resolution Centers Program (CDRCP) is an unit of the New York State Unified Court System Office of Alternative Dispute Resolution Programs (OADR). A goal of the CDRCP is to provide access for all New Yorkers to free or affordable alternative dispute resolution services including mediation, arbitration, multi-party facilitation, training, conflict coaching and restorative practices. Established in 1981, the CDRCP funds independent not-for-profit agencies – Community Dispute Resolution Centers (CDRCs) – in every county of New York State.

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

Once a CDRC becomes aware of a dispute, either by walk-in or referral, CDRC staff members conduct interviews with the parties to explain the mediation process and determine whether the dispute is appropriate for mediation. Mediation is a voluntary process, so cases only proceed with the informed consent of all parties. The vast majority of cases handled by CDRCs are mediated by professionally-trained volunteers. These community members receive their training from mediation trainers certified by OADR. In addition to dispute resolution services, many CDRCs work in their communities to provide educational and group facilitation services.

## **STATISTICAL SUPPLEMENT OVERVIEW**

The CDRCP Statistical Supplement provides detailed statistical reports on the workload and of the CDRCs for the 2016-2017 fiscal year. It shares specific information on the types of cases handled, case outcomes, and referral sources. Some reports contain aggregate statewide case data, whereas others organize the data by county.

OADR collects data from every CDRC throughout the year, gathering information about the types of cases handled, who has referred them, what processes parties go through and the ultimate outcome of the case. In addition, OADR tracks information about the people who utilize the CDRCs, from demographic information collected about the parties. To ensure that data is reported using the same standards across the state, OADR provides CDRCs with software used for data collection, reporting and analysis.

If you are printing this report, please note that Tables 3, 6, and 7 are in landscape orientation.

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## TABLE OF CONTENTS

Introduction .....	i
Statistical Supplement Overview .....	i
Table 1: Case Types and Individuals Served .....	1
Table 2: Referral Sources .....	2
Table 3: Referral Sources (FY 2012-2017) .....	4
Table 4: Party Relationships .....	5
Table 5: Referrals to Other Services .....	6
Table 6: Case Dispositions by Case Type .....	7
Table 7: Case Disposition by County .....	8

**Table 1: Case Types and Individuals Served (FY 2016-2017)**

<b>Case Type</b>	<b>Total Cases</b>	<b>Percentage of Total</b>	<b>Individuals Served</b>
<b>Civil Matters</b>			
Civil - Large Claim	395	1.4%	983
Civil - Small Claims	9,228	33.2%	20,073
Lemon Law	264	1.0%	693
	<u>9,887</u>	<u>35.6%</u>	<u>21,749</u>
<b>Criminal Matters</b>			
Felony	18	0.1%	53
Misdemeanor/Violation	2,220	8.0%	4,953
	<u>2,238</u>	<u>8.0%</u>	<u>5,006</u>
<b>Custody Visitation Divorce</b>			
Matrimonial	859	3.1%	1,891
Parenting Issues	5,146	18.5%	16,643
	<u>6,005</u>	<u>21.6%</u>	<u>18,534</u>
<b>Housing Matters</b>			
Civil - Housing	2,683	9.7%	5,528
	<u>2,683</u>	<u>9.7%</u>	<u>5,528</u>
<b>Other</b>			
Other	744	2.7%	1,823
	<u>744</u>	<u>2.7%</u>	<u>1,823</u>
<b>Other Family</b>			
Juvenile Delinquency	34	0.1%	136
PINS / Pre-Pins	230	0.8%	527
	<u>264</u>	<u>1.0%</u>	<u>663</u>
<b>Public Welfare and Benefit Matters</b>			
Early Intervention	91	0.3%	359
Public Benefits	2,014	7.3%	3,984
Special Education	396	1.4%	1,691
Vesid	23	0.1%	47
	<u>2,524</u>	<u>9.1%</u>	<u>6,081</u>
<b>Surrogate Matters</b>			
Guardianship	34	0.1%	117
Probate/Estate	38	0.1%	85
	<u>72</u>	<u>0.3%</u>	<u>202</u>
<b>Youth</b>			
Youth	3,348	12.1%	11,789
	<u>3,348</u>	<u>12.1%</u>	<u>11,789</u>
<b>FY 2016 - 2017 Total:</b>	<b>27,765</b>		<b>71,375</b>

