

**THE NEW YORK STATE
UNIFIED COURT SYSTEM
DIVISION OF COURT OPERATIONS**



OFFICE OF ALTERNATIVE DISPUTE RESOLUTION PROGRAMS

**COMMUNITY
DISPUTE
RESOLUTION
CENTERS
PROGRAM**



NEW YORK STATE UNIFIED COURT SYSTEM

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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 CDRCP 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 2000-2001 (April 1, 2000 through March 31, 2001).

BRIEF OVERVIEW

April 1, 2000 through March 31, 2001

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 accordance with CDRCP standards, 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.



CASELOAD ACTIVITY

In fiscal year 2000-2001, the centers determined that 44,730 cases involving 106,598 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 26,472 conciliations, mediations, and arbitrations that served 63,641 people. Parties entered into voluntary agreements in 86% of the cases that were mediated or conciliated. Centers reported that disputants paid to one another a total of \$6,063,284, either through mediated agreements or arbitration awards. The average payment per case was \$1,509. During the past fiscal year, the average single-hearing mediation or arbitration took 17 days from intake to final disposition. The average multiple-hearing case took 56 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 6,642 child custody, visitation or support cases; 351 divorce and

separation cases; and 563 PINS (Persons In Need of Supervision) cases.

A total of 6,592 cases (15% 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.



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 2000-2001, the centers received 37% 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 2000-2001), 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.



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, 21%; consumer-merchant, 12%; landlord-tenant, 10%; and neighbors, 8%.



Initiatives

NEW AND ONGOING INITIATIVES

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.

FAMILY COURT

Forty-six CDRCs contract with the Unified Court System to provide separately funded Family Court Mediation programs. These programs primarily handle child custody and visitation issues and serve the following counties: Albany, Broome, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Greene, Herkimer, Jefferson, Kings, Lewis, Livingston, Madison, Monroe, Nassau, Niagara, 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 2000-2001, centers that receive special funding, typically from Judicial District Administrative Offices, for Family Court cases screened a total of 8,692 cases, of which 4,683 were conciliated or mediated. Centers not receiving special funding for Family Court cases screened an additional 259 cases, of which 197 were

conciliated or mediated. Statewide, a total of 8,951 Family Court cases were screened, of which 4,880 were either conciliated or mediated.

2000-2001 Family Court Mediation Services		
FAMILY COURT SERVICES	CASES SCREENED	CASES CONCILIATED OR MEDIATED
Targeted Funding	8,692	4,683
Other Funding	259	197
Total	8,951	4,880

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 child permanency cases. Child permanency mediations are coordinated with the cooperation of community agencies, courts and probation.

In seven counties of the Sixth Judicial District, (Broome, Chemung, Chenango, Delaware, Schuyler, Tioga and Tompkins) CDRCs provide petition-drafting assistance in Family Courts. A CDRC staff person meets with self-represented petitioners, connects them with resources in their communities, helps them complete their Family Court petitions, and when appropriate, refers them to the community dispute resolution centers for more information on mediation services. Petition coordinators do not offer legal advice.



PERSONS IN NEED OF SUPERVISION (PINS)

Four pilot programs have been developed for mediating Persons In Need of Supervision (PINS) cases. These specially 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 2000-2001, 563 PINS cases were screened as appropriate for mediation.



CHILD PERMANENCY MEDIATION

In Otsego County, the CDRC facilitates meetings among parents, their attorneys, extended family members, social workers, law guardians, and other stakeholders in child permanency cases. These meetings produce permanency plans that—subject to court review and approval—affect children whose futures are the subject of proceedings other than custody and visitation cases. Examples of child permanency cases include child neglect proceedings, terminations of parental rights, reviews of children in foster care, and adoptions.



PARTNERSHIPS

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 customized conflict management and dispute resolution systems.



YOUTH INITIATIVES AND EDUCATIONAL PROGRAMS

Throughout the state, local CDRCs collaborate with schools to develop and provide conflict management and resolution programs. These initiatives build children's social skills and promote non-violent conflict resolution. The centers offer classes and workshops for parents, youth and the community. CDRCs also provide assistance developing programs and materials that address issues of safety, tolerance and respect. Moreover, the centers provide colleges and universities with conflict resolution training for students and staff, who are then eligible to complete the remaining requirements to become volunteer community mediators for their local centers.

In fiscal year 2000-2001, schools referred 1,681 cases to CDRCs for mediation services. Parties entered into voluntary agreements in 94% of the 1,424 mediated and conciliated cases.



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 individuals who want to volunteer as arbitrators. The District Administrative office also reaches out to local bar associations to encourage attorneys to volunteer as arbitrators.

Partnerships

In fiscal year 2000-2001, there were 706 requests for arbitration. A total of 488 arbitration hearings were held, which resulted in 130 settlements. There were 202 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 286 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 2000-2001, the Court Dispute Referral Centers served 23,161 complainants, of whom 8,029 (35% of the total) were referred to mediation.

Although the mission of the Court Dispute Referral Centers is to divert disputes from Criminal Court, 4% percent (995) 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. Of those cases prosecuted, over 89% involved victims of domestic violence. Another nine percent were referred to Family Court, 12% were provided with information only, and 25% were referred back to the police.



COURT APPOINTED SPECIAL ADVOCATES PROGRAMS

The CDRCs of Albany, Broome, Jefferson, Orange, and Schenectady Counties serve as coordinators for their local county Court Appointed Special Advocates (CASA) program. As host organizations for CASA, the centers provide administrative oversight and assistance with resource development. This program uses trained community volunteers to collect information from all the parties and knowledgeable individuals involved in cases of abused and neglected children. The volunteer then prepares and presents an objective report detailing the information collected for the Family Court judge's review.



