

THE NEW YORK STATE  
UNIFIED COURT SYSTEM  
DIVISION OF COURT OPERATIONS



OFFICE OF ALTERNATIVE DISPUTE RESOLUTION  
AND COURT IMPROVEMENT PROGRAMS

COMMUNITY  
DISPUTE  
RESOLUTION  
CENTERS  
PROGRAM



2006-2007  
ANNUAL REPORT



## New York State Unified Court System

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Chief Judge of the State of New York

Hon. Ann Pfau  
Chief Administrative Judge



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July 1, 2007

Hon. Eliot Spitzer  
Governor of the State of New York  
Executive Chamber  
State Capitol  
Albany, NY 12224

Dear Governor Spitzer:

Pursuant to Chapter 524 of the Laws of 2005, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering fiscal period April 1, 2006 to March 31, 2007.

The Community Dispute Resolution Centers Program, in its *26th* year, is available as an alternative to formal court proceedings to every citizen in the 62 New York counties.

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

Sincerely,

Enclosure



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## **PREFACE**

The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System's (UCS) Office of Alternative Dispute Resolution and Court Improvement Programs (ADR/CIP). 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). Pursuant to Chapter 156, Law of 1984, the CDRCP became a permanent component of the Unified Court System in 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 functions of the CDRCP are 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 2006-07 (April 1, 2006 through March 31, 2007).

## **NARRATIVE SUMMARY**

**OFFICE OF ALTERNATIVE DISPUTE  
RESOLUTION AND COURT IMPROVEMENT  
PROGRAMS**

The 2006-07 fiscal year has brought a new name and broader mission to the former Office of Alternative Dispute Resolution Programs: a broader mission that integrates new initiatives while leveraging existing strengths. The Office of Alternative Dispute Resolution and Court Improvement Programs (ADRCIP) continues to oversee traditional ADR programming, but has expanded its focus to several new areas. First, ADRCIP began to administer the Court Appointed Special Advocates (CASA) program in November 2005. In January 2007, ADRCIP began to administer the Children Centers and Court Improvement programs, formerly administered by the Permanent Judicial Commission on Justice for Children, chaired by Chief Judge Judith S. Kaye.

CASA programs provide trained volunteers who are appointed by Family Court judges to advocate for the best interest of children in child abuse and neglect cases.

The Children's Centers provide a two-pronged service: one, quality drop-in child care services while their caregivers attend to court business and, two, a site where families can learn about and gain access to vital services.

The Court Improvement Program is partially supported by a federal grant from the Administration for Children and Families of the US Department of Health and Human Services. CIP grants are awarded to state court systems in recognition of the integral role courts play in charting the course for abused and neglected children. The program, which focuses on proceedings involving abuse and neglect, foster care, termination of parental rights, and adoption, provides resources and technical assistance to enhance and promote innovation in court operations and practices.

**PROGRAM DESCRIPTION**

The Community Dispute Resolution Centers Program (CDRCP) is a component of the New York State Unified Court System's (NYS UCS) Office of Alternative Dispute Resolution and Court Improvement Programs

(ADRCIP). The CDRCP administers, funds and oversees New York's network of community-based, not-for-profit dispute resolution centers. These centers serve as a community resource where individuals can discuss and resolve their disputes.

After center staff carefully screen each case, neutral third-party mediators, trained in accordance with CDRCP standards, help the parties work together to develop mutually agreeable outcomes. The process presents an opportunity for participants to resolve their own disagreements, prevent minor matters from escalating into more serious offenses, and address 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 2006-2007, the centers contracting with the CDRCP screened 35,509 cases involving 76,227 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 19,674 mediations, conciliations, arbitrations and facilitations. Parties reached voluntary agreements in 77% of the cases that were mediated or conciliated.

Centers reported that disputants paid to one another a total of \$7,046,650 through mediated agreements or arbitration awards. The average payment per case in which an award was made or a monetary agreement was reached was \$3,274. The average single-hearing mediation or arbitration took 19 days from intake to final disposition and the average multiple-hearing mediation or arbitration took 67 days from intake to final disposition.

Centers continued to help parties address family disputes, including 10,017 child custody, visitation or support cases; 687 divorce or separation cases; and 1,871 PINS (Persons In Need of Supervision) or pre-PINS cases. The number of PINS cases, in particular, increased 19% over the last year.

Centers continue to place a high priority on their screening of cases. Intake workers first determine whether a dispute resolution process is appropriate for parties. Because mediation is not appropriate in domestic

## **Programs and Partnerships**

violence cases, centers have worked collaboratively with domestic violence professionals to develop effective and practical screening tools to assist them in their ability to determine if domestic violence is present in the relationship. If domestic violence is suspected, center staff provides referral information to parties so that they are able to access important services. The number of inappropriate cases screened—which includes domestic violence suspicions—has increased from 452 in 2002-03 to 1,501 in 2006-07. Once a case is screened appropriate, staff provide parties educational information on the mediation process or other processes that they offer.

### **REFERRAL PROFILES**

Centers seek referrals from agencies, courts and other governmental organizations, as well as private and individual sources, in an effort to intervene in disputes as early as possible.

Referrals from Family Court continued to increase in 2006-2007, accounting for 23% of all cases. For the most part these cases are parenting (custody, visitation, or support) or PINS cases.

Outside of Family Court, referral patterns have remained steady. In 2006-2007, about 52% of the cases came from the courts as opposed to 50% in 2005-2006. City Court referrals remained consistent 2006-2007, representing 22% of all referrals. Cases referred by the police remained consistent with 7% of all referrals. Schools accounted for approximately 6% of all referrals.

### **CLIENT PROFILES**

Centers serve women, men and children of all ages, races, and ethnic backgrounds, at all employment, income, and educational levels. In addition to the 25% of the caseload involving family members, the most common relationships were: consumer-merchant (16%), ex-boy / girlfriend (12%), landlord-tenant (10%), client-agency (10%), acquaintances (6%) and neighbors (6%).

## **PROGRAMS AND PARTNERSHIPS**

Over the past several years, CDRC programs have expanded significantly through

collaborative partnerships among courts, government and non-governmental agencies. The following is a brief summary of these partnerships.

### **FAMILY COURT**

A substantial majority of CDRCs contract with the Unified Court System to provide Family Court mediation services. In 47 of the 57 counties outside of New York City, CDRCs are specially funded to provide services in cases that would otherwise be decided within Family Court. In addition, 7 other counties provide these services without special funding for this purpose. Family programs primarily handle child custody and visitation cases. Within New York City, Community Mediation Services and the New York City Family Court administer a coordinated program for family cases.

Cases from Family Court require the dispute resolution center to devote substantial time and resources to provide screening, scheduling, and mediation services. Contractual funding, typically from District Administrative Judges' offices, allows centers to hire staff specifically responsible for family cases.

During fiscal year 2006-2007, CDRCs screened a total of 11,166 family cases, of which 5,627 dispute resolution processes were provided, primarily involving mediations. Parties reached voluntary resolution in 81% of those cases.

### **CUSTODY AND VISITATION MEDIATION**

Custody and visitation cases are the largest category of family-related issues being handled by CDRCs throughout the state. Some of these cases originate in Supreme Court as part of divorce proceedings. CDRCs handled 6,542 child custody, 2,662 child visitation, 290 child support issues between parents. Cases involving parenting issues not classified as exclusively custody, visitation or support numbered 523. Of this total of 10,017 cases, dispute resolution services were provided in 5,054 and 4,024, or 79%, were resolved.

**PERSONS IN NEED OF SUPERVISION (PINS)  
AND PARENT-CHILD MEDIATION**

A PINS petition may be filed in Family Court when a child under the age of 18 allegedly does not attend school, is dangerous or disobeys his or her parents, guardians or other authorities. A parent, school, other authorized agency or other person legally responsible for the care of the child may file a PINS petition. Parties may attempt to set aside or “divert” the case before or after a PINS petition is filed in the Family Court. Diversion usually includes referral to community or governmental programs, including mediation.

Mediation between young people and their parents or other legally responsible adults can be implemented at either the diversion stage or after a formal PINS petition is filed. The process promotes communication between the parties and provides them with an opportunity to find cooperative solutions to the problems that frequently emerge in relationships between young people and adults. Mediation addresses each participant’s concerns and provides young people with a “voice” in the process and ultimate outcome. In 2006-2007, 1,871 matters referred to the CDRCs were PINS cases. In 1,008 of these cases, dispute resolution services were provided. In 881 or 87% of those cases, a resolution was reached.

**SUPREME COURT DIVORCE MEDIATION**

Many CDRCs operate divorce mediation programs, both as fee-for-service programs and in collaboration with the Supreme Courts. In 2006-2007, 687 matrimonial cases were screened by CDRCs, and dispute resolution services were provided 308 of these. Of those cases where services were provided, 268 or 87% were resolved.

**SUPREME COURT CUSTODY AND  
VISITATION MEDIATION**

A number of CDRCs provide child custody and visitation mediation services to litigants with matrimonial actions in Supreme Court in the following counties: Broome, Cayuga, Livingston, Monroe, Nassau, Orange, Oswego, Richmond, Seneca, Sullivan, Wayne, and Yates Counties. During 2006-2007, CDRCs screened 147 Supreme Court-referred

cases, 87 of which involved child custody and visitation issues.

**CHILD PERMANENCY MEDIATION**

Mediation can be used at any stage of a child abuse or neglect proceeding to provide biological or foster parents, as well child-protective, legal and social service professionals, an opportunity to come to a permanent outcome that is in the child’s best interests. Mediation can help overcome impasses that delay the timely resolution of these cases. Like other complex matters, child permanency cases can require several sessions and extensive preliminary work before mediation begins.

Since fiscal year 2003-2004, the Office of ADR Programs has collaborated with New York State Office of Children and Family Services (OCFS) and the Permanent Judicial Commission on Justice for Children to provide grants to CDRC programs in Albany, Chemung, Monroe, Oneida, Rockland and Westchester Counties for mediation pilot programs. In Otsego County, the CDRC instituted a child permanency mediation program with the support of the Administrative Judge for the Sixth Judicial District. Similar programs are operating in Erie County and New York City. In 2006-2007, 416 child permanency cases were screened for mediation, a 32% increase over the 2005-2006 total of 313 cases and a 127% increase over the 2004-2005 total of 183 cases. Of these 416 cases screened, dispute resolution services were provided in 295 (70.91%) and a resolution was reached in 220 cases or 74.58% of cases where services were provided.

**JUVENILE JUSTICE INITIATIVES AND  
EDUCATIONAL PROGRAMS**

In fiscal year 2006-2007, more than six thousand individuals under 21 years of age were served by their local CDRCs. Initiatives targeting youth encourage young people to meet with their peers, parents, community members, and education, legal and social service professionals to address behaviors that negatively impact individuals, families and communities. The programs seek to encourage accountability and support healthy individual development and relationships.

## **Programs and Partnerships**

These CDRC programs include peer mediation, parent/child mediation, conflict resolution and anger management education, alternative suspension programs, PINS diversion and mediation, victim or community impact panels, victim-offender dialogue, family-group or accountability conferencing, community service reparations, mentoring, and youth court coordination. CDRCs also partner with schools to provide conflict-resolution training and other educational services.

The largest sources of referrals to these programs included: schools, courts, police departments, other service agencies, and community members have been the biggest sources of referrals to these programs and have collaborated in securing financial support to assist CDRCs administering youth programs.

Others agencies collaborate with CDRCs in planning and developing programs or by providing opportunities for outreach, networking and referrals. The agencies and organizations working in cooperation with the CDRCs include local, state and federal offices of the juvenile justice system, departments of correction, law enforcement, departments of education, Boards of Cooperative Educational Services (BOCES), departments of health, probation departments, youth bureaus, social services departments, professional associations and related foundations.

### **ELDER ADULT DIALOGUE AND MEDIATION**

In fiscal year 2006-2007, more than five thousand adults over the age of fifty years were served by their local CDRCs. Of those individuals, more than 2,000 were sixty years of age or older. The types of cases referred for program services included: Civil-Small Claims (56%), Misdemeanor/Violations (11%), Housing (11%), and Family Issues (10%).

Over recent years, the CDRCs have noticed growing need by individuals and families for mediation in matters related to decision making and care giving for elder adults. Increasingly, individuals, families and service providers are benefiting from CDRCP facilitated discussions and mediations for decision making in care-giving, roles and responsibilities, living arrangements, and other quality of life issues. These mediations are

often held at senior centers, senior adult residences and other centrally located and convenient community settings. Dispute and conflict resolution in elder care giving and decision making is also gaining interest and support among the general public, employers, as well as professional associations and members of the legal, medical and social services communities.

The program services of facilitated dialogue and mediation are providing effective processes that assist family members through challenges of life transitions. As alternatives for dispute resolution, dialogue and mediation often enhance self-determination, clarify roles and expectations, improve communication and increase cooperation between parties. Where concerns are raised about quality of care and relations between residents in assisted/nursing facilities, dialogue and mediation may promote cooperation and reduce tensions of differences and disputes between individuals and their families, as well as among residential communities.

Over recent years, the ADRCIP and CDRC staff members have been working with national, state and local professionals in law, medicine and gerontology to develop standards for quality assurance in these program services. Our shared experience and knowledge in these professional networks are advising mediation training and program protocols addressing the unique concerns and dynamics of elder adult dialogue and mediation. Through planning and development partnerships with state and local Offices for the Aging, courts, employee assistance programs, and related service providers, ADRCIP and CDRC staff are also facilitating meetings, making presentations and providing workshops to educate about this specialty area of conflict resolution services.

### **SURROGATE DECISION MAKING COMMITTEES**

The Surrogate Decision Making Committee (SDMC) Program is available in every county of New York State and is administered by the Commission on Quality of Care and Advocacy for Persons with Disabilities. The specially trained volunteers who serve in this program make major medical

treatment decisions on behalf of people who lack the capacity to make their own treatment decisions and who have no legally authorized and willing surrogate to make medical decisions on their behalf.

Each panel of volunteers includes 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. CDRCs in Broome, Erie, Greene, Monroe, Nassau, Oneida, Rockland, and St. Lawrence Counties contract with the Commission to coordinate these programs regionally throughout the state.