**Table 2: Referral Sources (FY 2016-2017)**

<b>Referral Source</b>	<b>Total Cases</b>	<b>Percentage of Total</b>
<b>City Courts</b>		
City Court	5,275	19.0%
	<u>5,275</u>	<u>19.0%</u>
<b>Family Court</b>		
Family Court Intake	1,080	3.9%
Family Court Judge	2,297	8.3%
Family Court Magistrate	84	0.3%
	<u>3,461</u>	<u>12.5%</u>
<b>Law Enforcement</b>		
Attorney General	183	0.7%
District Attorney	98	0.4%
Police	157	0.6%
Probation	126	0.5%
Sheriff	13	0.1%
State Police	9	0.0%
	<u>586</u>	<u>2.1%</u>
<b>NYC Civil Court</b>		
NYC Civil Ct - 2 Attorneys	2	0.0%
NYC Civil Ct - Housing	68	0.2%
NYC Civil Ct - Pro Se	297	1.1%
NYC Civil Ct - Small Claims	2,720	9.8%
	<u>3,087</u>	<u>11.1%</u>
<b>Other</b>		
Hotline and 311	554	2.0%
Legal Aid	150	0.5%
Other	488	1.8%
Private Agency	428	1.5%
Public Defender	23	0.1%
Private Attorney	95	0.3%
Others	105	0.3%
	<u>1,843</u>	<u>6.6%</u>
<b>Public Agencies</b>		
Adult Protective Services	49	0.2%
Dept. of Social Services	1,714	6.2%
Division of Human Rights	1	0.0%
NYS Division of Housing	164	0.6%
Public Agency	1,527	5.5%
	<u>3,455</u>	<u>12.4%</u>
<b>Schools</b>		
School	3,112	11.2%
	<u>3,112</u>	<u>11.2%</u>

**Table 2: Referral Sources (FY 2016-2017)**

<b>Referral Source</b>	<b>Total Cases</b>	<b>Percentage of Total</b>
<b>Self-Referral</b>		
Media/Web-Site	697	2.5%
Prior Client (returning with new matter)	1,217	4.4%
Referred by Previous Client	253	0.9%
Walk-In	2,365	8.5%
Word of Mouth	859	3.1%
	<u>5,391</u>	<u>19.4%</u>
<b>Supreme, Surrogates, and County Courts</b>		
County Court	61	0.2%
Supreme Court	73	0.3%
Surrogates Court	6	0.0%
	<u>140</u>	<u>0.5%</u>
<b>Town and Village Courts</b>		
Town & Village Courts	1,415	5.1%
	<u>1,415</u>	<u>5.1%</u>
<b>FY 2016 - 2017 Total</b>	<b>27,765</b>	

**Table 3: Referral Sources (FY 2012-2017)**

<b>Referral Source</b>	<b>2012 - 2013</b>	<b>2013 - 2014</b>	<b>2014 - 2015</b>	<b>2015 - 2016</b>	<b>2016 - 2017</b>
City Court	6,957	7,351	6,898	6,584	5,275
Family Court	5,151	4,648	3,977	4,290	3,461
Law Enforcement	1,959	783	662	642	586
NYC Civil Court	3,245	3,101	2,660	2,592	3,087
Other	2,640	1,684	2,141	2,103	1,843
Public Agencies	5,156	4,410	4,685	4,215	3,455
Schools	1,366	1,291	1,281	1,411	3,112
Self - Referral	4,247	4,149	4,925	5,317	5,391
Supreme, Surrogates, and County Courts	131	152	118	126	140
Town and Village Courts	1,068	1,367	1,139	1,393	1,415
<b>Total</b>	<b>31,920</b>	<b>28,936</b>	<b>28,486</b>	<b>28,673</b>	<b>27,765</b>

**Table 4: Party Relationships (FY 2016-2017)**

<b>Relationship</b>	<b>Total</b>	<b>Percentage of Total</b>
<b>Acquaintances</b>		
Acquaintances	2,578	9.3%
<b>Clients and Agencies</b>		
Client/Agency	3,075	11.1%
<b>Consumers and Merchants</b>		
Consumer/Merchant	4,316	15.5%
<b>Divorced Couples</b>		
Divorced	584	2.1%
<b>Ex-Romantic Relationship</b>		
Ex-Romantic Relationship	1,061	3.8%
<b>Immediate Family</b>		
Immediate Family	913	3.3%
<b>Landlords and Tenants</b>		
Landlord/Tenant	3,328	12.0%
<b>Married Couples</b>		
Married	1,018	3.7%
<b>Neighbors</b>		
Neighbors	1,412	5.1%
<b>People with a Child in Common</b>		
Child in Common	2,671	9.6%
<b>Others</b>		
Boy/Girlfriend	75	0.3%
Caregiver/Caseworker	15	0.1%
Child/Agency	394	1.4%
Co-Workers	138	0.5%
Domestic Partners	35	0.1%
Employer/Employee	240	0.9%
Extended Family	350	1.3%
Friend	616	2.2%
Individual/Corporation	378	1.4%
Lover-in-common	18	0.1%
Member of Group	117	0.4%
Other	854	3.1%
Parent/Child	384	1.4%
Room/Housemates	137	0.5%
School/Parent	388	1.4%
Schoolmates	1,827	6.6%
Separated	339	1.2%
Strangers	504	1.8%
<b>FY 2016 - 2017 Total:</b>	<b>27,765</b>	