SURROGATE DECISION MAKING COMMITTEE PROGRAM

The Surrogate Decision Making Committee (SDMC) Program is available in every county of New York State. SDMC, which is administered by the Commission on Quality of Care for the Mentally Disabled, is a volunteer-based, cost effective alternative to the court system for obtaining consent for major medical treatment for persons with mental disabilities who lack the capacity to make their own treatment decisions and have no legally authorized and willing surrogate to make the decision on their behalf. Decisions are made by specially trained panels of volunteers, with each panel including a medical professional, a family member, an attorney and an individual with interest or expertise in the care and treatment of individuals with mental disabilities. Community dispute resolution centers in eight counties—Broome, Dutchess, Erie, Monroe, Nassau, Oneida, Rockland, and St. Lawrence—contract with the Commission to regionally coordinate these programs throughout the state.



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

SPECIAL EDUCATION

Since 1995, all school districts in New York State have been required to make special education mediation available to parents of children with disabilities. The Community Dispute Resolution Centers provide mediation services pursuant to a contract between the New York State Education Department and 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 2000-2001, 493 cases were referred to CDRCs for mediation and of those, 389 cases were conciliated or mediated with agreements. Seventy-one 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 MEDIATION 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 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 resolves excess wear and damage claims on leased cars. Between April 1, 2000, and March 31, 2001, 704 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 2000-2001, 61 cases were referred for mediation; of which 51 reached agreement through conciliation or mediation; the remaining complaints were either withdrawn or declined mediation.

**TRAINER CERTIFICATION AND
MEDIATOR QUALIFICATIONS**

ANNUAL TRAINING AND DEVELOPMENT

The CDRCP provides professional training opportunities for mediators and program staff. During fiscal year 2000-2001, this commitment to quality service and practice included a three-day intensive professional development and training retreat for the CDRC staff of all 62 counties, and four Training Institutes for CDRC mediators and staff.



UCS-SPONSORED CDRCP STAFF RETREAT

In March 2001, over 100 staff members from CDRCs across New York State participated in a three-day Staff Development Retreat in Rome, New York. This program offered workshops on group facilitation skills, working with volunteers, youth and school programs, community resource building, outreach and marketing techniques, risk management issues for non-profits, ethical issues for mediators and staff, family court programs, intake interviewing, issues of domestic violence and communication techniques. Participants were also able to informally gather to compare programs, share best practices and address challenging issues.



**UCS-SPONSORED TRAINING FOR MEDIATORS
AND STAFF**

The four training institutes for mediators and staff were held in Oneonta, Buffalo, Newburgh and New York City. Over 250 volunteer mediators and CDRC staff participated. The trainers provided seminars addressing the following areas of interest: essential advanced skills, developing and drafting agreements that work, transforming conflicts into dialogues, bridging parent and teen in mediation, tools to maintain impartiality, and screening for domestic violence. Each

provided attendees with the most current information and opportunities to build skills.

Participants discussed mediator concerns and developed awareness, strategies and skills for creating a conducive environment for mediations. These presentations provided mediators with references and ways to create, encourage and support both a positive process and outcome.

The training sessions that addressed issues of domestic violence provided information and a forum for increasing awareness, confronting the issues involved, and ensuring adequate screening for domestic violence. Participants improved their skills through interactive discussion, role-playing, and informative reference materials.



TRAINER CERTIFICATION

The Community Dispute Resolution Centers Program certifies mediation trainers for the CDRCs. During fiscal year 2000-2001, four new basic mediation trainers were certified, as well as two new trainers 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 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 every three years, and conduct a minimum of three mediations per year.



MEDIATOR CERTIFICATION

Statewide, over 2,000 active volunteer mediators are certified by their local CDRC and available to serve their communities. Volunteer mediators come from all walks of life, bringing a variety of personal, professional and community experience. Of these active mediators, average length of service is eight years. 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. After mediators complete their basic training, they must also complete an apprenticeship phase.

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 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 UCS and the New York State Dispute Resolution Association. 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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MEDIATORS QUALIFICATIONS BASIC TRAINING REQUIREMENTS

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

CDRCP 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

CDRCP 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.



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%

FISCAL AND ADMINISTRATIVE MANAGEMENT

FISCAL MANAGEMENT

The New York State Unified Court System contracts annually with not-for-profit agencies

Fiscal & Administrative Management

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 2000-2001 revenue sources).

In fiscal year 2000-2001, grant awards from the Unified Court System to not-for-profit agencies totaled \$3,980,647. A history of each not-for-profit agency's grants for fiscal years 1996-97 through 2000-2001 can be found in Table 7.

During fiscal year 2000-2001, community mediators provided over 35,850 hours of *pro bono* mediation and arbitration services through their local community dispute resolution centers. During this period, the average state Community Dispute Resolution Center program grant cost for each case screened and accepted as appropriate for dispute resolution services was \$89. The state cost per conciliation, mediation, and arbitration was \$150, and the state cost per person served in a conciliation, mediation, or arbitration process was \$63. 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 1996-97 through 2000-2001.