<b>Surrogate Decision Making Caseload</b>	
<b>April 1, 2006-March 31, 2007</b>	
ACCORD, Binghamton	17
Center for Dispute Settlement, Rochester	68
Child and Family Services, Buffalo	86
Common Ground, Catskill	194
EAC, Long Island	122
Peacemaker, Utica	86
Rural Law Center, Plattsburgh	41
VCS, New City	159
<b>TOTAL</b>	<b>773</b>
Note: Data based on cases received April 1, 2006 through March 31, 2007 and processed by CDRCs.	

The 2006-07 overall SDMC caseload has dropped significantly (51%) from 2005-06, due primarily to the New York State Office of Mental Retardation and Developmental Disabilities change in regulations to permit actively involved family members to sign consent on behalf of persons with developmental disabilities. Additionally, the caseload information above reflects the following changes in coverage: Accord covered the Broome Region from April 1, 2006 through October 31, 2006 and after that date the region was covered by Peacemaker Program. The Rural Law Center covered the Sunmount (northern New York ) region from April 1, 2006 through December 31, 2006, after which SDMC has been covering cases in this region since January 1, 2007.

**PETITION INTAKE**

In eight counties of the Sixth Judicial District (Broome, Chemung, Chenango, Delaware, Otsego, 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 CDRCs for more information about mediation services. Petition intake coordinators do not offer legal advice.

**TRAINING & CONSULTATION**

In addition to providing dispute resolution services for cases on direct or self referral, many CDRCs offer a variety of ADR-related educational services in their communities, including dispute resolution training and consulting services to help agencies, organizations and institutions design customized conflict management and dispute resolution systems.

**COURT APPOINTED SPECIAL ADVOCATES**

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. The CDRCs of Albany, Broome, Jefferson, Orange, and Schenectady Counties serve as coordinators for their local Court Appointed Special Advocates (CASA) program.

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

NYS DRA holds contracts to administer diverse ADR programs with a variety of state and federal agencies as outlined below. In turn, NYS DRA funds CDRCs to manage these cases.

**UNITED STATES DEPARTMENT OF AGRICULTURE**

NYS DRA manages the daily operations of a mediation services for farmers and the agricultural community. Cases involving the USDA, farm and housing loans, wetland determinations, conservation compliance, and pesticide use are served regionally by CDRCs



## **Programs and Partnerships**

in Erie, Clinton, Delaware, Herkimer, Montgomery, Orange, Steuben, and Suffolk Counties. CDRCs around the state offer mediation for Right to Farm conflicts, farm family divorce, farm succession, small claims issues, and other agricultural issues.

New York is one of 34 states with USDA certified agricultural mediation programs authorized to assist in resolving disputes. In 2006-2007, 320 cases were processed through this program with an agreement rate of 80% for those cases coming to mediation.

The Office of ADR Programs, NYSRA and the USDA train USDA County Directors in the principles of mediation and effective participation in mediation; train farmers and agricultural service providers in negotiation and conflict management; and train experienced community mediators to work with agricultural disputes.

### **NEW YORK STATE DEPARTMENT OF EDUCATION (NYSED)**

NYSRA contracts with NYSED on Special Education Mediation and Vocational Rehabilitation Mediation (VESID).

All school districts in New York State are required to make special education mediation available to parents of children with disabilities. In 2006-2007, the CDRCs processed 412 cases through this program with an agreement rate of 93% for those cases that were mediated.

CDRCs provide mediation services pursuant to the Federal Vocational Rehabilitation Act. The VESID program deals with disputes between administrators of the VESID and applicants or eligible individuals regarding the provision of vocational rehabilitation services. In fiscal year 2005-2006, 3 cases were processed through this program, with a 100% agreement rate for those cases coming to mediation.

### **NEW YORK STATE DEPARTMENT OF HEALTH**

The CDRCs provide mediation services to parents of children with developmental delay or disabilities and their local early intervention officials as an alternative to a due process hearing. Parents of children younger than four years old are eligible for this service,

which promotes communication between parents and service providers. In fiscal year 2006-2007, 48 cases were processed through this program, with a 100% agreement rate for those cases coming to mediation.

### **NEW YORK STATE ATTORNEY GENERAL**

This program provides legal protection for consumers who purchase new or used cars, motorcycles, or wheelchairs and experience chronic problems that substantially impair the value of their vehicles. Damage and excess wear and claims on leased cars are also included. Between April 1, 2006 and March 31, 2007, 676 cases were processed through this program.

### **INDEPENDENT MEDIATION ASSISTANCE PROGRAM (IMAP)**

Retired New York State Court of Appeals Judge Howard Levine designed a mediation program (IMAP) to assist survivors of clergy abuse in 2004 and currently serves as System Administrator for the program. The Albany Diocese, which includes 14 counties, pledged \$5 million to victims who were sexually abused by a priest or deacon of the diocese as minors and for whom the statute of limitations has run out. These funds may be used for therapy, health care, job training, education and other forms of individualized assistance. A panel of ten mediators from the local CDRCs was selected and trained through NYSRA; applicants choose the mediator(s) who assist them in planning for and mediating with representatives from the diocese. The mediation process may include an opportunity to be heard and to ask questions, apologies, and financial assistance for therapy, health care, job training, education, as well as other forms of individualized assistance. Since inception, 89 applicants have come forward and 37 mediations have successfully concluded. After a couple of extensions of the initially announced application period, the program was closed to new applicants on October 25, 2006.

## **NEW YORK STATE COMMUNITY MEDIATORS**

Statewide, over 2,300 active mediators are certified by their local CDRC and volunteer to serve their communities. During fiscal year 2006-2007, these community mediators provided mediation and arbitration services through their local community dispute resolution centers. The vast majority of mediators and arbitrators volunteer their time free of charge.

Volunteer mediators come from all walks of life with a variety of personal, professional and community experience. They often volunteer for a CDRC at the recommendation of veteran mediators or after learning about the program through newspaper articles, advertisements or presentations.

Under the supervision of the dispute resolution center director, staff members review résumés and interview prospective mediators. A trainer certified by the ADRCIP trains volunteers in accordance with statewide guidelines for a minimum of 30 hours. An extensive portion of the training is devoted to role-plays of simulated disputes and other experiential learning opportunities for prospective mediators. The requirements set by the ADRCIP for initial community mediation training also include adequate coverage of domestic violence screening, ethics, cultural diversity, and agreement drafting.

Upon completion of training, newly trained mediators must also complete a thorough apprenticeship. At the conclusion of the each mediator's apprenticeship, the Program Director or his or her designee(s) must observe each apprentice mediate and provide a written assessment of each mediator. The Program Director or his or her designee(s) may not certify any mediator unless that mediator demonstrates that he or she is adequately prepared to mediate pursuant to the criteria in the local center's performance standards.

Although ADRCIP recommends that all apprenticeship plans include certain components, local centers are permitted to tailor their apprenticeship plans provided that center staff not only monitor the development of the newest mediators but also ensure that

mediators are providing effective mediation services. A full copy of the requirements is available in the CDRCP Program Manual on our website at the following website address: [http://www.courts.state.ny.us/ip/adr/Info\\_for\\_Programs.shtml](http://www.courts.state.ny.us/ip/adr/Info_for_Programs.shtml).

### **CONTINUING EDUCATION FOR MEDIATORS**

Mediators must complete six hours per year of continuing education to maintain their certification. This may include in-service training scheduled by the local dispute resolution program, attendance at in-service trainings of other programs, conferences or trainings that meet the needs of the program. CDRCP mediators must also conduct—as lead or co-mediators—a minimum of three mediations per year.

### **SPECIAL-ISSUE MEDIATORS**

CDRC mediators must complete initial training plus at least 12 hours of appropriate training in the area of specialty. This requirement affects mediators who conduct child custody and visitation or support mediations, as well as mediations of child permanency, parent/child or PINS matters. In addition, mediators complete an additional six hours of training for handling cases referred from city, civil and district courts.

### **ANNUAL TRAINING AND DEVELOPMENT**

The CDRCP provides professional training opportunities for mediators and program staff. During fiscal year 2006-07, this commitment to quality included an Advanced Training Institutes for CDRC mediators and staff, funding for advanced trainings in specialty areas of practice, Elder Mediation and Dialogue training for CDRC staff, sponsorship of other statewide training events and conferences, as well as numerous basic and advanced mediation trainings and in-services conducted by local centers throughout the State.

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

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

## **Programs and Partnerships**

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 coordinated and funded by the Office of ADR Programs. At these training sessions, dispute resolution staff and volunteer mediators attend in-depth seminars and workshops to enhance existing skills and acquire new techniques.

An Advanced Training Institute for mediators and staff was held in New York City. Approximately 100 volunteer mediators and CDRC staff participated. The trainers provided seminars addressing the following areas of interest: ADR around the world, parent-child mediation, and conflict coaching. Each provided attendees with the most current information and opportunities to build skills. In lieu of Advanced Training Institutes in other location in the state, the CDRCP funded specialty training in six locations around the state. One and two day trainings for mediators in Elder Mediation and Dialogue (Broome and Dutchess counties), Parent-Child Mediation (Onondaga, Ontario, and Otsego counties), and Coaching Skills in Mediation (Orange county) were funded.

Additionally, the CDRCP provided a three-day training for CDRC staff in Elder Mediation and Dialogue. Nationally recognized trainers in the field addressed program development strategies, specific content area knowledge needed to work with intergenerational groups, and multi-party mediation skills.

### **COMMUNITY MEDIATION TRAINER CERTIFICATION**

The Office of ADR Programs has a strong commitment to developing mediation trainers who can provide the highest quality training to CDRC volunteers. It certifies mediation trainers for the CDRCs upon the request of a CDRC. In requiring CDRCs to nominate prospective trainers, resources are only invested in those trainers whose trainings will directly benefit the CDRCs.

Anyone applying to become a certified trainer submits an application that includes the résumé, video demonstration, and agenda that the trainer will use. The training manual and agenda must be consistent with the curriculum guidelines that the ADRCIP developed in consultation with center staff, trainers and volunteer mediators. After extensive preparation and coaching from ADRCIP staff, the trainer is observed. During observation of a trainer, adherence to these curriculum guidelines is especially important. In addition to observing the applicant's training, staff from ADRCIP also review training participants' evaluations to gauge the participant perception of the trainer's effectiveness.

ADRCIP maintains a list of certified trainers. In order to retain certification, trainers must conduct at least 20 hours of training every year, participate in a minimum of 7 hours of continuing education every year, and conduct a minimum of three mediations per year. In addition, trainers are required to verify that they have conducted at least one training on behalf of a CDRC every three years. Those who fail to meet these requirements are removed from the roster of certified trainers. Trainers are recertified through a complete re-observation at least once every six years.

## Fiscal, Administrative and Electronic Case Management

### FISCAL MANAGEMENT

Each year, the CDRCs submit budgets to the Chief Administrative Judge through the ADRCIP. UCS provides CDRCs with initial grants of \$20,000 per county served and may provide additional funds up to 50% of each agency's remaining costs to operate a CDRC with dollars matched by other funds to the program, as detailed in the chart on this page.

2006-2007 LOCAL REVENUE DISTRIBUTION		
REVENUE SOURCE	REVENUE	% OF FUNDING
Counties / Municipalities	\$1,339,792	10.9%
DSS Programs	\$599,424	4.9%
State Funding	\$516,976	4.2%
Fees for Services	\$498,602	4.0%
Youth Bureaus	\$442,772	3.6%
Donations & Grants	\$263,886	2.1%
United Way	\$209,360	1.7%
In-Kind	\$180,062	1.4%
School Districts	\$132,357	1.1%
IOLA	\$43,954	0.4%
<b>Total Local Revenue</b>	<b>\$4,227,185</b>	<b>34.3%</b>
UCS ADRCIP	\$5,086,576	41.3%
UCS Judicial Districts	\$3,005,834	24.4%
<b>Total UCS Funds</b>	<b>\$8,092,410</b>	<b>65.7%</b>
<b>Total Funding</b>	<b>\$12,319,595</b>	<b>100.0%</b>

In fiscal year 2006-2007, grant awards from the Unified Court System's ADRCIP to not-for-profit agencies for community dispute resolution services totaled \$5,086,576. An additional \$3,005,834 was granted to CDRCs to provide Family Court litigants with mediation services regarding child custody and visitation, PINS, child permanency, and juvenile justice matters; this additional funding also supports CDRCs that provide mediation services to Supreme Court litigants with child custody and visitation matters.

During fiscal year 2006-2007, the average NYS UCS CDRC grant cost for each case screened was \$143; for each case conciliated, mediated, or arbitrated was \$259; and for each individual served was \$67. When funds from local courts are included, these numbers rise to \$227, \$411 and \$106, respectively.

### ADMINISTRATIVE MANAGEMENT

CDRCs in New York State are required to submit summary case information to the UCS for every case screened for alternative dispute resolution services. Information about the nature and outcome of the dispute, referral source, client demographics and other case

data are submitted to ADRCIP without identifying parties; names, addresses and other identifying information, while collected at the local level, are not transferred to UCS. ADRCIP, the UCS Office of Budget and Finance, District Administrative Judges' Offices, and local courts use this information to make a variety of funding, management, referral and programmatic decisions regarding CDRCs.

The web site for ADRCIP (<http://www.nycourts.gov/ip/adr>) has grown to include resources for ADR practitioners and CDRC administrators across the state. These resources include:

- Downloadable copies of reports and other publications;
- A downloadable copy of the CDRC program manual, reporting forms and enabling legislation for the CDRC;
- A calendar of upcoming trainings in dispute resolution skills;
- Contact information for the ADRCIP and CDRCs statewide;
- A summary of ADR pilot program initiatives.

### ELECTRONIC CASE MANAGEMENT

A standard computerized database at the local level has been developed in collaboration with the CDRCs and the UCS Division of Technology (DOT). The resulting process allows centers to securely transfer their summary case information electronically via a secure internet connection to storage at the DOT. The CDRCs in New York State have used grants from the National Association for Community Mediation (NAFCM), funded by the William and Flora Hewlett Foundation, to implement electronic case management with the Dispute Resolution Case Management System (DRCMS). This technology streamlines the tasks of analyzing data and reporting trends.

ADRCIP provides support and technical assistance for DRCMS as necessary, and the system is updated periodically to reflect changing practices within the dispute resolution field. In 2006, ADRCIP conducted a major overhaul of the DRCMS software to enhance user experience, collect more information and provide programs with greater access to local data.