**Table 5: Referrals to Other Services (FY 2016-2017)**

<b>Services Referred to</b>	<b>Total</b>	<b>Percentage of Total</b>
Adult Protective Services	9	0.3%
Attorney General	2	0.1%
Business/Corporation	1	0.0%
City Court	460	17.6%
County Court	5	0.2%
Dept. of Social Services	8	0.3%
District Attorney	184	7.1%
Family Court	244	9.3%
Hotline	49	1.9%
Legal Aid	72	2.8%
Media	40	1.5%
NYC Civil Ct - Housing	17	0.7%
NYC Civil Ct - Pro Se	149	5.7%
NYC Civil Ct - Small Claims	963	36.9%
NYS Division of Housing	2	0.1%
Other	50	1.9%
Police	9	0.3%
Private Agency	80	3.1%
Private Attorney	70	2.7%
Probation	5	0.2%
Public Agency	91	3.5%
Public Defender	5	0.2%
School	36	1.4%
Sheriff	0	0.0%
State Police	0	0.0%
Supreme Court	19	0.7%
Town & Village Courts	39	1.5%
<b>FY 2016 - 2017 Total:</b>	<b>2,609</b>	

**Table 6: Case Disposition by Case Type (2016-2017)**

<b>Case Type</b>	<b>DR Services Provided: Resolved</b>	<b>DR Services Provided: Not Resolved</b>	<b>Dispute Resolution Rate</b>	<b>Outreach Attempted, No Contact</b>	<b>Matter Screened Inappropriate</b>	<b>Party(ies) Declined / Withdrew</b>	<b>Party(ies) Failed to Show</b>	<b>Unable to Contact Party(ies)</b>	<b>Other</b>	<b>Total</b>
<b>CIVIL MATTERS</b>										
Civil - Large Claim	209	119	64%	3	8	38	7	3	8	395
Civil -Small Claims	3,286	2,065	61%	926	86	1,587	151	933	194	9,228
Lemon Law	243	0	100%	0	2	1	0	1	17	264
<b>CRIMINAL MATTERS</b>										
Felony	3	2	60%	0	4	3	0	3	3	18
Misdemeanor/Violation	720	725	50%	6	48	495	63	77	86	2,220
<b>CUSTODY VISITATION DIVORCE</b>										
Matrimonial	293	50	85%	14	91	208	22	71	110	859
Parenting Issues	2,392	536	82%	296	378	759	232	314	239	5,146
<b>HOUSING MATTERS</b>										
Civil - Housing	1,178	232	84%	12	203	691	96	201	70	2,683
<b>OTHER</b>										
Other	339	81	81%	9	43	143	6	51	72	744
<b>OTHER FAMILY</b>										
Juvenile Delinquency	26	2	93%	0	1	2	2	0	1	34
PINS / Pre-Pins	113	36	76%	2	2	57	12	3	5	230
<b>PUBLIC WELFARE AND BENEFIT MATTERS</b>										
Early Intervention	53	11	83%	0	0	24	2	0	1	91
Public Benefits	923	363	72%	0	2	42	120	0	564	2,014
Special Education	252	39	87%	0	4	86	1	2	12	396
Vesid	12	9	57%	0	1	0	0	0	1	23
<b>SURROGATE MATTERS</b>										
Guardianship	10	1	91%	0	8	10	0	3	2	34
Probate/Estate	9	1	90%	0	4	17	0	3	4	38
<b>YOUTH</b>										
Youth	2,783	189	94%	6	11	68	59	14	218	3,348
<b>TOTAL</b>	<b>12,844</b>	<b>4,461</b>	<b>74%</b>	<b>1,274</b>	<b>896</b>	<b>4,231</b>	<b>773</b>	<b>1,679</b>	<b>1,607</b>	<b>27,765</b>