2000-2001 Local Revenue		
REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
Municipalities	1,511,713	33.8%
UCS Judicial District	1,495,719	33.5%
Fees for Service	675,822	15.1%
DSS Funding	466,878	1%
School Districts	422,100	9.5%
Youth Bureaus	232,395	5.2%
Sponsor Agency	205,310	4.6%
Donations/Grants	166,985	3.7%
United Way	143,000	3.2%
In-Kind	135,260	3.0%
State Funding	96,408	2.2%
Other	87,710	2.0%
IOLA	51,695	1.2%
Total Local Revenue	4,467,867	50.6%
CDRCP Grant Awards	4,365,647	49.4%
Total Funding	8,833,514	100%



ADMINISTRATIVE MANAGEMENT

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.

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 web site for the Office of ADR Programs (<http://www.courts.state.ny.us/adr>) has grown to include resources for ADR practitioners and Community Dispute Resolution Center administrators across the state. These resources 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.



ELECTRONIC CASE MANAGEMENT

During fiscal year 2000-2001, 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 and developed a process that allows centers to securely transfer case profile information electronically to the UCS.



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

SAFE HORIZON

Dispute Resolution Provider: Safe Horizon

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$886,959

2000-2001 CDRCP Grant: \$ 390,300

2000-2001 Family Court Mediation Grant: \$120,000

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 and 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)

Local Program Summaries - First & Second Judicial Districts

SAFE HORIZON

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$118,100

2000-2001 CDRCP Grant: \$53,500

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 the New York City Criminal Court Dispute Referral Center.

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

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

Trainings Offered: Basic Mediation Training (offered in both English and 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 - First Judicial District

LESBIAN AND GAY COMMUNITY SERVICES CENTER, INC.

Dispute Resolution Provider: Center Mediation Services/Project Resolve

County Served: New York City (Southern Manhattan)

Director: Carol Stewart

Main Office: 208 West 13th Street, New York, N.Y. 10011

Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: January 2001

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$241,000

2000-2001 CDRCP Grant: \$22,000

Local Funding Sources: Housing Opportunities for People with AIDS (HOPWA); Criminal Justice Coordinator.

Total Number of Staff: 3

Total Number of Full Time Equivalent Positions: 3

Total Number of Mediators: 42

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Consumer-Merchant; Extended Family-Immediate Family; Ex-partner separation; Employer-Employee; Room/House mate; Multi-party; Group facilitation; Advisory Board Development; Inter-Organizational; Child Visitation; Acquaintances; Strangers; Conflict Management Workshops; Others.

Referrals and Involvement in Courts: We receive referrals from the New York City CDRC offices.

Involvement in Schools: None

Other Referral Sources: Center receive cases from police, churches, other community agencies, local businesses, In-House service providers and Center users, clients and community residents.

Trainings Offered: Basic Mediation Training as well as numerous conflict management workshops for non-profit agencies.

Certified Trainer: Outside consultants and trainers.

Additional Program Information: The centers conflict management trainings and mediation services are available on-site to community agencies and businesses. Trainings can also include diversity components that educate participants on HIV/AIDS as well as issues of the lesbian, gay, bisexual and transgender (LGBT) communities.



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

Director 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$556,788

2000-2001 CDRCP Grant: \$138,400

2000-2001 Family Court Mediation Grant: \$50,000

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.

Counties Served: Albany and Rensselaer as of January 1, 2001

Director: Peter Glassman, Deputy Director Dawn Wallant

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

Satellite Office: 258 Broadway, Troy, N.Y. 12180

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$204,971

2000-2001 CDRCP Grant: \$79,518

2000-2001 Family Court Mediation Grant: \$85,00

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. Planning 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: Stephen Gadziola

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$150,500

2000-2001 CDRCP Grant: \$76,600

2000-2001 Family Court Mediation Grant: \$37,500

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

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.75

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 until December 31, 2000

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: \$37,682

1999-00 Family Court Mediation Grant: \$22,500

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$226,347

2000-2001 CDRCP Grant: \$88,900

2000-2001 Family Court Mediation Grant: \$70,000

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

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 5

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 custody/visitation 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. Center staff provide dispute resolution services of all kinds, for 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. Large group, multi-party disputes have been mediated in five schools.

Other Referral Sources: The Center receives cases from police, UC Consumer Fraud Bureau, public agencies and private individuals.

Trainings Offered: Community Mediation and School Peer Mediation, Dispute Resolution workshops and group facilitation for schools, community organizations and workplaces.

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$110,600

2000-2001 CDRCP Grant: \$86,092

Local Funding Sources: Fulton County, Schoharie County, Fees for Service

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 3.12

Total Number of Mediators: 31

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: The Center has worked with different schools providing a Peer Mediation Program to grades four through twelve. We have 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: Carol Lynn Kachidurian

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$199,935

2000-2001 CDRCP Grant: \$106,920

2000-2001 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: 60

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; 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 part-time at the Warren County Family Court.

Involvement in Schools: We are in the process of redesigning our program to provide 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. The center also provides mediation training to Skidmore students, staff and faculty.

Other Referral Sources: Legal Aid, private attorneys, counselors and therapists, public and social service agencies.

(cont'd on next page)

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: The center hires trainers and consultants.

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: 9 Finney Blvd., 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$158,776

2000-2001 CDRCP Grant: \$130,708

2000-2001 Family Court Grant: \$44,904

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, Essex 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$128,226

2000-2001 CDRCP Grant: \$49,192

2000-2001 Family Court Mediation Grant: \$30,000

Local Funding Sources: Catholic Charities, Valley United Way, Fees for service of youth initiatives and training, County Youth At Risk, Partners for Children grant, check recovery fees.