## **APPENDIX A**

### **LOCAL PROGRAM SUMMARIES**

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

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LOCAL PROGRAM SUMMARIES – FIRST & SECOND JUDICIAL DISTRICTS

SAFE HORIZON

**Contract Provider:** Safe Horizon

**Counties Served:** New York and Kings Counties

**Senior Mediation Director:** Brad Heckman

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

**Satellite Offices:**

*Kings County: Brooklyn Mediation Program:* 210 Joralemon St., Room 618, Brooklyn, N.Y. 11201

**Total Number of Staff:** 17

**Total Number of Full Time Equivalent Positions:** 16

**Total Number of Mediators:** 183

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor; Landlord-Tenant; Family; Acquaintances; Consumer-Merchant; Employee-Employer; Co-Workers; Child Custody & Visitation; Victim-Offender; Housing; Special Education; Department of Labor; Early Intervention; Small Claims; Civil Court Personal Appearance Part; Intra and Inter Organizational; Multiparty; One-Party Sessions; Community Facilitation; Lemon Law Arbitration; 9/11 Mediation.

**Referrals and Involvement in Courts:** Criminal Court Dispute Referral Center; Civil Court (Small Claims, Personal Appearance Part), Criminal Court; Housing Courts; and Kings County Supreme Court

**Involvement in Schools:** The CDRC works with the NYC Department of Education to provide conflict management training to guidance counselors, teachers, and other school staff. In addition, the CDRC administers a Special Education Mediation Program and provides on-site mediation services within several schools in Manhattan and Brooklyn.

**Other Referral Sources:** The CDRC receives case referrals from municipal agencies (Department of Education; Administration for Children's Services; Department of Mental Health; Housing Authority, Probation Departments, etc.); community based organizations; law enforcement; schools; faith-based and neighborhood groups; city council members and other elected officials; and from other programs within the Safe Horizon agency.

**Trainings Offered:** Basic Mediation; Advanced Mediation; Special Education Mediation, Early Intervention Mediation, Group Facilitation; Effective Communication; and Conflict Management Skills.

**Certified Trainer(s):** Gene Johnson

**Additional Program Information:** The CDRC operates a Training Institute, through which it offers training and presentations on conflict management skills to municipal agencies, community-based organizations, and social service providers.

WASHINGTON HEIGHTS-INWOOD COALITION

**Contract Provider:** Washington Heights Inwood Coalition Mediation Project

**County Served:** New York City (Northern Manhattan)

**Executive Director:** John Swauger

**Mediation Project Director:** Mary Ely Pena Gratereaux

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

**Satellite Office:** None

**Total Number of Staff:** 3

**Total Number of Full Time Equivalent Positions:** 3

**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:** Referrals are received from the New York City Criminal Court Dispute Referral Center.

**Involvement in Schools:** Conflict management trainings were conducted for students in schools.

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

**Trainings Offered:** Basic Mediation Training (offered in both English and Spanish)

**Certified Trainer:** Consultants

**Additional Program Information:** Housing Program, Youth Program, Parents Support Group; Child Abuse Prevention Program, Family Literacy, Food Stamp Outreach.

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**LOCAL PROGRAM SUMMARIES – FIRST & SECOND JUDICIAL DISTRICTS**

**NEW YORK CENTER FOR INTERPERSONAL DEVELOPMENT  
STATEN ISLAND COMMUNITY RESOLUTION CENTER**

**Contract Provider:** New York Center for Interpersonal Development

**County Served:** Richmond County

**Executive Director:** Dominick J. Brancato

**Senior Director of Program Operations:** Candace Gonzalez

**Director of Court Referral and Conflict Resolution Services:** Kathleen M. Vaughan

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

**Satellite Office(s):** Curtis High School, Port Richmond High School and McKee High School.

**Total Number of Staff:** 20

**Total Number of Full Time Equivalent Positions:** 13.5

**Total Number of Mediators:** 75

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor, Landlord-Tenant, Family & Parenting, Truancy Prevention Mediation, Lemon Law Arbitration, Special Education, Early Intervention, Multi-Party, Parent-Teen, Peer Mediation, Small Claims Mediation and Community Facilitation, Restorative Justice (Victim/Offender Mediation and Group Conferencing), Workplace Mediation, Juvenile Shoplifting Prevention, A.C.T. for the Children, and Supervised Visitation.

**Referrals and Involvement in Courts:** Direct referrals from Criminal, Small Claims, Supreme and Integrated Domestic Violence Courts. Mediations are conducted in Civil Court for civil, small claims and housing matters.

**Involvement in Schools:** The Center works with six different schools in grades K-12, including two alternative high schools.

**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, Family & Divorce Mediation, Truancy Prevention Mediation and Cultural Diversity.

**Certified Trainer(s):** Consultants

**Additional Information:** NY Center works in cooperation with the Richmond County District Attorneys Office County Court Dispute Referral Center.



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LOCAL PROGRAM SUMMARIES – THIRD JUDICIAL DISTRICT

MEDIATION MATTERS, INC.

**Contract Provider:** Mediation Matters, Inc.

**Counties Served:** Albany, Rensselaer, Saratoga, Warren and Washington

**Executive Director:** Peter Glassman

**Main Office:** 10 N. Russell Road, Albany, N.Y. 12206

**Satellite Office: Rensselaer County-** 258 Broadway, Troy, NY 12180

**Saratoga County-** 480 Broadway, LL-32 Saratoga Springs, NY 12866

**Warren County-** Warren County Family Court, Lake George, NY 12845

**Total Number of Staff:** 14

**Total Number of Full Time Equivalent Positions:** 8

**Total Number of Mediators:** 120

**Types of Cases Handled or Programs Offered:** Albany and Rensselaer Counties 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, PINS and Child Permanency Mediation, Family Team Conferencing and Public Discourse.

**Referrals and Involvement in Courts:** Albany County Supreme Court, Albany Police Court, Colonie Town Court, Albany, Cohoes, Saratoga, Troy and Watervliet City Courts, Albany, Rensselaer, Saratoga, Warren and Washington Counties Family Courts, Albany and Rensselaer Counties CASA.

**Involvement in Schools:** Center is involved with several schools in Albany and Rensselaer Counties. Work includes Safe Schools training and workshops, peer mediation, diversity training, anger management and violence prevention.

**Other Referral Sources:** Albany District Attorney's Office, Legal Aid Society of NENY, Schools, United Tenants of Albany, Police Departments, Department of Children, Youth and Families, private attorneys, neighborhood associations, municipal departments.

**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):** Peter Glassman

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**LOCAL PROGRAM SUMMARIES – THIRD JUDICIAL DISTRICT**

**COMMON GROUND DISPUTE RESOLUTION, INC.**

**Contract Provider:** Common Ground Dispute Resolution, Inc.

**Counties Served:** Columbia and Greene

**Director:** Dawn Wallant

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

**Satellite Office(s):** 518 Warren Street, P.O. Box 34, Hudson, New York

**Total Number of Staff:** 5

**Total Number of Full Time Equivalent Positions:** 4

**Total Number of Mediators:** 32

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor; Landlord-Tenant; Custody-Visitation; School Mediations; Early Intervention; Parent-Child; PINS Diversion Mediation; Special Education; Mobile Home; Multi-party; Divorce Mediation; Lemon Law Arbitration; Human Rights Mediation; VOM; Small Claims; Community Facilitated Dialogue, Co-Parenting Education, Surrogate Decision-Making.

**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, anti-bullying programs and conflict resolution workshops to schools, agencies and groups in the community

**Other Referral Sources:** Center receives cases from police, district attorney, attorneys, churches, Dept. 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, Parenting Education.

**Certified Trainer:** Consultants

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LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

TRI-COUNTY MEDIATION CENTER

**Contract Provider:** Catholic Charities of Fulton & Montgomery Counties

**Counties Served:** Fulton, Montgomery, and Schoharie Counties

**Director of Conflict Resolution Services:** Stephanie Bornt

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

**Satellite Office(s):** 434 Main Street, Main Street, Schoharie, NY 12157

**Total Number of Staff:** 5

**Total Number of Full Time Equivalent Positions:** 4

**Total Number of Mediators:** 34

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor; Consumer-Merchant; Landlord-Tenant; Interpersonal; Parent-Teen; Employer-Employee; Small Claims; Child Custody and Visitation; Elder Adult; 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, USDA mediations and PINS Diversion.

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

**Involvement in Schools:** Conflict Resolution Skills, Anger Management, Healthy Communications and Peer Mediation

**Other Referral Sources:** The Center receives cases from the district attorney, Legal Aid, private attorneys, probation, businesses, Head Start, the attorney general, law guardians, Department of Social Services, Board of Education, and Community Action programs.

**Trainings Offered:** Community Mediation, Healthy Communications, Anger Management, Peer Mediation, Peer Leadership and Conflict Resolution Skills.

**Certified Trainer(s):** Consultants

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## LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

### LAW, ORDER & JUSTICE ALTERNATIVE DISPUTE RESOLUTION SERVICES

**Contract Provider:** Law, Order & Justice Center  
**County Served:** Schenectady County  
**Executive Director:** Laura Zeliger  
**Conflict Resolution Services Director:** Roy Spina  
**Main Office:** 144 Barrett St., Schenectady, N.Y. 12305

**Total Number of Staff:** 7  
**Total Number of Full Time Equivalent Positions:** 5  
**Total Number of Mediators:** 27

**Types of Cases Handled or Programs Offered:** Family issues include: divorce, custody, visitation and support. Neighborhood and work site disputes include: landlord-tenant and employee-employer. Multi-party conflicts include: problem identification, goal-setting, strategic planning. Youth-related matters include: mischief, truancy, communication between student-teacher, and student-student. Other programs offered are: VESID, Lemon Law Arbitration, Special Education-Early Intervention Mediation, Parent-Child Mediation and Peer Mediation and Conflict Resolution workshops and trainings for schools, colleges and community agencies.

**Referrals and Involvement in Courts:** Schenectady City Small Claims Court, Police Court, Supreme Court and Family Court. Staff and volunteers provide court coverage to offer mediation on site for Town Courts of Niskayuna, Rotterdam, Scotia-Glenville, Duanesburg, and Princetown.

**Involvement in Schools:** Conflict Resolution Skills are taught in Schenectady City, School District. Additionally we provide peer mediation training and coordination at the Schenectady High School and three Middle Schools.

**Other Referral Sources:** Agency referrals, e.g., YWCA, DSS, DA's Office, Community Police, Law Guardians, Attorneys, Schools, Churches, Colleges, Municipal Housing, Youth Aid Bureau and community members.

**Trainings Offered:** Peer mediation, child support, divorce, custody-visitation, conflict resolution education classes for youth, workshops and presentations on conflict resolution, basic skills in community mediation.

**Certified Trainer(s):** Consultants

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**LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT**

**NORTH COUNTRY CONFLICT RESOLUTION SERVICES**

**Contract Provider:** Rural Law Center of New York, Inc.

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

**Executive Director, Rural Law Center of NY:** Susan Patnode

**Director, North Country Conflict Resolution Services:** Julie Davies

**Main Office:** Rural Law Center, 56 Cornelia Street, Plattsburgh, NY 12901

**Satellite Offices:**

Clinton County: 22 US Oval, Suite 125, Plattsburgh, N.Y. 12903

Essex County: Town Hall, Town of North Elba, 2693 Main St. Suite 204, Lake Placid, N.Y.

Franklin County: 213 West Main St., Malone, N.Y. 12953

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

St. Lawrence County: 72 Main Street, Suite 201, Massena, N.Y. 13662

**Number of Staff:** 6

**Total Number of full time equivalent positions:** 4.25

**Total Number of Mediators:** 61

**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, PINS Diversion, Agricultural Mediation, Pre-Divorce Dialogue, Attorney-Client Fee Arbitration, Zoning, Mobile Home, Matrimonial Fee Disputes, Surrogate Decision Making, and Victim-Offender mediation.

**Referrals and Involvement in Courts:** Ogdensburg and Plattsburgh City Courts, Clinton, Essex, Franklin and St. Lawrence County Family Courts, and 43 Town & Village Courts throughout the five county region

**Involvement in Schools:** 21<sup>st</sup> Century After-School program, Staff Development, College and University presentations, Peer-School Mediation Trainings and Workshops involved in all grades

**Other referral Sources:** Counselors, Churches, Departments of Social Services, Legal Aid, Public Agencies, State Police, Local Police, Sheriff, Businesses, Schools, Housing, Human Service Agencies, Hospitals and Nursing Homes, Tribal Council, and Private Attorneys

**Certified Trainers:** Consultants

**Additional Program Information:** Programs with county Offices for the Aging, Massena Chamber of Commerce, Better Business Bureau, Service Organizations, Communities, Towns and the Akwesasne Indian Reservation

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LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

DISPUTE RESOLUTION CENTER OF HERKIMER COUNTY

**Contract Provider:** Catholic Charities of Herkimer County

**County Served:** Herkimer

**Dispute Resolution Services Director:** Michael Kapala

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

**Total Number of Staff:** 3

**Total Number of Full Time Equivalent Positions:** 2.57

**Total Number of Mediators:** 10

**Types of Cases Handled or Programs Offered:** Housing, Neighbor-Neighbor, Landlord-Tenant, Divorce, Custody-Visitation, Child Support, School issues, Early Intervention, Parent-Child, Special Education, Mobile Home, Agricultural, Matrimonial Fee Disputes, Small Claims, Consumer-Merchant, VESID, and Interpersonal mediations; Fraud/Bad Check conciliations; and Lemon Law Arbitration.

**Referrals and Involvement in Courts:** Little Falls City Court, Herkimer County Family Court and local Town & Village Courts

**Involvement in Schools:** Partners in development and services of Treaty Conflict Resolution Program, Conflict resolution refresher workshops, peer mediation training

**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, NYS Attorney General's Office, schools, churches, FarmNet, Cornell Cooperative Extension and Probation Department

**Trainings Offered:** Community and Family Mediation, Peer Mediation, Conflict Resolution and Violence Prevention, Communication Skills, Special Education, and Custody-Visitation

**Certified Trainer(s):** Consultants

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LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

RESOLUTION CENTER OF JEFFERSON AND LEWIS COUNTIES

**Contract Provider:** Resolution Center of Jefferson and Lewis Counties

**Counties Served:** Jefferson and Lewis

**Executive Director:** Linya Bell

**Main Office:** 200 Washington Street, Suite 207, Watertown, N.Y. 13601

**Satellite Office(s):** Lewis County: 5420 Shady Avenue, Lowville, N.Y. 12267 (mediation site only; local phone calls forwarded to Watertown office)

**Total Number of Staff:** 8

**Total Number of Full Time Equivalent Positions:** 6.4

**Total Number of Mediators:** 22

**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, Family Team Meetings, 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, Youth Court.