**Table 7: Case Disposition by County (FY 2016-2017)**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Albany	161	85	65%	11	20	30	12	33	6	358
Allegany	4	1	80%	0	0	1	0	0	0	6
Bronx	601	814	42%	0	2	226	0	0	6	1,649
Broome	198	55	78%	108	6	267	17	69	19	739
Cattaraugus	1	0	100%	0	0	3	0	0	0	4
Cayuga	26	23	53%	0	3	9	6	0	4	71
Chautauqua	136	41	77%	5	7	37	5	22	16	269
Chemung	149	14	91%	87	6	90	3	36	0	385
Chenango	28	9	76%	38	15	17	1	9	11	128
Clinton	67	37	64%	0	2	9	73	0	33	221
Columbia	14	9	61%	37	0	9	1	8	15	93
Cortland	40	3	93%	2	16	22	4	7	1	95
Delaware	61	6	91%	35	36	16	1	6	38	199
Dutchess	125	121	51%	14	37	147	14	52	12	522
Erie	382	98	80%	8	13	47	75	14	10	647
Essex	19	11	63%	0	2	1	4	2	12	51
Franklin	470	50	90%	0	4	6	28	0	16	574
Fulton	38	14	73%	0	3	14	0	4	2	75
Genesee	38	5	88%	2	6	7	1	7	1	67
Greene	18	11	62%	57	1	21	1	20	12	141
Hamilton	6	0	100%	0	0	0	0	0	0	6
Herkimer	152	7	96%	10	47	106	19	11	25	377
Jefferson	119	35	77%	1	14	22	4	15	24	234
Kings	817	225	78%	32	278	953	51	635	64	3,055
Lewis	1	3	25%	0	1	2	2	0	1	10
Livingston	104	16	87%	1	4	28	6	17	7	183
Madison	0	0	-	0	0	0	0	0	0	0
Monroe	366	70	84%	28	3	72	10	22	36	607
Montgomery	21	14	60%	1	1	9	0	6	6	58
Nassau	1,776	1,031	63%	0	6	51	120	6	618	3,608

**Table 7: Case Disposition by County (FY 2016-2017)**

New York	634	196	76%	9	102	510	9	324	46	1,830
Niagara	29	9	76%	2	14	21	2	18	0	95
Oneida	104	23	82%	0	2	5	10	0	9	153
Onondaga	294	19	94%	5	4	32	21	18	55	448
Ontario	166	23	88%	12	13	37	6	35	14	306
Orange	208	123	63%	3	3	81	9	13	34	474
Orleans	1	0	100%	0	1	2	0	0	0	4
Oswego	151	25	86%	6	37	47	11	35	23	335
Otsego	25	8	76%	1	2	15	0	3	16	70
Putnam	85	64	57%	0	1	4	8	2	19	183
Queens	499	136	79%	3	28	441	150	45	79	1,381
Rensselaer	35	13	73%	0	5	5	1	7	1	67
Richmond	539	104	84%	618	40	404	8	60	99	1,872
Rockland	16	22	42%	0	0	1	0	0	3	42
Saratoga	102	69	60%	5	2	24	2	7	2	213
Schenectady	965	93	91%	3	3	27	10	5	72	1,178
Schoharie	5	1	83%	1	0	1	0	1	1	10
Schuyler	68	0	100%	0	7	27	0	8	0	110
Seneca	46	8	85%	0	0	8	6	1	2	71
St. Lawrence	1,066	31	97%	0	43	12	11	7	27	1,197
Steuben	280	32	90%	6	15	67	34	15	21	470
Suffolk	454	440	51%	1	3	23	0	11	20	952
Sullivan	27	10	73%	2	3	17	0	7	2	68
Tioga	50	18	74%	1	0	13	3	6	10	101
Tompkins	80	22	78%	78	5	58	3	36	1	283
Ulster	50	39	56%	5	2	26	1	2	4	129
Warren	122	26	82%	32	10	26	2	0	17	235
Washington	6	6	50%	1	2	12	3	5	0	35
Wayne	60	29	67%	0	2	20	1	0	1	113
Westchester	671	54	93%	1	7	29	1	8	24	795
Wyoming	17	1	94%	0	2	2	1	0	0	23
Yates	51	9	85%	2	5	12	2	4	5	90
<b>Total</b>	<b>12,844</b>	<b>4,461</b>	<b>74%</b>	<b>1,274</b>	<b>896</b>	<b>4,231</b>	<b>773</b>	<b>1,684</b>	<b>1,602</b>	<b>27,765</b>