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 4.48

Total Number of Mediators: 8

Types of Cases Handled or Programs Offered: Housing, 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, Fraud/Bad Check, and 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 in 12 school districts.

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, Runaway and Homeless Youth Program, Community Maternity Services, Catholic Charities programs, Legal Aid, local attorneys, state troopers, local police, Wal-Mart, NYS Attorney General's Office, schools, churches and Probation Department..

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: Roy Menton

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$119,142

2000-2001 CDRCP Grant: \$68,668

2000-2001 Family Court Mediation Grant: \$30,000

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

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 4

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, Agrisolve.

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$205,000

2000-2001 CDRCP Grant: \$79,400

2000-2001 Family Court Mediation Grant: \$52,919

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: 5

Total Number of Full Time Equivalent Positions: 4.5

Total Number of Mediators: 25

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.
- ◆ *Arbitration Services:* Matrimonial Fee Disputes, New and Used Car Lemon Law, and Small Claim Cases Referred by the City Court of Utica, New York.
- ◆ *Surrogate Decision Making Program:* Eight county coordinating of volunteer panels to provide mentally disabled persons with advocates for making medical treatment decisions.

(cont'd on next page)

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 Churchill 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$560,000

2000-2001 CDRCP Grant: \$244,100

2000-2001 Family Court Mediation Grant: \$122,500

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, Youth
Court coordination.

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, Working with
school districts in 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, and Custody-
Visitation mediation.

Certified Trainer(s): John W. McCullough

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: 16 Court Street, 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$315,000

2000-2001 CDRCP Grant: \$120,100

2000-2001 Family Court Mediation Grant: \$89,016.

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, Kresge Foundation, Hoyt Foundation, Klee Foundation.

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 9

Total Number of Mediators: 90

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, CHOICES conflict management mentoring and training, and Court Appointed Special Advocates (CASA) coordination.

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 and Tioga County Family Courts and occasional direct referrals from magistrates in outlying areas of Broome and Tioga Counties.

Involvement in Schools: Conduct student and staff trainings on a grant-funded or fee-for-service basis on conflict resolution and violence prevention topics. Accept referrals from schools of selected student-student conflicts. CHOICES mentoring with individual students offered in Tioga County schools.

Other Referral Sources: Community-Based organizations, schools, local businesses and private attorneys.

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

Certified Trainer(s): Contract with trainers and consultants as needed.

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$238,020

2000-2001 CDRCP Grant: \$77,372

2000-2001 Family Court Mediation Grant: \$87,259

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

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 6

Total Number of Mediators: 43

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: Donna Kankiewicz

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

COMMUNITY DISPUTE RESOLUTION CENTER, INC.

Counties Served: Chemung, Schuyler & Tompkins

Director: Judith A. Saul

Main Office: 120 West State Street, Ithaca, N.Y. 14850

Satellite Office(s): *Chemung County:* 215 E. Church St., Suite 204, Elmira, N.Y. 14901

Schuyler County: 221 North Franklin St., Watkins Glen, N.Y. 14891

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

Start-Up Date for Family Court Mediation Program Grant: April 1995

Counties Served with Family Court Mediation Program(s): Chemung, Schuyler & Tompkins

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$562,054

2000-2001 CDRCP Grant: \$142,800

2000-2001 Family Court Mediation Grant: \$125,000

Local Funding Sources: Chemung & Tompkins Youth Bureaus, United Ways of Chemung-Steuben, Schuyler and Tompkins Counties, Tompkins County, IOLA Fund, school districts, fees for services and training.

Total Number of Staff: 17

Total # of Full Time Equivalent Positions: 16.4

Total Number of Mediators: 90

Types of Cases Handled or Programs Offered: Interpersonal Dispute Resolution: Community; Court (small claims and minor criminal); Visitation-Custody; Mobile Home; Lemon Law; Special Education Youth & Family Programs: Parent-Teen Mediation; CHOICES (anger management & violence prevention); SPARC (peer mediation); conflict resolution training for youth Interface Program: design and facilitation of multi-party, environmental and public policy disputes; organizational mediation and training.

Referrals and Involvement in Courts: Ithaca City Court; Town & Village Courts; Family Court. Mediators are in Ithaca's Small Claims Court weekly, plus one evening a month, to mediate cases on site; Staff are in Family Court twice monthly for Initial Appearances to mediate and assist with petition intakes in Family Court in Chemung and Tompkins counties.

Involvement in Schools: Provided peer mediation training for nine different districts; on site in secondary schools for Ithaca City District supporting peer mediation, providing one-on-one anger management sessions.

Other Referral Sources: CDRC receives cases from other community agencies, Probation, schools, therapists and attorneys.

Trainings Offered: Basic Mediation Skills with a transformative framework; Parent-Teen; Peer Mediation; Visitation-Custody; Multi-Party Collaborative Problem-Solving; Facilitation.

Certified Trainer(s): Judith A. Saul

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$174,532

2000-2001 CDRCP Grant: \$49,820

2000-2001 Family Court Mediation Grant: \$109,494

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. 14454

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

Steuben County: 22 Liberty St., 2nd Fl., 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.

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$1,292,964

2000-2001 CDRCP Grant: \$463,000

2000-2001 Family Court Mediation Grant: \$243,895

Local Funding Sources: Monroe County, City of Rochester, NYS Division of Human Rights, NYS Youth & Family, NYS Commission on Quality Care for Mentally Disabled, Livingston County - CIC and United Way, Cayuga and Steuben County Youth Bureaus.