**Referrals and Involvement in Courts:** Town and Village Courts, City Court and Family Court, and Youth Court referrals from police and probation departments.

**Involvement in Schools:** Center contracts with 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:** Schools. New York State Department of Law, Courts, Police Agencies, Private and Public Agencies, Walk Ins, Probation Department, Businesses.

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

**Certified Trainer(s):** Consultants

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LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

**PEACEMAKER PROGRAM, INC.**

**Contract Provider:** Peacemaker Program, Inc.

**County Served:** Oneida

**Executive Director:** Brenda E. Episcopo

**Main Office:** 270 Genesee St., Utica, N.Y. 13502

**Satellite Office(s):** Rome City Court, (Space provided for hearings and intake only) 100 West Court 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, Elizabeth St., Utica, NY 13501 and Rome Office, 301 West Dominick Street, Rome, NY 13440

**Total Number of Staff:** 7

**Total Number of Full Time Equivalent Positions:** 5.75

**Total Number of Mediators:** 30

**Types of Cases Handled or Programs Offered:** Small Claims, Child Custody-Visitation and Support, Parent-Child, Family Issues, Interpersonal disputes; School Issues, Special Education, Early Intervention; Victim-Offender, Consumer-Merchant, Breach of Contract, Housing and Mobile Home Disputes; Neighbor and other Community Disputes, Property Disputes, Workplace disputes, Permanency Mediation, Lemon Law Arbitration, VESID and Surrogate Decision Making Program, CASA, and Adventure Youth Development Programs

**Referrals and Involvement with Courts:** Utica and Rome City Courts, Oneida County Family Court and Oneida County Supreme Court

**Other Referral Sources:** City of Utica, Probation, Public Health, Civil Service Employee Assoc., Family Nurturing Center, Mohawk Valley Community Action, Legal Aid Society of Central New York, YWCA, Oneida County Bar Association, Dept. of Social Services, Office for the Aging, Resource Center for Independent Living, Attorney General's Office, School Districts, Department of Social Services, School Partnerships for Youth, Child Advocacy Centers, and Public Defender

**Trainings Offered:** Organizational and School conflict management; workplace and family conflict resolution and management skills; Initial, Custody-Visitation, Parent/Child and Small Claims mediation, Negotiation Skills, Effective Communication, and special programs for service providers with clients in conflict

**Certified Trainers:** Consultants



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**LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT**

**NEW JUSTICE CONFLICT RESOLUTION SERVICES**

**Contract Provider:** New Justice Conflict Resolution, Services, Inc.

**Counties Served:** Onondaga, Oswego, Cortland, Madison

**Executive 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: 161 W. First Street, Oswego, N.Y. 13126.

**Total Number of Staff:** 15

**Total Number of Full Time Equivalent Positions:** 13.15

**Total Number of Mediators:** 14

**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,

**Other Referral Sources:** Police, Schools, Private Attorneys, Public Agencies.

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

**Certified Trainer(s):** John W. McCullough

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## LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT

### ACCORD

**Contract Provider:** Accord Center for Dispute Resolution, Inc.

**Counties Served:** Broome and Tioga

**Director:** Richard E. Squire

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

**Satellite Office(s):** Tioga County: 16 Court Street, Owego

Mailing address: 56 Main Street, Owego, NY 13827

**Total Number of Staff:** 14

**Total Number of Full Time Equivalent Positions:** 10.37

**Total Number of Mediators:** 65

**Types of Cases Handled or Programs Offered:** Small Claims, Minor Criminal, Child Custody, Visitation and Support, Family mediation, Peer Mediation training and program support, Assisted Senior Communication ( for seniors, their families and others), Divorce, Special Education, VESID, Lemon Law Arbitration, Surrogate Decision Making, and Family Court Petition Intake, and Court Appointed Special Advocates (CASA) coordination.

**Referrals and Involvement in Courts:** Small Claims cases from Binghamton City Court and the Town of Union Court; Broome and Tioga County Family Courts and Town & Village Courts.

**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.

**Other Referral Sources:** Community-Based organizations, Broome & Tioga County Probation Departments, schools, local businesses and private attorneys.

**Trainings Offered:** Initial Mediation Training, Child Custody and Visitation.

**Certified Trainer(s):** Beth Kurkoski-Child Custody and Visitation; Consultants

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**LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT**

**DISPUTE RESOLUTION CENTER OF  
CHENANGO, DELAWARE & OTSEGO COUNTIES**

**Contract Provider:** Catholic Charities of Delaware & Otsego Counties

**Counties Served:** Chenango, Delaware and Otsego

**Conflict Resolution Services Director:** Jennifer L. Morris

**Main Office:** 26 Conkey Ave., Eaton Center, 3rd Floor, Norwich, N.Y. 13815

**Satellite Office(s):** 176 Main Street, Oneonta, NY 13820

**Local Funding Sources:** IOLA, Training Fees, Catholic Charities, Lemon Law Arbitration and Special Education and USDA Agricultural Mediation, Youth Programs, United Way, New York Life Foundation and County Youth Bureau

**Total Number of Staff:** 13

**Total Number of Full Time Equivalent Positions:** 10

**Total Number of Mediators:** 50

**Types of Cases Handled or Programs Offered:** Community mediations including: Special Education, Victim-Offender, Adult-Child, Custody-Visitation, Mobile Home, Multi-Party, School, Permanency and Agricultural Mediations; Lemon Law and Fee Dispute Arbitration, Conciliations, Peer Mediation; Petition Intake Assistance, and programs in conflict management and community building

**Referrals and Involvement in Courts:** Custody-Visitation cases referred from Family Court, 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, Staff Development and various tailored training needs of school districts. We work with school districts providing training from elementary through college level

**Other Referral Sources:** Sources include Chamber of Commerce, private and civic agencies, Clergy, law enforcement, Probation, Counselors, Attorneys, Legal Aid, Drug Treatment Courts, and government agencies including Department of Children and Families

**Trainings Offered:** Basic, Custody-Visitation and Peer mediation, Peacemaker Training, and customized community trainings including staff development.

**Certified Trainer(s):** Donna Kankiewicz

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**LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT**

**COMMUNITY DISPUTE RESOLUTION CENTER, INC.**

**Contract Provider:** Community Dispute Resolution Center, Inc.

**Counties Served:** Chemung, Schuyler & Tompkins

**Executive Director:** Judith A. Saul

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

**Satellite Office(s):** Chemung County: 215 E. Church St., Suite 103, Elmira, N.Y. 14901

Schuyler County: Rm. 305, 208 Broadway, Montour Falls, NY 14865

**Total Number of Staff:** 14

**Total Number of Full Time Equivalent Positions:** 13.8

**Total Number of Mediators:** 65

**Types of Cases Handled or Programs Offered:** Mediation and Facilitation with the following groups: Neighbors, landlords and tenants, consumers and merchants, senior adults and their families, young people and their families, separated or divorced parents, victims and offenders, communities, organizations, businesses, governments, and schools. In addition, CDRC offers special mediation services through Child Permanency, Peer, Elder, Mobile Home, Special Education, VESID, Early Intervention and Agricultural Mediation and Lemon Law arbitration.

**Referrals and Involvement in Courts:** Ithaca City Court, Family, Town and Village Courts in Chemung, Schuyler and Tompkins Counties. CDRC provides on-site mediations in Ithaca Small Claims Court and Petition Intake Assistance in Chemung, Schuyler and Tompkins Family Courts.

**Involvement in Schools:** Provide peer mediation in Elmira, Horseheads, Watkins Glen, and Ithaca City school districts. Facilitate “Teen Talk” and “Kid Talk” conflict education workshops in all school districts as well as ongoing work with school staff and administration of Ithaca and Elmira City School Districts.

**Other Referral Sources:** CDRC receives referrals from Judges and Court staff, Departments of Social Services, and other community agencies, schools, attorneys and previous clients.

**Trainings Offered:** Basic, Parenting Plan, Parent-Teen, Peer, Elder, and Child Permanency mediation in a transformative framework; Multi-Party Collaborative Problem-Solving; Conflict Resolution and Facilitation.

**Certified Trainer(s):** Judith A. Saul

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LOCAL PROGRAM SUMMARIES – SEVENTH & EIGHTH JUDICIAL DISTRICTS

**CENTER FOR DISPUTE SETTLEMENT, INC.**

**Contract Provider:** Center for Dispute Settlement, Inc.

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

**Executive Director:** Sherry Walker-Cowart

**Main Office:** Monroe County: 16 E. Main Street, 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

Monroe County: 3 Vince Tofany Blvd. Rochester, N.Y. 14612

Ontario County: 120 N. Main Street, Canandaigua, N.Y. 14424

Seneca County: 48 W. Williams St., 2nd Fl., Waterloo, N.Y. 13165

Steuben County: 22 Liberty St., Bath, N.Y. 14810

82 Main St. Hornell, N.Y. 14843

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

Yates County: County Court House, 145 Liberty St., Penn Yan, N.Y. 14527

**Total Number of Staff:** 31

**Total Number of Full Time Equivalent Positions:** 28.6

**Total Number of Mediators:** 142

**Types of Cases Handled or Programs Offered:** Family; Juvenile; PINS; Neighbor-Neighbor; Landlord-Tenant; Family and Supreme Court Custody & Visitation; Permanency mediations, Interventions & Facilitation; Divorce Mediation & Arbitration (Supreme Court); Special Education & Early Intervention Mediation; Mobile Home; Small Claims Mediation & Arbitration; Agricultural and Labor Mediation; Lemon Law Arbitration and Election services; Surrogate Decision Making; Police Complaint Intake; Police Conciliation and Police Civilian Review; Victim/Offender Mediation and Conferencing; Surrogate Decision Making and Election Services

**Referrals and Involvement in Courts:** Offices in Rochester City Court, Monroe County Family Court; Civil, small claims and criminal matters from town & village justices, city (including pre-warrant), County Courts and Supreme Court

**Involvement in Schools:** Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes in all eight counties, Peer Mediation Summits for school aged youth

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

**Trainings Offered:** Principles of Mediation, Peer Mediation, Custody and Visitation, Train-the-Trainers, Anger Management, Conflict Resolution, Principles of Arbitration and Managing Client-Consumer Conflicts, Facilitation Juvenile Family Group Conferencing, Victim/Offender mediation and PINS mediation

**Certified Trainer(s):** Donna Durbin and consultants

**CENTER FOR RESOLUTION AND JUSTICE**

**Contract Provider:** Child and Family Services

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

**Conflict Resolution Services Director:** Julie M. Loesch, Esq.

**Main Office:** 625 Delaware Avenue, Suite 300, Buffalo, NY 14202

**Satellite Office(s):**

*Erie County:* Buffalo City Court, 50 Delaware Avenue, Buffalo, N.Y. 14202 and Family Court, One Niagara Plaza, Buffalo, NY, 14202

*Allegany & Cattaraugus 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 & Wyoming Counties:* 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

**Total Number of Staff:** 15

**Total Number of Full Time Equivalent Positions:** 12

**Total Number of Mediators and Arbitrators:** 55

**Types of Cases Handled or Programs Offered:** Community, Custody-Visitation and Divorce mediation; Juvenile Mediation Programs; VESID, Special Education and Early Intervention Mediation; Lemon Law and Manufactured Housing mediation; Surrogate Decision Making; NYS Agricultural mediation, Peacemaking Circles, Victim Offender and Group Conferencing, Crime Impact Classes, Anger Management and Shoplifting Prevention Programs

**Referrals and Involvement in Courts:** City courts, Town and Village courts, Family Courts

**Involvement in Schools:** Peacemaking Circles, Victim Offender Dialogues, Anti-Bullying and Family Conferencing

**Other Referral Sources:** Police, district attorneys, magistrates associations, state legislators, Better Business Bureau, city and county offices, schools, Probation and social services agencies

**Trainings Offered:** Community Mediation, Custody/Visitation mediation, Mentoring, Conflict Management, Peer Mediation, Effective Customer Service, and Victim/Offender Conferencing

**Certified Trainer(s):** Consultants

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LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

WESTCHESTER MEDIATION CENTER

**Contract Provider:** 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; 105 Stevens Ave., Mt. Vernon, N.Y. 10550.

**Total Number of Staff:** 24

**Total Number of Full Time Equivalent Positions:** 22.5

**Total Number of Mediators:** 64

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor, Parent Child, Custody/Visitation, Support, Labor, and Landlord Tenant mediation; School Mediation and Conflict Resolution; VESID, Early Intervention and Special Education mediation; Lemon Law Arbitration, Victim Offender Dialogs; Eviction Prevention, Small Claims Court and Community Mediation; Group Conferencing

**Referrals and Involvement in Courts:** Mamaroneck, Ossining, Peekskill, Port Chester, Scarsdale, Sleepy Hollow, and Yorktown Town & Village Courts; White Plains City Court; Mt. Vernon and Yonkers Housing Courts; and Westchester County Family Courts

**Involvement in Schools:** School Mediation program includes Peer Mediation and Conflict Management Training for students, teachers and administrators in middle and high schools, in Yonkers, Greenberg, Hawthorn, Peekskill, Port Chester, Somers, Briarcliff and Bedford-Mt. Kisco public and private schools

**Other Referral Sources:** Police, district attorney's office, Probation Dept., Dept. of Social Services, private and public agencies, and NYS Division of Housing

**Trainings Offered:** Community, Custody-Visitation, Parent-Child, Peer Mediation and Group Conferencing

**Certified Trainer(s):** Jenny Besch and consultants

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## LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

### DISPUTE RESOLUTION CENTER

**Contract Provider:** Dispute Resolution Center

**Counties Served:** Orange and Putnam, Sullivan and Ulster Counties

**Executive Director:** Rosalyn Magidson

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

**Satellite Offices:**

Putnam County: 34 Gleneida Ave., Carmel, NY 10512

Sullivan County: 63 Liberty Street, PO Box 786, Monticello, NY 12701

Ulster County: 25 Lucas Avenue, PO Box 3074, Kingston, NY 12402

**Total Number of Staff:** 24

**Total Number of Full Time Equivalent Positions:** 19.32

**Total Number of Mediators:** 95

**Types of Cases Handled or Programs Offered:** Business Solutions, Custody-Visitation, Community Dispute Resolution, Court Referred Divorce Mediation, Child Permanency Planning, Elder Mediation, Family Group Conferencing, Divorce Mediation, Parent-Child, Neighbor-Neighbor, Landlord-Tenant, Early Intervention, Small Claims, PINS Diversion and Crisis Intervention, School Mediation & Peer Mediation, Business Solution and Workplace Mediation, Mobile Home, Special Education, Lemon Law Arbitration, NYS Agricultural Mediation, Section 8 Housing Arbitration, Youth Community Service, CASA program coordination, Access and Visitation, Youthful Offender Victim Impact Panel and Parenting Education programs, Large and Small Group facilitation and Visioning.