Total Number of Staff: 35

Total Number of Full Time Equivalent Positions: 30

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; Surrogate Decision Making; Police Complaint Intake; Police Conciliation and Police Civilian Review.

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, Developing 21st Century Problem Solvers Youth Initiative Project.

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, Facilitation Juvenile Family Group Conferencing, Victim/Offender mediation and PINS mediation.

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 the Seventh Judicial District. CDS has implemented a Seventh Judicial District-wide Supreme Court Custody and Visitation Mediation Program.

Local Program Summaries - Eighth Judicial District

**BETTER BUSINESS BUREAU FOUNDATION OF
WESTERN NEW YORK, INC.**

Dispute Resolution Provider: Dispute Settlement Center of BBB

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 323 Central Avenue, Dunkirk, N.Y., 14048; **Genesee County:** Genesee County Courts Facility, Batavia City Court, 1 W. Main St., Batavia, N.Y. 14020; **Niagara County:** 1721 Military Road, Niagara Falls, N.Y. 14304

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, Niagara, Chautauqua

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$756,110

2000-2001 CDRCP Grant: \$423,000

2000-2001 Family Court Mediation Grant: \$81,723

Local Funding Sources: City of Buffalo, Cattaraugus County Youth Bureau, Allegany 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: 145

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, Custody/Visitation 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: Pilot project started in 2000

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$833,290

2000-2001 CDRCP Grant: \$137,600

2000-2001 Family Court Mediation Program Grant: \$58,000

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: 19

Total Number of Full Time Equivalent Positions: 19

Total Number of Mediators: 110

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, and Yorktown Courts, Yonkers Housing and Family Court, New Rochelle Family Court, Mt. Vernon Housing Court.

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 and Study Circle training.

Certified Trainer(s): None at present

Local Program Summaries - Ninth Judicial District

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

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$336,731

2000-2001 CDRCP Grant: \$146,500

2000-2001 Family Court Mediation Grant: \$117,403

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 Education, Lemon Law, Divorce Mediation, Parent-Child, Neighbor-Neighbor, Landlord-Tenant, Early Intervention, Small Claims, School Mediation & Peer Mediation, Youth Community Service, CASA Program coordination..

Referrals and Involvement in Courts: Local Justice Courts, Supreme Court and 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 provides Peer Mediation and Conflict Management training in schools from 1st through 12th grades. DRC held training in 12 schools this past year and managed the After School Youth At Risk Program.

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

Trainings Offered: Basic Mediation, Custody-Visitation Mediation, Divorce Mediation, Parent-Child, Peer Mediation, Conflict Management, Anger management, and Board Development.

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: 2001

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

1999-00 Annual Budget of Overall Dispute Resolution Center: \$312,539

1999-00 CDRCP Grant: \$72,524

1999-00 Family Court Mediation Grant: 14,597

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

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 6

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: General community disputes, Small Claims; neighbor/neighbor; 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; Multi-party Mediation, Lemon Law Arbitration; VESID mediation; and Victim/Offender mediation facilitation.

Referrals and Involvement in Courts: The Center accepts referrals from Dutchess County Family and local city and town courts. 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, Poughkeepsie and Arlington schools teaching conflict resolution and providing peer mediation training.

Other Referral Sources: The Center accepts referrals from local and State Police Departments, the Dutchess County Department of Probation, schools, the Dutchess County Department of Social Services, the Family Partnership Center agencies, Family Services, Mental Health Association and Human Rights Commission.

Trainings Offered: Basic Community mediation, peer mediation, and Conflict Resolution and Diversity 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$109,991

2000-2001 CDRCP Grant: \$51,448

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

Total Number of Staff: 3

Total Number of Full Time Equivalent Positions: 3

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 and West Haverstraw Village Courts, Ramapo and Haverstraw Town Court, Orangetown, Chestnut Ridge, Clarkstown, Suffern, Stony Point and the Wesley Hills Courts on 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, Town Attorney's Office, 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 107, Hempstead, N.Y. 11550

Satellite Office: *Suffolk County:* 22 Lawrence Avenue, Suite 200, Smithtown, 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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$507,711

2000-2001 CDRCP Grant: \$253,800

2000-2001 Family Court Mediation Grant: \$80,000

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: 230

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, as well as conflict resolution and diversity workshops.

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 and housing mediation, custody and visitation mediation and conflict management workshops.

Certified Trainer(s): Robyn Schneider and Rodney Brown (Basic) and Elayne Greenberg (Custody-Visitation).

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$400,500

2000-2001 CDRCP Grant: \$188,100

2000-2001 Family Court Mediation Grant: \$119,000

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(s): NYFS, 1831 Bathgate Ave., Bronx, NY 10457; River Bay Corporation, 2049 Barton Avenue, Bronx, N.Y. 10475

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

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

2000-2001 Annual Budget of Overall Dispute Resolution Center: \$442,036

2000-2001 CDRCP Grant: \$206,000

Local Funding Sources: New York City

Total Number of Staff: 9

Total # of Full Time Equivalent Positions: 9

Total Number of Mediators: 124

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; Group 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; MS 113; JH 123; JH 218; PS 227; MS 15 and others by request.