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

**Involvement in Schools:** The Dispute Resolution Center provides Peer Mediation and Conflict Resolution training in Elementary, Middle and High Schools

**Other Referral Sources:** Local and State Police agencies, Dept. of Social Services, Office for the Aging, senior adult housing associations, Consumer Fraud, Private Attorneys, Psychologists, District Attorney, Probation Dept., human service agencies, individuals, families, businesses and schools

**Trainings Offered:** Basic Mediation, Custody-Visitation Mediation, Divorce Mediation, Parent-Child, Peer Mediation, Effective Communication, Conflict Management, Managing Aggression and Anger Program (MAAP), Board Development, and customized trainings and workshops for organizations, schools and businesses

**Certified Trainers:** Rosalyn Magidson, MPA  
Eileen Rowley



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**LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT**

**MEDIATION CENTER OF DUTCHESS COUNTY, INC.**

**Contract Provider:** The Mediation Center of Dutchess County, Inc.

**County Served:** Dutchess County

**Executive Director:** Jody B. Miller

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

**Satellite Office(s):** None

**Total Number of Staff:** 7

**Total Number of Full Time Equivalent Positions:** 5

**Total Number of Mediators:** 30

**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; PINS Diversion; Lemon Law Arbitration; VESID mediation; Workplace services, Wise Talk Dialogue and Mediation Services for Older Adults, their families and communities, and the Domestic Violence and Mediation Safety Project

**Referrals and Involvement in Courts:** The Center accepts referrals from Dutchess County Family, City and Town Courts

**Involvement in School:** Peer Mediation Youth Mediator Summits and Mobile Mediators

**Other Referral Sources:** The Center accepts referrals from local and State Police Departments, Dept. of Probation, schools, Dept. of Social Services, Family Partnership Center agencies, Family Services, Mental Health Association, Human Rights Commission, and other local organizations

**Trainings Offered:** Community, Family and Peer Mediation, and Workplace Conflict Resolution

**Certified Trainer:** Jody Miller

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LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

VCS CENTER FOR CONFLICT RESOLUTION

**Contract Provider:** Volunteer Counseling Service  
**County Served:** Rockland  
**Conflict Resolution Services Director:** Myrnia Bass-Hargrove  
**Main Office:** 77 South Main St., New City, N.Y. 10956  
**Satellite Office(s):** None

**Total Number of Staff:** 3  
**Total Number of Full Time Equivalent Positions:** 3  
**Total Number of Mediators:** 57

**Types of Cases Handled or Programs Offered:** Neighbor-Neighbor; Landlord Tenant; School Mediations; Early Intervention; Parent-Child; Special Education; Mobile Home; Multi-party; 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 also made directly to the parties and our center is notified.

**Involvement in Schools:** The center provides all school districts in Rockland County with peer mediation training, and staff development in-service.

**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:** Consultants

**MAP & COMMUNITY MEDIATION CENTERS**

**Contract Provider:** EAC, Inc.

**Counties Served:** Nassau and Suffolk

**Conflict Resolution Services Executive Director:** Linda Barlow

**Conflict Resolution Services Program Director:** Pamela Allbright-Smith

**Main Office:** 50 Clinton St., Suite 107, Hempstead, N.Y. 11550

**Satellite Office:** *Nassau County:* 175 Fulton Avenue, Suite 400, Hempstead, NY 11550  
*Suffolk County:* 22 Lawrence Avenue, Suite 200, Smithtown, N.Y., 11788

**Total Number of Staff:** 13

**Total Number of Full Time Equivalent Positions:** 11

**Total Number of Mediators:** 98

**Types of Cases Handled or Programs Offered:** Community, landlord tenant, family, custody visitation mediation; school peer mediation programs; early intervention, parent child and special education mediation; Lemon Law Arbitration, Job Conciliation for Dept. of Social Services; Small Claims, Housing, VESID, manufactured housing and agricultural mediation; Surrogate Decision Making (SDMC) Coordination, Recreation and Conflict Resolution for Children with Special Needs

**Referrals and Involvement in Courts:**

Nassau County - Supreme and Family Courts, 2nd, 3rd and 4th District Courts, local Town and Village Courts

Suffolk County – Southampton, Southold and Easthampton Town and Village Courts, and 4<sup>th</sup> and 6th District Courts

**Involvement in Schools:** Peer mediation services, conflict resolution, diversity and anger management workshops throughout Nassau and Suffolk for grades K-12

**Other Referral Sources:** Police departments, District Attorney Office, Attorney General Office, NYS Dept. of Education, Dept. of Health, local community and civic groups, incorporated townships, Mental Health providers, public and private agencies, schools and legislators

**Trainings Offered:** Community, small claims, peer mediation, mental health and housing mediation; conflict management and diversity workshop training

**Certified Trainer(s):** Consultants

**QUEENS MEDIATION NETWORK**

**Contract Provider:** Community Mediation Services, Inc.

**County Served:** Queens

**Executive Director:** Mark Kleiman, J.D.

**Mediation Director:** Patricia Gargallo

**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 1288 Central Avenue, Far Rockaway, NY.

**Total Number of Staff:** 12

**Total Number of Full Time Equivalent Positions:** 9

**Total Number of Mediators:** 120

**Types of Cases Handled or Programs Offered:** Community, Landlord/Tenant, and 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, Civil, Family and Housing Courts.

**Involvement in Schools:** Peer Mediation and School-Beacon Center after school programs; mediation services for parents, staff and administration; and Conflict Resolution Skills training.

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

**Trainings Offered:** Community Mediation, Parent-Child Mediation, Custody-Visitation, School Mediation, Spanish Mediation, Communication, Conflict Resolution, Anger Management, Trauma Response, and Collaborative Problem Solving for Organizations.

**Certified Trainer(s):** Mark Kleiman, J.D.

**Additional Program Information:** Training Institute, Design Mediation Trainings.

**IMCR DISPUTE RESOLUTION CENTER**

**Contract Provider:** Institute for Mediation and Conflict Resolution, Inc.

**County Served:** Bronx County

**Executive Director:** Stephen E. Slate

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

**Satellite Office(s):** River Bay Corporation, 2049 Barton Avenue, Bronx, N.Y. 10475; Edenwald-Gunhill Neighborhood Center, 1150 East 229<sup>th</sup> Street, Bronx, NY 10466.

**Total Number of Staff:** 8

**Total Number of Full Time Equivalent Positions:** 8

**Total Number of Mediators:** 63

**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; Parent/Child and PINS Mediation; and Group Facilitation.

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

**Involvement in Schools:** ICCCR at Columbia University Teachers College; Mercy College, MS 5, 15, 113; JH 123; JH 218; PS 30, 227; and others by request.

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

**Trainings Offered:** Community and Custody/Visitation mediation; Training the Trainer, Cultural Diversity, etc.

**Certified Trainer(s):** Stephen E. Slate

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**NEW YORK STATE  
CERTIFIED MEDIATION TRAINERS**

To contact the certified trainers listed, call or email the Office of ADR  
Programs

**Type of Training: Initial  
Mediation (30-hour)**

Ms. Patricia Barnes  
Mr. Adam Berner  
Ms. Jenny Besch  
Ms. Beryl Blaustone  
Mr. Rodney Brown  
Ms. Elizabeth Clemants  
Mr. Ivan Deadrick  
Mr. Duke Fisher  
Mr. Peter Glassman  
Ms. Lynne Hurdle-Price  
Mr. Gene Johnson  
Ms. Donna Kankiewicz  
Professor Karleen Karlson  
Mr. Mark Kleiman  
Mr. James Kornbluh  
Ms. Michelle Leonard  
Professor Carol Liebman  
Professor Lela Love  
Ms. Rosalyn Magidson  
Ms. Leslyn McBean-Clairborne  
Mr. John McCullough  
Ms. Jody Miller  
Ms. Bridget Regan  
Ms. Eileen Rowley  
Ms. Judith Saul  
Ms. Beth Schwartz  
Mr. Stephen E. Slate  
Mr. Joseph B. Stulberg  
Mr. Andrew Thomas  
Mr. Chris Watler

**Type of Training:  
Custody/Visitation Mediation  
(12-hour)**

Mr. Adam Berner  
Ms. Jenny Besch  
Ms. Donna Durbin  
Mr. Duke Fisher  
Ms. Elayne Greenberg  
Ms. Donna Kankiewicz  
Mr. Mark Kleiman  
Ms. Beth Kurkoski  
Ms. Michelle Leonard  
Ms. Leslyn McBean-Clairborne  
Ms. Rosalyn Magidson  
Mr. John McCullough  
Ms. Jody Miller  
Ms. Judith Saul  
Ms. Beth Schwartz

## **APPENDIX B**

### **STATISTICAL TABLES**

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

## Table 1, Case Dispositions

Final Disposition	Total	% of Total
Arbitrated	35	0.1%
Both Declined	475	1.3%
Both failed to show	777	2.2%
Complainant Declined	1,362	3.8%
Complainant Failed to show	293	0.8%
Complainant Withdrew	1,513	4.3%
Conciliated w/o face-to-face session	107	0.3%
Decision Rendered	468	1.3%
DR Services Initiated-Issues Unamenable	642	1.8%
Facilitated	82	0.2%
Mediated - Full Agreement	13,410	37.8%
Mediated - No Agreement	4,181	11.8%
Mediated - Partial Agreement	654	1.8%
Mediated - Verbal Agreement	95	0.3%
Other	1,977	5.6%
Outreach Attempted-No Contact	1,918	5.4%
Resolved outside of program intervention	751	2.1%
Respondent Declined	2,175	6.1%
Respondent failed to show	1,236	3.5%
Respondent Withdrew	132	0.4%
Screened Inappropriate	1,501	4.2%
Unable to contact Complainant	599	1.7%
Unable to contact Respondent	1,126	3.2%
<b>Total</b>	<b>35,509</b>	<b>100.0%</b>

### Dispute Resolution Services Provided, Resolved

Final Disposition	Total	
Arbitrated	35	
Conciliated w/o face-to-face session	107	
Decision Rendered	468	
Facilitated	82	
Mediated - Full Agreement	13,410	
Mediated - Partial Agreement	654	
Mediated - Verbal Agreement	95	
	<b>14,851</b>	<b>42% Of total cases</b>
		<b>73% Of cases where DR services were provided</b>

### Dispute Resolution Services Provided, Not Resolved

Final Disposition	Total	
DR Services Initiated-Issues Unamenable	642	
Mediated - No Agreement	4,181	
	<b>4,823</b>	<b>14% Of total cases</b>
		<b>24% Of cases where DR services were provided</b>



**Table 2, Referral Sources**

Referral Source	Total	% of Total
Adult Protective Services	326	0.9%
Attorney General	48	0.1%
Business/Corporation	110	0.3%
City Court	7,910	22.3%
County Court	25	0.1%
Criminal Court	4	0.0%
Dept. of Social Services	216	0.6%
District Attorney	396	1.1%
Division of Human Rights	2	0.0%
Family Court Intake	197	0.6%
Family Court Judge	8,190	23.1%
Family Court Magistrate	9	0.0%
Law Guardian	9	0.0%
Legal Aid	195	0.5%
Media	151	0.4%
NYC Civil Ct - 2 Attorneys	4	0.0%
NYC Civil Ct - Housing	47	0.1%
NYC Civil Ct - Pro Se	595	1.7%
NYC Civil Ct - Small Claims	163	0.5%
NYS Division of Housing	451	1.3%
Other	1,157	3.3%
Police	2,556	7.2%
Prior Client (returning with new matter)	87	0.2%
Private Agency	864	2.4%
Private Attorney	216	0.6%
Probation	320	0.9%
Public Agency	4,053	11.4%
Public Defender	17	0.0%
Referred by Previous Client	438	1.2%
Religious Referral	9	0.0%
School	2,214	6.2%
Sheriff	41	0.1%
Small Claims Court	24	0.1%
State Police	26	0.1%
Supreme Court	147	0.4%
Town & Village Courts	1,182	3.3%
Walk-In	1,856	5.2%
Word of Mouth	1,254	3.5%
<b>Total</b>	<b>35,509</b>	<b>100.0%</b>

**Table 3, Case Types**

Case Type	Total	% of Total
Administrative Hearing	669	1.9%
Agricultural - Credit	284	0.8%
Agricultural - Non Credit	56	0.2%
Civil - Housing	2,681	7.6%
Civil - Large Claim	800	2.3%
Civil - Mobile Home	18	0.1%
Civil -Small Claims	8,260	23.3%
DSS Conciliation	1,959	5.5%
Early Intervention	16	0.0%
Felony	29	0.1%
Guardianship	12	0.0%
Juvenile Delinquency	426	1.2%
Lemon Law	367	1.0%
Matrimonial	687	1.9%
Misdemeanor/Violation	3,470	9.8%
Other	1,446	4.1%
Parenting Issues	10,017	28.2%
Peer Mediation	707	2.0%
Permanency	409	1.2%
PINS / Pre-Pins	1,871	5.3%
Probate/Estate	24	0.1%
Vesid	1	0.0%
Youth	1,300	3.7%
<b>Total</b>	<b>35,509</b>	<b>100.0%</b>