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

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**

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Albany County

Peter Glassman, Esq., Director
The Center for Alternative Dispute
Resolution, Inc.
30 Watervliet Avenue
Albany, New York 12206
(518) 446-0356 / Fax # (518) 446-0379
email: peter@cadr-albany.com

Allegany County**

Julie Loesch, Esq., Director
Luci La Venture, Program Director
Dispute Settlement Center of
Allegany County
112 West State Street
Olean, New York 14760
(716) 373-5133 / Fax # (716) 373-3787
email: oleandsc@broadviewnet.net

Broome County

Donna Rehak, Director*
Beth Kurkoski, Coordinator
ACCORD
30 West State St., 2nd Floor
Colonial Plaza
Binghamton, New York 13901
(607) 724-5153 / Fax # (607) 724-0059
e-mail: accord@stny.rr.com

Cattaraugus County**

Julie Loesch, Esq., Exec. Director
Luci La Venture, Program Director
Dispute Settlement Center of
Cattaraugus County
112 West State Street
Olean, New York 14760
(716) 373-5133 / Fax # (716) 373-3787
e-mail: oleansc@broadviewnet.net
**Call Toll Free Within Upstate New York
(1-877-475-5133)

Cayuga County

Andrew Thomas, Executive Director
Peggy Richardson, Program Director
Center for Dispute Settlement, Inc.
95 Genesee Street, 2nd Floor
Auburn, New York 13021
(315) 252-4260 / Fax # (315) 252-4290

Chautauqua County**

Julie Loesch, Esq., Executive Director
Lance Anderson, Program Director
Dispute Settlement Center of
Chautauqua County
Jamestown Municipal Building
200 East Third Street, 2nd Floor
Jamestown, New York 14701
(716) 483-7774 / Fax # (716) 483-7615
e-mail: landrson@broadviewnet.net

Chemung County

Judith Saul, Executive Director
Steve Jacobsen, Deputy Director
Community Dispute Resolution Ctr.
215 East Church St., Suite 204
Elmira, New York 14901
(607) 734-9087 / Fax # (607) 735-9828

Chenango County

Donna Kankiewicz, Program Director*
Dispute Resolution Center
Eaton Center
26 Conkey Avenue
Norwich, New York 13815
(607) 336-5442 / Fax # (607) 336-5330
e-mail: dkdrc@ascent.net

Clinton County

Kyle Blanchfield, J.D., Director
Julie Davies, Coordinator
Northern New York Centers For
Conflict Resolution, Inc.
Federal Building
23 Brinkerhoff Street, B-1
Plattsburgh, New York 12901
(518) 563-1227 / Fax # (518) 562-0118

Columbia County

Stephen Gadziola, Director
George Carroll, Case Manager
Common Ground Dispute Resolution
P.O. Box 34
454 Warren Street
Hudson, New York 12534
(518) 828-0047
email: cgdrinc@capital.net

Cortland County

John McCullough, Director
McNeil Building
17-29 Main Street, Suite 412
Cortland, New York 13045
(607) 753-6952 / Fax # (607) 753-6579

Delaware County

Donna Kankiewicz, Program Director
Dispute Resolution Center
Sherwood Road, P.O. Box 7
Delhi, New York 13753
(607) 746-6351 / Fax # (607) 746-7085

Dutchess County

Jody Miller, Director
The Mediation Center of Dutchess Co.
Family Partnership Building
29 North Hamilton Street
Poughkeepsie, New York 12601
(845) 471-7213 / Fax # (845) 471-7264
e-mail: jbmiller@vh.net

Erie County**

Julie Loesch, Esq., Director*
Dispute Settlement Ctr., Regional Ofc.
741 Delaware Avenue, Suite 100
Buffalo, New York 14209
(716) 883-5050 / Fax # (716) 883-5349
e-mail: jloesch@upstatenybbb.org
*Administrator's Office (Erie County)
**Call Toll Free Within Upstate New York
(1-800-828-5000 ext. 200)

Essex County

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Judy Good, Coordinator
Northern New York Center For
Conflict Resolution, Inc.
Town Hall, Town of North Elba
301 Main Street, P.O. Box 135
Lake Placid, New York 12946
(518) 523-7234 / Fax # (518) 523-7211

Franklin County

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Conflict Resolution, Inc.
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Malone, New York 12953
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Fax # (518) 483-9166

Fulton County

Marsha Lawyer, Program Director*
Catholic Charities of Montgomery Co.
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4202 / Fax# (518) 842-4245

Genesee County**

Julie Loesch, Esq., Director
Dispute Settlement Ctr. of Genesee Co.
Genesee Co. Courts Facility
Batavia City Court
One West Main
Batavia, New York 14020
(716) 344-2550 x 2440

Greene County

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George Carroll, Coordinator
Common Ground Dispute Resolution
11 William Street, Suite 2
Catskill, New York 12414
(518) 943-0523 / Fax # (518) 943-6241

Hamilton County

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Northern New York Center For
Conflict Resolution, Inc.
The Village Hall
Elm Lake Road, P.O. Box 471
Speculator, New York 12164
(518) 548-8213

Herkimer County

Annemarie Adams, Director
Community Dispute Resolution
Program
61 West Street
Ilion, New York 13357
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e-mail: adamsdrc@dreamscape.com

Jefferson County

Roy Menton, Exec. Director*
Jeff-Lewis Mediation Center
7 Empsall Plaza Courtyard
Watertown, New York 13601
(315) 785-0333 / Fax # (315) 785-0322
e-mail: mediate@imcnet.net

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Lewis County

Roy Menton, Exec. Dir.
Jeff-Lewis Mediation Center
5420 Shady Avenue
Lowville, New York 13367
(315) 376-7991
e-mail: mediate@imcnet.net

Livingston County

Andrew Thomas, Executive Director
Letitia J. Rosenthal, District Director
Center for Dispute Settlement, Inc.
Livingston County Government Center
6 Court Street
Geneseo, New York 14454
(716) 243-7007 / Fax # (716) 243-7006

Madison County

John McCullough, Director
James Wood, Coordinator
Madison Co. NEW JUSTICE Conflict
Resolution Services, Inc.
121 Oneida Street, P.O. Box 365
Oneida, New York 13421
(315) 361-4438

Monroe County

Andrew Thomas, Executive Director*
Letitia J. Rosenthal, District Director
Center for Dispute Settlement, Inc.
300 State Street, Suite 301
Rochester, New York 14614
(716) 546-5110 / Fax # (716) 546-4391
e-mail: at@cadsadr.org

Montgomery County

Marsha Lawyer, Program Director
Catholic Charities of Montgomery Co.
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4202 / Fax# (518) 842-4245
e-mail:
mediation@catholiccharitiesmc.org

Nassau County

Robyn Schneider, Division Director
Pamela Smith, Mediation Coordinator
MAP Mediation Center
50 Clinton Street, Suite 608
Hempstead, New York 11550
(516) 489-7733 / Fax # (516) 539-0160
e-mail: rschneider@eacinc.org

NEW YORK CITY CENTERS

Court Dispute Referral Centers

Michael E. Tarail, J.D., Ph.D., Dir.
Court Dispute Referral Centers
346 Broadway, 4th Floor
New York, New York 10013
(212) 374-7250 / Fax # (212) 374-2640

Bronx County

Stephen Slate, Executive Dir.,
IMCR Dispute Resolution Center
384 East 149th St., Suite 330
Bronx, New York 10455
(718) 585-1190 / fax (718) 585-1962
e-mail: imcrmed@nycr.net

Kings County

Safe Horizon
Main Ofc. # (212) 577-7700
Debra Shime, Senior Director
James Goulding, Assistant Director

Brooklyn Mediation Center

Kim Payne, Borough Director
210 Joralemon Street, Room 618
Brooklyn, New York 11201
(718) 834-6671 / fax (718) 834-6681
e-mail: kpayne@safehorizon.org

Red Hook Community Justice Center

88 Visitation Place
Brooklyn, New York 11231
Javier Diaz, Coordinator
(718) 643-6860 / fax (718) 624-3016
e-mail: jdiaz@safehorizon.org

Brooklyn Family Court Program

283 Adams Street, Rm. 404
Brooklyn, New York 11201
Peggy Noonan, Coordinator
(718) 222-8408 / fax (718) 643-6615
e-mail: pnoonan@safehorizon.org

East New York - Kings County

3021 Atlantic Avenue
Brooklyn, N.Y. 11208
Javier Diaz, Coordinator
(718) 827-4700 / fax (718) 348-1309
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New York County

Safe Horizon
Debra Shime, Senior Director
James Goulding, Assistant Director

Manhattan Mediation Center

Elizabeth Clemants, Center Director
346 Broadway, Suite 400W
New York, New York 10013
(212) 577-1740 / fax (212) 577-1748
email: eclemants@safehorizon.org

Midtown Community Court

MCC Mediation Program
Dispute Resolution Program
314 West 54th Street, 5th Floor
New York, New York 10019
(212) 484-2715 / fax (212) 586-1144

Lesbian & Gay Community Services

Carol Stewart, Mediation Director
Project Resolve
One Little West 12th Street
New York, New York 10014
(212) 620-7310 / fax (212) 924-2657

Northern Manhattan

Mary Gratereaux, Mediation Director
Washington Heights-Inwood Coalition
652 West 187th Street
New York, New York 10033
(212) 781-6722 / Fax # (212) 740-8509
e-mail: whicmed14@aol.com

Queens County

Community Mediation Services
Mark Kleiman, J.D., Exec. Director
Queens Mediation Network
Peg Reilly, Dir. Med. Svcs.
89-64 163rd Street
Jamaica, New York 11432
(718) 523-6868 ext. 268/269
Fax # (718) 291-5769 - Med. Ofc.
Fax # (718) 523-8204 - Admin. Ofc.
e-mail: prcms@igc.org

Flushing - Queens County

Mary Ann Greene, Director
Beacon Center at JHS 189
144-80 Barclay Avenue
Flushing, N.Y. 11355
(718) 961-6014

Bayside - Queens County

Teresa Ombres, J.D., Director
Beacon Center at M.S. 158
46-35 Oceania Street
Bayside, New York 11361
(718) 523-6868 Ext. 268

Richmond County

Dominick Brancato, Exec. Director
Beth Ornstein, Mediation Director
Staten Island Community Dispute
Resolution Center
130 Stuyvesant Place, 5th Floor
Staten Island, New York 10301
(718) 815-4557 / Fax # (718) 876-6068
e-mail: borstein@ypis.com

Niagara County

Julie Loesch, Esq., Director
Michele Tarbox, Coordinator
Dispute Settlement Ctr. of Niagara Co.
1721 Military Road
Niagara Falls, New York 14304
(716) 297-3083

Oneida County

Julie Gilbert Rosicky, Executive Director
Peacemaker Program, Inc.
1417 Genesee Street, 2nd Floor
Utica, New York 13501
(315) 724-1718 / Fax # (315) 724-1375
e-mail: julie@peacemakerprogram.com