### Table 4, Party Relationships

Relationship	Total	% of Total
Acquaintances	2,289	6.4%
Boy/Girlfriend	255	0.7%
Caregiver/Caseworker	37	0.1%
Child in Common	1,495	4.2%
Child/Agency	426	1.2%
Client/Agency	2,901	8.2%
Consumer/Merchant	5,492	15.5%
Co-Workers	270	0.8%
Divorced	1,594	4.5%
Domestic Partners	47	0.1%
Employer/Employee	387	1.1%
Ex-boy/girlfriend	4,171	11.7%
Extended Family	604	1.7%
Friend	562	1.6%
Immediate Family	2,315	6.5%
Individual/Corporation	472	1.3%
Landlord/Tenant	3,378	9.5%
Lover-in-common	28	0.1%
Married	1,118	3.1%
Member of Group	29	0.1%
Neighbors	2,233	6.3%
Other	1,264	3.6%
Parent/Child	1,290	3.6%
Parent/Foster Parent	54	0.2%
Room/Housemates	198	0.6%
School/Parent	176	0.5%
Schoolmates	538	1.5%
Separated	1,022	2.9%
Strangers	864	2.4%
<b>Total</b>	<b>35,509</b>	<b>100.0%</b>

### Table 5, Referrals to Other Services

Service Referred To	Total	% of Total
Adult Protective Services	33	0.46%
Business/Corporation	6	0.08%
City Court	947	13.07%
County Court	4	0.06%
Dept. of Social Services	1	0.01%
District Attorney	54	0.75%
Family Court Judge	2,096	28.94%
Family Court Magistrate	2	0.03%
Legal Aid	63	0.87%
NYC Civil Ct - 2 Attorneys	5	0.07%
NYC Civil Ct - Housing	146	2.02%
NYC Civil Ct - Pro Se	519	7.17%
NYC Civil Ct - Small Claims	151	2.08%
NYS Division of Housing	24	0.33%
Other	285	3.93%
Police	962	13.28%
Prior Client (returning with new matter)	2	0.03%
Private Agency	375	5.18%
Private Attorney	121	1.67%
Probation	18	0.25%
Public Agency	308	4.25%
Public Defender	12	0.17%
Referred by Previous Client	4	0.06%
School	501	6.92%
Sheriff	2	0.03%
State Police	2	0.03%
Supreme Court	31	0.43%
Town & Village Courts	106	1.46%
Walk-In	457	6.31%
Word of Mouth	6	0.08%
<b>Total</b>	<b>7,243</b>	<b>100.00%</b>

### Table 6, Case Dispositions by County

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Albany	300	109	18	24	137	36	12	29	<b>665</b>
Allegany	103	3	1	7	20	1	1	0	<b>136</b>
Bronx	765	279	74	72	444	368	9	99	<b>2,110</b>
Broome	511	120	56	37	260	130	140	60	<b>1,314</b>
Cattaraugus	126	0	0	11	50	1	1	12	<b>201</b>
Cayuga	24	11	1	1	17	2	8	6	<b>70</b>
Chautauqua	373	104	7	87	145	57	55	18	<b>846</b>
Chemung	191	7	11	19	105	4	87	0	<b>424</b>
Chenango	73	8	115	6	37	3	57	6	<b>305</b>
Clinton	218	50	1	5	41	117	7	2	<b>441</b>
Columbia	95	21	56	13	23	8	27	2	<b>245</b>
Cortland	99	9	0	7	22	8	10	0	<b>155</b>
Delaware	76	11	100	14	51	2	3	7	<b>264</b>
Dutchess	284	148	149	19	190	6	67	35	<b>898</b>
Erie	432	84	108	41	122	113	33	24	<b>957</b>
Essex	47	6	6	2	18	3	40	9	<b>131</b>
Franklin	291	75	0	0	3	0	0	0	<b>369</b>
Fulton	32	12	5	12	42	14	19	1	<b>137</b>
Genesee	132	18	35	10	24	11	6	0	<b>236</b>
Greene	176	98	6	17	21	3	30	10	<b>361</b>
Hamilton	9	0	0	0	1	0	2	0	<b>12</b>
Herkimer	364	18	35	23	152	5	33	19	<b>649</b>
Jefferson	214	25	19	8	102	36	19	11	<b>434</b>
Kings	788	294	27	128	371	328	58	428	<b>2,422</b>
Lewis	21	0	3	1	19	9	0	1	<b>54</b>
Livingston	261	38	0	24	65	14	17	0	<b>419</b>
Madison	30	6	8	25	44	1	2	4	<b>120</b>
Monroe	363	94	50	4	168	70	15	28	<b>792</b>
Montgomery	72	23	13	9	44	16	6	34	<b>217</b>
Nassau	1,822	1,225	25	7	124	242	15	320	<b>3,780</b>
New York	689	278	9	95	198	153	73	72	<b>1,567</b>
Niagara	213	32	64	78	161	18	39	11	<b>616</b>
Oneida	260	49	13	26	50	25	17	11	<b>451</b>
Onondaga	356	46	47	13	274	47	104	12	<b>899</b>
Ontario	88	30	4	1	45	3	14	1	<b>186</b>
Orange	352	211	35	9	92	25	10	11	<b>745</b>
Orleans	5	1	0	0	0	0	0	0	<b>6</b>
Oswego	171	8	0	22	124	19	3	14	<b>361</b>
Otsego	73	9	1	4	34	3	16	1	<b>141</b>
Putnam	101	87	8	6	74	2	5	41	<b>324</b>
Queens	826	212	5	196	218	218	63	33	<b>1,771</b>

### Table 6, Case Dispositions by County

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Innappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	<b>Total</b>
Rensselaer	77	15	1	16	20	2	7	10	<b>148</b>
Richmond	608	75	48	243	225	32	107	193	<b>1,531</b>
Rockland	78	27	0	3	14	0	8	3	<b>133</b>
Saratoga	98	33	417	1	58	2	52	5	<b>666</b>
Schenectady	83	92	11	29	148	6	8	18	<b>395</b>
Schoharie	6	3	1	1	12	1	5	1	<b>30</b>
Schuyler	83	18	3	5	33	3	25	0	<b>170</b>
Seneca	46	19	8	3	5	6	4	3	<b>94</b>
St. Lawrence	559	48	13	0	36	17	2	25	<b>700</b>
Steuben	263	39	72	8	85	35	71	262	<b>835</b>
Suffolk	525	206	42	1	128	26	33	4	<b>965</b>
Sullivan	123	23	0	1	5	7	0	0	<b>159</b>
Tioga	80	7	0	0	89	0	0	1	<b>177</b>
Tompkins	144	26	28	32	98	6	86	0	<b>420</b>
Ulster	69	34	102	13	272	2	26	9	<b>527</b>
Warren	137	41	32	15	28	3	9	5	<b>270</b>
Washington	30	2	0	1	6	1	1	1	<b>42</b>
Wayne	86	13	0	2	26	2	1	2	<b>132</b>
Westchester	969	218	20	40	223	23	156	62	<b>1,711</b>
Wyoming	29	6	1	4	1	2	0	1	<b>44</b>
Yates	83	19	4	0	13	9	1	0	<b>129</b>
<b>Total</b>	<b>15,602</b>	<b>4,823</b>	<b>1,918</b>	<b>1,501</b>	<b>5,657</b>	<b>2,306</b>	<b>1,725</b>	<b>1,977</b>	<b>35,509</b>

Table 7  
UCS Revenue to CDRCs

<u>Agency</u>	<u>County</u>	<u>Allocations from ADRCIP</u>	<u>District Allocation</u>	<u>Total Allocation</u>
<b>Third Judicial District</b>				
Common Ground	Columbia	\$48,772	\$21,127	\$69,899
Common Ground	Greene	\$41,966	\$23,697	\$65,663
Dispute Resolution Center	Sullivan	\$25,289	\$29,316	\$54,605
Dispute Resolution Center	Ulster	\$80,081	\$52,520	\$132,601
Mediation Matters	Albany	\$124,030	\$80,521	\$204,551
Mediation Matters	Rensselaer	\$42,148	\$46,768	\$88,916
	<b>TOTAL</b>	<b>\$362,286</b>	<b>\$253,949</b>	<b>\$616,235</b>
<b>Fourth Judicial District</b>				
Catholic Charities of Fulton & Montgomery Counties	Fulton	\$39,900	\$27,919	\$67,819
Catholic Charities of Fulton & Montgomery Counties	Montgomery	\$39,899	\$14,301	\$54,200
Catholic Charities of Fulton & Montgomery Counties	Schoharie	\$21,074	\$0	\$21,074
Citizens for Law, Order and Justice of Schenectady	Schenectady	\$68,310	\$74,768	\$143,078
Mediation Matters	Saratoga	\$85,086	\$28,826	\$113,912
Mediation Matters	Warren	\$21,074	\$43,710	\$64,784
Mediation Matters	Washington	\$21,074	\$29,134	\$50,208
Rural Law Center	Clinton	\$31,611	\$30,192	\$61,803
Rural Law Center	Essex	\$21,074	\$16,104	\$37,178
Rural Law Center	Franklin	\$31,611	\$12,285	\$43,896
Rural Law Center	Hamilton	\$21,074	\$0	\$21,074
Rural Law Center	St. Lawrence	\$52,677	\$19,187	\$71,864
	<b>TOTAL</b>	<b>\$454,464</b>	<b>\$296,426</b>	<b>\$750,890</b>
<b>Fifth Judicial District</b>				
Catholic Charities of Herkimer County	Herkimer	\$59,099	\$47,200	\$106,299
New Justice Conflict Resolution	Onondaga	\$190,714	\$67,100	\$257,814
New Justice Conflict Resolution	Oswego	\$49,879	\$33,500	\$83,379
Peacemaker	Oneida	\$134,324	\$61,000	\$195,324
Resolution Center	Jefferson	\$60,248	\$33,500	\$93,748
Resolution Center	Lewis	\$21,074	\$8,400	\$29,474
	<b>TOTAL</b>	<b>\$515,338</b>	<b>\$250,700</b>	<b>\$766,038</b>
<b>Sixth Judicial District</b>				
ACCORD	Broome	\$122,687	\$89,776	\$212,463
ACCORD	Tioga	\$29,504	\$40,982	\$70,486
CC Delaware Otsego	Chenango	\$44,276	\$77,580	\$121,856
CC Delaware Otsego	Delaware	\$44,255	\$61,416	\$105,671
CC Delaware Otsego	Otsego	\$61,175	\$112,357	\$173,532
CDRC	Chemung	\$98,455	\$109,020	\$207,475
CDRC	Schuyler	\$21,074	\$29,647	\$50,721
CDRC	Tompkins	\$111,842	\$67,771	\$179,613
New Justice Conflict Resolution	Cortland	\$21,074	\$69,675	\$90,749
New Justice Conflict Resolution	Madison	\$31,739	\$30,899	\$62,638
	<b>TOTAL</b>	<b>\$586,081</b>	<b>\$689,123</b>	<b>\$1,275,204</b>

**Table 7**  
**UCS Revenue to CDRCs**

<u>Agency</u>	<u>County</u>	<u>Allocations from ADRCIP</u>	<u>District Allocation</u>	<u>Total Allocation</u>
<b>Seventh Judicial District</b>				
Center for Dispute Settlement	Cayuga	\$42,148	\$10,300	\$52,448
Center for Dispute Settlement	Livingston	\$29,504	\$41,433	\$70,937
Center for Dispute Settlement	Monroe	\$302,892	\$266,471	\$569,363
Center for Dispute Settlement	Ontario	\$46,363	\$33,615	\$79,978
Center for Dispute Settlement	Seneca	\$21,074	\$17,311	\$38,385
Center for Dispute Settlement	Steuben	\$51,631	\$31,046	\$82,677
Center for Dispute Settlement	Wayne	\$43,202	\$21,219	\$64,421
Center for Dispute Settlement	Yates	\$21,074	\$31,393	\$52,467
	<b>TOTAL</b>	<b>\$557,888</b>	<b>\$452,788</b>	<b>\$1,010,676</b>
<b>Eighth Judicial District</b>				
Catholic Charities of Buffalo	Erie, Niagara	\$77,900	\$37,984	\$115,884
Child & Family Services	Allegany	\$24,762	\$0	\$24,762
Child & Family Services	Cattaraugus	\$33,718	\$0	\$33,718
Child & Family Services	Chautauqua	\$42,148	\$30,900	\$73,048
Child & Family Services	Erie	\$238,494	\$55,620	\$294,114
Child & Family Services	Genesee	\$24,235	\$22,431	\$46,666
Child & Family Services	Niagara	\$66,383	\$41,200	\$107,583
Child & Family Services	Orleans	\$24,235	\$0	\$24,235
Child & Family Services	Wyoming	\$24,235	\$0	\$24,235
	<b>TOTAL</b>	<b>\$556,110</b>	<b>\$188,135</b>	<b>\$744,245</b>
<b>Ninth Judicial District</b>				
CLUSTER	Westchester	\$172,910	\$96,975	\$269,885
Dispute Resolution Center	Orange	\$105,370	\$103,981	\$209,351
Dispute Resolution Center	Putnam	\$27,680	\$36,343	\$64,023
Mediation Center of Dutchess	Dutchess	\$90,963	\$60,925	\$151,888
VCS	Rockland	\$61,014	\$0	\$61,014
	<b>TOTAL</b>	<b>\$457,937</b>	<b>\$298,224</b>	<b>\$756,161</b>
<b>Tenth Judicial District</b>				
EAC	Nassau	\$202,728	\$0	\$202,728
EAC	Suffolk	\$159,256	\$0	\$159,256
	<b>TOTAL</b>	<b>\$361,984</b>	<b>\$0</b>	<b>\$361,984</b>
<b>New York City</b>				
Community Mediation Services	Queens	\$231,848	\$0	\$231,848
Community Mediation Services	NYC-wide	\$0	\$576,489	\$576,489
Institute for Mediation & Conflict Resolution	Bronx	\$258,721	\$0	\$258,721
New York Center for Interpersonal Development	Richmond	\$170,571	\$0	\$170,571
Safe Horizon	Kings	\$319,676	\$0	\$319,676
Safe Horizon	New York	\$158,055	\$0	\$158,055
Washington Heights - Inwood Coalition	New York	\$65,617	\$0	\$65,617
	<b>TOTAL</b>	<b>\$1,204,488</b>	<b>\$576,489</b>	<b>\$1,780,977</b>
<b>Statewide Programs</b>				
NYS DRA (Agricultural Producer Mediation Support)		<b>\$30,000</b>	<b>\$0</b>	<b>\$30,000</b>
<b>TOTAL</b>		<b>\$5,086,576</b>	<b>\$3,005,834</b>	<b>\$8,062,410</b>