Onondaga County

John McCullough, Director*
Nancy Phillips, ADR Director
NEW JUSTICE Conflict Resolution
Services, Inc.
West Fayette Commons
1153 West Fayette Street
Syracuse, New York 13204
(315) 471-4676 / Fax # (315) 475-0769
e-mail: jwmc@dreamscape.com

Ontario County

Andrew Thomas, Executive Director
Peggy Richardson, Program Director
Center for Dispute Settlement
120 North Main Street, Suite 38
Canandaigua, New York 14424
(716) 396-0840 / Fax # (716) 396-5934

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Orange County

Rosalyn Magidson, Director*
The Dispute Resolution Center of
Orange & Putnam Counties
14 Scotchtown Ave., PO Box 510
Goshen, New York 10924
(845) 294-8082 / Fax # (845) 294-7428
e-mail: rozm@pioneeris.net

Orleans County**

Julie Loesch, Esq., Director
Dispute Settlement Center of
Orleans County
741 Delaware Avenue, Suite 100
Buffalo, New York 14209
1-800-294-5000
e-mail: jloesch@upstatenybbb.org

Oswego County

John McCullough, Director
Marianne Haynes, Coordinator
NEW JUSTICE Conflict
Resolution Services, Inc.
39 Churchill Road
Oswego, New York 13126
(315) 395-0029 / Fax # (315) 345-9009

Otsego County

Barbara Potter, Director
Mediation Services, Inc.
48 Dietz Street, Suite I-Front
Oneonta, New York 13820
(607) 433-1672 / Fax # (607) 433-0361
e-mail: bpotter@citlink.net

Putnam County

Roz Magidson, Director
Patricia Barnes, Coordinator
Putnam County Mediation Program
51 Brewster Avenue
Carmel, New York 10512
(845) 225-9555 / Fax # (845) 225-9568

Rensselaer County

Peter Glassman, Director
Dawn Wallant, Program Director
The Center for Alternative Dispute
Resolution Inc.
258 Broadway
Troy, New York 12180
(518) 687-0056 / Fax # (518) 687-0059

Rockland County

Myrnia Bass-Hargrove, Director
VCS Center for Conflict Resolution
Volunteer Counseling Service
77 South Main Street
New City, New York 10956
(845) 634-5729 / Fax # (845) 634-7839
e-mail: vcsonres@aol.com

St. Lawrence County

Kyle Blanchfield, J.D., Director*
Diane Dufresne, Coordinator
Northern New York Centers for
Conflict Resolution, Inc.
Robert C. McEwen U.S. Custom House
127 North Water Street
Ogdensburg, New York 13669
(315) 393-7079 / Fax # (315) 393-7081

Saratoga County

Carol Kachidurian, Program Director
Saratoga Mediation Services
480 Broadway, LL-32
Saratoga Springs, N.Y. 12866
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Schenectady County

Laura Zeliger, Executive Director
Elizabeth Henderson, Program Director
Law, Order & Justice Center
Conflict Resolution Services
144 Barrett Street
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Schoharie County

Marsha Lawyer, Program Director
Catholic Charities of Montgomery
County
Tri-County Mediation Center
Shoppers Mart Plaza East Main Street
Cobleskill, New York 12043
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Schuyler County

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Community Dispute Resolution Center
208 Broadway
Montour Falls, New York 14865
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Seneca County

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Peggy Richardson, Program Director
Center for Dispute Settlement, Inc.
120 North Main Street, Suite 38
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(716) 396-0840 / Fax # (716) 396-5934

Steuben County

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Letitia Rosenthal, District Director
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Suffolk County

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Jenine Epstein, Mediation Coordinator
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Community Mediation Center
22 Lawrence Avenue
Smithtown, New York 11788
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Sullivan County

Clare Danielsson, Ph.D., Exec. Director
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Tioga County

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Barbara Bohling, Coordinator
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Tompkins County

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Steve Jacobsen, Deputy Director
Community Dispute Resolution Ctr.
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Ulster County

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Eileen Rowley, Assistant Director
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25 Lucas Avenue, 2nd Floor
Kingston, New York 12401
(845) 331-6136 / Fax # (845) 331-6021

Warren & Washington Counties

Carol Kachidurian, Program Director
April Wood, Coordinator
Warren / Washington Mediation Svcs.
35 Broad Street
Glens Falls, N.Y. 12801
(518) 793-6212 / Fax # (518) 793-9499

Wayne County

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Peggy Richardson, Program Director
Center for Dispute Settlement, Inc.
120 North Main Street, Suite 38
Canandaigua, New York 14424
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Westchester County

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CLUSTER
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Yonkers, New York 10702
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Wyoming County**

Julie Loesch, Esq., Director
Luci LaVenture, Program Director
Dispute Resolution Ctr. of Wyoming Co.
112 West State Street
Olean, New York 14760
(716) 373-5133 / Fax # (716) 373-3787
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Yates County

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Peggy Richardson, Program Director
Center for Dispute Settlement, Inc.
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(716) 396-0840 / Fax # (716) 396-5934

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 in which a neutral third party helps disputants negotiate. With the assistance of a mediator, parties identify issues, clarify perceptions and explore options for a mutually acceptable resolution. Although parties are not obligated to reach agreement during mediation, the process frequently concludes with a written or verbal agreement and often improves the parties' relationship.

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
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Amy M. Sheridan
Court Analyst
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COHOES

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Frank Woods
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Yvonne E. Taylor
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Alice J. Rudnick
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Cynthia L. Begg
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98 Niver Street
Cohoes, NY 12047
(518) 238-2888
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