## Table 8, Family Case Dispositions by Judicial District and County

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
<b>Third Judicial District</b>	Albany	160	73	7	11	69	25	6	19	<b>370</b>
	Columbia	65	8	53	12	6	0	10	2	<b>156</b>
	Greene	52	8	5	8	9	2	14	9	<b>107</b>
	Rensselaer	61	6	0	9	17	2	4	8	<b>107</b>
	Schoharie	5	1	0	1	5	1	2	0	<b>15</b>
	Sullivan	56	14	0	1	2	1	0	0	<b>74</b>
	Ulster	33	15	102	13	259	2	26	8	<b>458</b>
	<b>Total</b>	<b>432</b>	<b>125</b>	<b>167</b>	<b>55</b>	<b>367</b>	<b>33</b>	<b>62</b>	<b>46</b>	<b>1,287</b>
<b>Fourth Judicial District</b>	Clinton	22	0	0	1	1	1	0	0	<b>25</b>
	Essex	25	0	0	0	9	0	0	2	<b>36</b>
	Franklin	13	15	0	0	1	0	0	0	<b>29</b>
	Fulton	28	9	5	12	41	13	19	1	<b>128</b>
	Montgomery	30	8	11	7	31	13	5	9	<b>114</b>
	Saratoga	12	3	1	1	8	1	1	0	<b>27</b>
	Schenectady	10	44	2	12	47	1	1	1	<b>118</b>
	St. Lawrence	99	6	1	0	9	2	0	3	<b>120</b>
	Warren	74	9	29	15	19	1	7	3	<b>157</b>
	Washington	5	1	0	1	5	1	1	0	<b>14</b>
<b>Total</b>	<b>318</b>	<b>95</b>	<b>49</b>	<b>49</b>	<b>171</b>	<b>33</b>	<b>34</b>	<b>19</b>	<b>768</b>	
<b>Fifth Judicial District</b>	Herkimer	133	9	9	17	60	2	19	12	<b>261</b>
	Jefferson	83	5	14	5	60	1	12	7	<b>187</b>
	Lewis	8	0	1	1	11	0	0	1	<b>22</b>
	Oneida	98	13	2	16	27	6	7	2	<b>171</b>
	Onondaga	193	34	39	13	92	30	19	10	<b>430</b>
	Oswego	170	8	0	22	111	17	3	11	<b>342</b>
	<b>Total</b>	<b>685</b>	<b>69</b>	<b>65</b>	<b>74</b>	<b>361</b>	<b>56</b>	<b>60</b>	<b>43</b>	<b>1,413</b>
<b>Sixth Judicial District</b>	Broome	154	20	2	26	81	5	31	3	<b>322</b>
	Chemung	164	3	6	15	76	4	61	0	<b>329</b>
	Chenango	19	2	74	3	11	1	11	4	<b>125</b>
	Cortland	56	5	0	6	18	6	9	0	<b>100</b>
	Delaware	62	10	99	13	44	2	2	7	<b>239</b>
	Madison	20	0	5	8	11	0	1	3	<b>48</b>
	Otsego	57	7	0	4	25	3	16	0	<b>112</b>
	Schuyler	74	16	2	5	27	2	20	0	<b>146</b>
	Tioga	47	4	0	0	15	0	0	1	<b>67</b>
	Tompkins	86	10	2	26	61	4	57	0	<b>246</b>
<b>Total</b>	<b>739</b>	<b>77</b>	<b>190</b>	<b>106</b>	<b>369</b>	<b>27</b>	<b>208</b>	<b>18</b>	<b>1,734</b>	

## Table 8, Family Case Dispositions by Judicial District and County

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
<b>Seventh Judicial District</b>	Cayuga	11	8	0	1	2	1	2	0	<b>25</b>
	Livingston	192	34	0	16	36	11	14	0	<b>303</b>
	Monroe	124	71	16	3	53	30	7	12	<b>316</b>
	Ontario	55	23	0	0	13	0	8	1	<b>100</b>
	Seneca	<b>41</b>	<b>18</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>79</b>
	Steuben	109	16	37	5	29	8	28	113	<b>345</b>
	Wayne	81	12	0	2	17	1	1	1	<b>115</b>
	Yates	75	16	0	0	8	8	1	0	<b>108</b>
	<b>Total</b>	<b>688</b>	<b>198</b>	<b>58</b>	<b>29</b>	<b>162</b>	<b>64</b>	<b>65</b>	<b>127</b>	<b>1,391</b>
<b>Eighth Judicial District</b>	Allegany	4	2	0	0	4	0	0	0	<b>10</b>
	Cattaraugus	0	0	0	3	1	0	0	0	<b>4</b>
	Chautauqua	243	58	7	86	91	52	26	17	<b>580</b>
	Erie	303	54	7	26	26	51	5	8	<b>480</b>
	Genesee	82	11	1	8	15	6	2	0	<b>125</b>
	Niagara	163	13	62	77	151	17	36	11	<b>530</b>
	Orleans	1	0	0	0	0	0	0	0	<b>1</b>
	Wyoming	27	6	1	4	1	2	0	0	<b>41</b>
	<b>Total</b>	<b>823</b>	<b>144</b>	<b>78</b>	<b>204</b>	<b>289</b>	<b>128</b>	<b>69</b>	<b>36</b>	<b>1,771</b>
<b>Ninth Judicial District</b>	Dutchess	23	17	0	18	84	4	1	0	<b>147</b>
	Orange	85	24	7	2	55	2	4	5	<b>184</b>
	Putnam	45	47	7	4	63	2	1	32	<b>201</b>
	Rockland	0	0	0	0	1	0	0	0	<b>1</b>
	Westchester	106	40	4	18	30	7	3	4	<b>212</b>
		<b>Total</b>	<b>259</b>	<b>128</b>	<b>18</b>	<b>42</b>	<b>233</b>	<b>15</b>	<b>9</b>	<b>41</b>
<b>Tenth Judicial District (Nassau)</b>	Nassau	2	1	1	0	2	0	0	1	<b>7</b>
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>
<b>Tenth Judicial District (Suffolk)</b>	Suffolk	2	1	0	0	1	0	0	0	<b>4</b>
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>New York City</b>	Bronx	96	53	8	43	47	24	6	9	<b>286</b>
	Kings	168	77	12	85	94	35	29	55	<b>555</b>
	New York	115	37	3	71	59	20	16	41	<b>362</b>
	Queens	133	75	4	105	62	20	24	18	<b>441</b>
	Richmond	79	8	8	73	44	8	9	173	<b>402</b>
	<b>Total</b>	<b>591</b>	<b>250</b>	<b>35</b>	<b>377</b>	<b>306</b>	<b>107</b>	<b>84</b>	<b>296</b>	<b>2,046</b>
<b>Total</b>		<b>4,539</b>	<b>1,088</b>	<b>661</b>	<b>936</b>	<b>2,261</b>	<b>463</b>	<b>591</b>	<b>627</b>	<b>11,166</b>



### Table 9, Civil Case Dispositions by Judicial District and County

		DR Services Provided:	DR Services Provided:	Outreach Attempted, No Contact	Matter Screened Innappropri	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Third Judicial District	Albany	43	20	1	0	2	0	0	0	66
	Columbia	19	13	0	0	8	8	10	0	58
	Greene	4	1	0	5	4	1	5	0	20
	Rensselaer	14	7	1	3	0	0	1	1	27
	Schoharie	0	1	1	0	3	0	3	0	8
	Sullivan	38	2	0	0	1	4	0	0	45
	Ulster	17	14	0	0	5	0	0	1	37
	<b>Total</b>	<b>135</b>	<b>58</b>	<b>3</b>	<b>8</b>	<b>23</b>	<b>13</b>	<b>19</b>	<b>2</b>	<b>261</b>
Fourth Judicial District	Clinton	167	50	1	0	35	112	7	0	372
	Essex	15	3	6	1	4	3	40	5	77
	Franklin	200	33	0	0	1	0	0	0	234
	Fulton	0	1	0	0	1	0	0	0	2
	Hamilton	6	0	0	0	1	0	1	0	8
	Montgomery	33	15	0	0	7	0	0	0	55
	Saratoga	69	30	414	0	47	0	50	5	615
	Schenectady	37	30	6	7	44	5	5	10	144
	St. Lawrence	220	32	4	0	18	12	1	16	303
	Warren	48	28	0	0	2	0	0	1	79
<b>Total</b>	<b>795</b>	<b>222</b>	<b>431</b>	<b>8</b>	<b>160</b>	<b>132</b>	<b>104</b>	<b>37</b>	<b>1,889</b>	
Fifth Judicial District	Herkimer	215	3	25	5	86	3	9	5	351
	Jefferson	18	2	5	2	28	1	4	3	63
	Lewis	2	0	2	0	3	0	0	0	7
	Oneida	97	29	4	0	9	6	5	7	157
	Onondaga	91	6	1	0	141	0	73	0	312
	Oswego	1	0	0	0	11	2	0	3	17
	<b>Total</b>	<b>424</b>	<b>40</b>	<b>37</b>	<b>7</b>	<b>278</b>	<b>12</b>	<b>91</b>	<b>18</b>	<b>907</b>
Sixth Judicial District	Broome	79	28	54	10	124	3	106	10	414
	Chemung	4	0	0	0	12	0	14	0	30
	Chenango	44	4	40	2	21	2	46	1	160
	Cortland	3	4	0	1	2	0	0	0	10
	Delaware	8	0	0	1	7	0	1	0	17
	Madison	4	1	2	6	24	0	1	0	38
	Otsego	4	0	1	0	4	0	0	0	9
	Schuyler	1	0	0	0	3	0	1	0	5
	Tioga	25	1	0	0	59	0	0	0	85
	Tompkins	31	14	22	2	21	1	19	0	110
<b>Total</b>	<b>203</b>	<b>52</b>	<b>119</b>	<b>22</b>	<b>277</b>	<b>6</b>	<b>188</b>	<b>11</b>	<b>878</b>	

**Table 9, Civil Case Dispositions by Judicial District and County**

		DR Services Provided:	DR Services Provided:	Outreach Attempted, No Contact	Matter Screened Innappropri	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Seventh Judicial District	Cayuga	2	0	1	0	1	1	0	0	5
	Livingston	13	1	0	3	3	0	0	0	20
	Monroe	5	1	0	0	8	0	2	1	17
	Ontario	9	3	4	0	22	2	4	0	44
	Seneca	1	0	1	0	1	0	0	0	3
	Steuben	111	21	22	1	47	14	42	32	290
	Wayne	1	1	0	0	1	0	0	0	3
	Yates	2	0	1	0	1	0	0	0	4
	<b>Total</b>	<b>144</b>	<b>27</b>	<b>29</b>	<b>4</b>	<b>84</b>	<b>17</b>	<b>48</b>	<b>33</b>	<b>386</b>
Eighth Judicial District	Allegany	19	0	1	5	10	0	1	0	36
	Cattaraugus	14	0	0	1	19	0	0	0	34
	Chautauqua	113	41	0	1	42	5	28	0	230
	Erie	27	8	86	2	46	4	12	1	186
	Genesee	36	7	34	0	5	5	4	0	91
	Niagara	19	19	1	0	2	1	1	0	43
	Orleans	1	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>229</b>	<b>75</b>	<b>122</b>	<b>9</b>	<b>124</b>	<b>15</b>	<b>46</b>	<b>1</b>	<b>621</b>
Ninth Judicial District	Dutchess	136	124	146	1	80	1	61	28	577
	Orange	156	162	5	3	9	11	4	2	352
	Putnam	37	33	0	0	2	0	0	5	77
	Rockland	59	25	0	1	1	0	6	2	94
	Westchester	383	100	4	5	32	2	109	7	642
	<b>Total</b>	<b>771</b>	<b>444</b>	<b>155</b>	<b>10</b>	<b>124</b>	<b>14</b>	<b>180</b>	<b>44</b>	<b>1,742</b>
Tenth Judicial	Nassau	1,228	1,162	10	3	18	1	3	119	2,544
	<b>Total</b>	<b>1,228</b>	<b>1,162</b>	<b>10</b>	<b>3</b>	<b>18</b>	<b>1</b>	<b>3</b>	<b>119</b>	<b>2,544</b>
Tenth Judicial	Suffolk	397	185	1	0	19	2	6	1	611
	<b>Total</b>	<b>397</b>	<b>185</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>611</b>
New York City	Bronx	76	34	6	7	40	44	0	16	223
	Kings	129	141	1	31	100	63	11	81	557
	New York	270	213	0	4	28	39	20	12	586
	Queens	125	51	0	2	37	57	8	3	283
	Richmond	104	47	4	59	33	3	19	2	271
	<b>Total</b>	<b>704</b>	<b>486</b>	<b>11</b>	<b>103</b>	<b>238</b>	<b>206</b>	<b>58</b>	<b>114</b>	<b>1,920</b>
Total		<b>5,030</b>	<b>2,751</b>	<b>918</b>	<b>174</b>	<b>1,345</b>	<b>418</b>	<b>743</b>	<b>380</b>	<b>11,759</b>

## Table 10, Criminal Case Dispositions by Judicial District and County

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Innappropriat	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Third Judicial District	Albany	6	1	6	0	19	1	4	2	<b>39</b>
	Columbia	1	0	0	0	0	0	0	0	<b>1</b>
	Greene	0	0	0	0	1	0	0	0	<b>1</b>
	Rensselaer	0	0	0	1	0	0	0	0	<b>1</b>
	Schoharie	0	0	0	0	1	0	0	0	<b>1</b>
	Ulster	1	0	0	0	0	0	0	0	<b>1</b>
	<b>Total</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>21</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>44</b>
Fourth Judicial District	Clinton	3	0	0	1	0	0	0	0	<b>4</b>
	Essex	0	1	0	0	0	0	0	0	<b>1</b>
	Franklin	4	4	0	0	0	0	0	0	<b>8</b>
	Montgomery	0	0	0	0	1	0	0	0	<b>1</b>
	Saratoga	1	0	0	0	1	0	1	0	<b>3</b>
	Schenectady	0	1	0	0	2	0	0	1	<b>4</b>
	St. Lawrence	13	4	5	0	4	1	1	1	<b>29</b>
	Warren	0	0	0	0	1	0	0	0	<b>1</b>
	Washington	1	0	0	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>22</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>52</b>	
Fifth Judicial District	Herkimer	1	0	0	0	0	0	0	0	<b>1</b>
	Jefferson	2	0	0	0	0	0	0	0	<b>2</b>
	Oneida	3	0	0	0	0	5	0	0	<b>8</b>
	Onondaga	3	1	0	0	2	1	6	0	<b>13</b>
<b>Total</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>24</b>	
Sixth Judicial District	Broome	1	0	0	0	2	0	0	1	<b>4</b>
	Chemung	3	0	0	1	4	0	0	0	<b>8</b>
	Chenango	1	0	0	0	0	0	0	0	<b>1</b>
	Delaware	2	0	0	0	0	0	0	0	<b>2</b>
	Madison	0	0	0	2	0	0	0	0	<b>2</b>
	Schuyler	1	1	0	0	0	0	0	0	<b>2</b>
	Tompkins	11	2	2	4	10	0	6	0	<b>35</b>
<b>Total</b>	<b>19</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>16</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>54</b>	
Seventh Judicial District	Cayuga	2	1	0	0	4	0	3	1	<b>11</b>
	Livingston	14	1	0	2	6	2	2	0	<b>27</b>
	Monroe	65	13	23	0	71	16	1	1	<b>190</b>
	Ontario	10	0	0	0	3	1	0	0	<b>14</b>
	Steuben	8	0	1	0	1	0	0	3	<b>13</b>
	Wayne	3	0	0	0	6	1	0	0	<b>10</b>
	Yates	2	0	1	0	1	0	0	0	<b>4</b>
<b>Total</b>	<b>104</b>	<b>15</b>	<b>25</b>	<b>2</b>	<b>92</b>	<b>20</b>	<b>6</b>	<b>5</b>	<b>269</b>	

### Table 10, Criminal Case Dispositions by Judicial District and County

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Eighth Judicial District	Allegany	8	0	0	0	2	0	0	0	10
	Cattaraugus	29	0	0	2	23	1	1	0	56
	Chautauqua	3	0	0	0	1	0	1	1	6
	Erie	55	10	9	13	33	53	12	12	197
	Genesee	1	0	0	0	2	0	0	0	3
	Niagara	17	0	0	1	1	0	0	0	19
	Orleans	3	1	0	0	0	0	0	0	4
	Wyoming	1	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>117</b>	<b>11</b>	<b>9</b>	<b>16</b>	<b>62</b>	<b>54</b>	<b>14</b>	<b>13</b>	<b>296</b>
Ninth Judicial District	Dutchess	0	1	1	0	0	0	0	0	2
	Orange	1	2	0	1	0	0	0	0	4
	Putnam	1	0	0	0	1	0	0	0	2
	Rockland	2	0	0	1	3	0	1	0	7
	Westchester	1	0	0	0	5	0	0	0	6
	<b>Total</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>21</b>
Tenth Judicial District (Nassau)	Nassau	0	1	0	1	5	0	2	0	9
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>9</b>
Tenth Judicial District (Suffolk)	Suffolk	4	0	0	0	4	0	0	0	8
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
New York City	Bronx	289	106	57	16	315	197	2	50	1,032
	Kings	218	31	7	7	110	194	9	158	734
	New York	34	6	0	10	46	43	11	5	155
	Queens	173	48	0	7	96	125	17	4	470
	Richmond	96	6	7	68	89	3	52	10	331
	<b>Total</b>	<b>810</b>	<b>197</b>	<b>71</b>	<b>108</b>	<b>656</b>	<b>562</b>	<b>91</b>	<b>227</b>	<b>2,722</b>
	<b>Total</b>	<b>1,098</b>	<b>242</b>	<b>119</b>	<b>138</b>	<b>876</b>	<b>644</b>	<b>132</b>	<b>250</b>	<b>3,499</b>

### Table 11, Case Dispositions by Type

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Matter Screened Inappropriate	Party(ies) Failed to Show	Party(ies) Declined / Withdrew	Unable to Contact Party(ies)	Outreach Attempted, No Contact	Other	Total
Administrative Hearing	480	21	8	4	119	8	3	26	<b>669</b>
Agricultural - Credit	232	33	0	3	15	0	0	1	<b>284</b>
Agricultural - Non Credit	42	3	1	1	5	1	2	1	<b>56</b>
Civil - Housing	1,214	264	63	191	499	251	77	122	<b>2,681</b>
Civil - Large Claim	295	264	56	31	107	29	4	14	<b>800</b>
Civil - Mobile Home	8	2	0	0	5	1	2	0	<b>18</b>
Civil -Small Claims	3,513	2,221	55	196	734	462	835	244	<b>8,260</b>
DSS Conciliation	1,026	227	2	401	99	2	1	201	<b>1,959</b>
Early Intervention	11	1	1	0	3	0	0	0	<b>16</b>
Felony	7	1	9	1	2	2	0	7	<b>29</b>
Guardianship	3	1	4	0	3	0	0	1	<b>12</b>
Juvenile Delinquency	233	13	8	33	35	13	4	87	<b>426</b>
Lemon Law	299	0	4	1	20	0	0	43	<b>367</b>
Matrimonial	268	40	42	18	139	16	18	146	<b>687</b>
Misdemeanor/Violation	1,091	241	129	643	874	130	119	243	<b>3,470</b>
Other	472	114	95	77	362	116	50	160	<b>1,446</b>
Parenting Issues	4,024	1,030	882	412	2,078	559	639	393	<b>10,017</b>
Peer Mediation	498	71	7	6	80	4	3	38	<b>707</b>
Permanency	233	73	13	20	37	12	3	18	<b>409</b>
PINS / Pre-Pins	881	127	100	191	312	80	118	62	<b>1,871</b>
Probate/Estate	11	4	0	0	6	3	0	0	<b>24</b>
Vesid	0	0	0	0	1	0	0	0	<b>1</b>
Youth	761	72	22	77	122	36	40	170	<b>1,300</b>
<b>Total</b>	<b>15,602</b>	<b>4,823</b>	<b>1,501</b>	<b>2,306</b>	<b>5,657</b>	<b>1,725</b>	<b>1,918</b>	<b>1,977</b>	<b>35,509</b>

# Table 12, Demographic Characteristics of Parties

Age	Claimant / Initiator	Respondent	Total	% of Determined Responses
Under 17	1,376	2,895	4,271	13.2%
17 - 20	671	976	1,647	5.1%
21 - 29	3,203	3,452	6,655	20.6%
30 - 39	4,196	3,749	7,945	24.6%
40 - 49	3,608	3,042	6,650	20.6%
50 - 59	1,841	1,395	3,236	10.0%
60 - 69	831	490	1,321	4.1%
Over 70	423	174	597	1.8%
Undetermined / No Response	21,288	22,617	43,905	
<b>Total</b>	<b>37,437</b>	<b>38,790</b>	<b>76,227</b>	<b>100.0%</b>

Employment Status	Claimant / Initiator	Respondent	Total	% of Determined Responses
Disability	678	374	1,052	3.0%
Employed	12,005	9,801	21,806	62.1%
Family Member Employed	246	161	407	1.2%
Public Assistance	253	1,872	2,125	6.1%
Social Security/ Retired	859	426	1,285	3.7%
Student	1,881	3,455	5,336	15.2%
Unemployed	1,398	1,696	3,094	8.8%
Undetermined/ No response	20,117	21,005	41,122	
<b>Total</b>	<b>37,437</b>	<b>38,790</b>	<b>76,227</b>	<b>100%</b>

Race or Ethnicity	Claimant / Initiator	Respondent	Total	% of Determined Responses
American Indian	63	48	111	0.3%
Asian	215	259	474	1.3%
Black	3,134	3,480	6,614	18.4%
Hispanic	2,796	2,453	5,249	14.6%
Other	599	560	1,159	3.2%
White	11,058	11,285	22,343	62.2%
<b>Total</b>	<b>17,865</b>	<b>18,085</b>	<b>35,950</b>	<b>100.0%</b>

Income (Annual)	Claimant / Initiator	Respondent	Total	% of Determined Responses
< \$9,000	2,260	2,992	5,252	29.1%
\$9,000 - \$16,000	1,435	1,068	2,503	13.9%
\$16,001 - \$25,000	2,277	1,799	4,076	22.6%
\$25,001 - \$35,000	1,576	1,155	2,731	15.1%
> \$35,000	1,766	1,711	3,477	19.3%
Undetermined/ No Response	28,123	30,065	58,188	
<b>Total</b>	<b>37,437</b>	<b>38,790</b>	<b>76,227</b>	<b>100.0%</b>

Sex	Claimant / Initiator	Respondent	Total	% of Determined Responses
Male	11,683	14,681	26,364	46.5%
Female	16,222	14,118	30,340	53.5%
Undetermined / No Response	9,532	9,991	19,523	
<b>Total</b>	<b>37,437</b>	<b>38,790</b>	<b>76,227</b>	<b>100.0%</b>

Number of Years of Education	Claimant / Initiator	Respondent	Total	% of Determined Responses
1 - 8	415	987	1,402	7.3%
9 - 11	1,245	1,986	3,231	16.9%
12	4,271	3,741	8,012	41.8%
13 - 15	1,782	1,321	3,103	16.2%
16	1,289	892	2,181	11.4%
17 or more	593	624	1,217	6.4%
Undermined / Not Reported	27,842	29,239	57,081	
<b>Total</b>	<b>37,437</b>	<b>38,790</b>	<b>76,227</b>	<b>100.0%</b>

**APPENDIX C**

**COMMUNITY DISPUTE  
RESOLUTION CENTERS  
BY COUNTY**

**NYS Community Dispute Resolution Centers**  
**New York State Unified Court System, Division of Court Operations**  
**Office of Alternative Dispute Resolution & Court Improvement Programs**  
**98 Niver Street, Cohoes, NY 12047**  
**(518) 238-4351 / FAX: (518) 238-2951**  
**Web: [www.nycourts.gov/ip/adr](http://www.nycourts.gov/ip/adr)**

**Program List**  
Updated 8/6/2007

**Albany County**

Mediation Matters  
Community Dispute Resolution Program  
Peter Glassman, Executive Director  
10 Russell Road  
2nd Floor  
Albany, NY 12206  
Phone: (518) 446-0356  
FAX: (518) 446-0379  
Web-site: [www.mediationmatters.org](http://www.mediationmatters.org)  
Site Contact: Peter Glassman  
E-mail: [Peter@mediationmatters.org](mailto:Peter@mediationmatters.org)

**Allegany County**

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
112 West State Street  
Olean, NY 14760  
Phone: (716) 373-5133  
FAX: (716) 373-3787  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Luci La Venture  
E-mail: [llaventure@cfsbny.org](mailto:llaventure@cfsbny.org)

**Bronx County**

Institute for Mediation and Conflict Resolution  
Community Dispute Resolution Program  
Stephen Slate, Executive Director  
384 East 149th St., Suite 330  
Bronx, NY 10455  
Phone: (718) 585-1190  
FAX: (718) 585-1962  
Site Contact: Stephen Slate  
E-mail: [seslate@yahoo.com](mailto:seslate@yahoo.com)

**Broome County**

ACCORD, A Center for Dispute Resolution  
Community Dispute Resolution Program  
Richard Squire, Executive Director  
30 West State St., 2nd Floor  
Binghamton, NY 13901  
Phone: (607) 724-5153  
FAX: (607) 724-0059  
Site Contact: Richard Squire  
E-mail: [rsquire@accordny.com](mailto:rsquire@accordny.com)

**Cattaraugus County**

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
112 West State Street  
Olean, NY 14760  
Phone: (716) 373-5133  
FAX: (716) 373-3787  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Luci La Venture  
E-mail: [llaventure@cfsbny.org](mailto:llaventure@cfsbny.org)

**Cayuga County**

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
95 Genesee Street, 2nd Floor  
Auburn, NY 13021  
Phone: (315) 252-4260  
FAX: (315) 252-4290  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Pat Levin  
E-mail: [plevin@cdsadr.org](mailto:plevin@cdsadr.org)

**Chautauqua County**

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
Municipal Building  
200 E. Third Street, 4th Floor  
Jamestown, NY 14701  
Phone: (716) 483-7774  
FAX: (716) 483-7615  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Kristin Wright  
E-mail: [kwright@cfsbny.org](mailto:kwright@cfsbny.org)

**Chemung County**

Community Dispute Resolution Center  
Community Dispute Resolution Program  
Judith A. Saul, Executive Director  
215 East Church St., Suite 204  
Elmira, NY 14901  
Phone: (607) 734-9087  
FAX: (607) 735-9828  
Web-site: [www.cdrc.org](http://www.cdrc.org)  
Site Contact: Paula Smetanka  
E-mail: [smetanka@cdrc.org](mailto:smetanka@cdrc.org)

**Chenango County**

Catholic Charities of Delaware and Otsego Counties  
Dispute Resolution Center  
Kathie Greenblatt, Executive Director  
Eaton Center, 26 Conkey Avenue  
Norwich, NY 13815  
Phone: (607) 336-1982  
FAX: (607) 336-5330  
Site Contact: Jennifer Morris  
E-mail: [jmorris38@frontiernet.net](mailto:jmorris38@frontiernet.net)

**Clinton County**

Rural Law Center of New York  
North Country Conflict Resolution Services  
Susan Patnode, Executive Director  
22 U.S. Oval, Suite 201  
Plattsburgh, NY 12903  
Phone: (518) 324-5144  
FAX: (518) 324-5142  
Site Contact: Michele Bowen  
E-mail: [nccrs2@wnylc.com](mailto:nccrs2@wnylc.com)

**Columbia County**

Common Ground Dispute Resolution  
Community Dispute Resolution Program  
Dawn Wallant, Executive Director  
518 Warren Street  
1st Fl., Rear Office  
Hudson, NY 12534  
Phone: (518) 828-0047  
FAX: (518) 943-6241  
Web-site: [www.commongroundinc.org/](http://www.commongroundinc.org/)  
Site Contact: Joyce Reeve  
E-mail: [jreeve@commongroundinc.org](mailto:jreeve@commongroundinc.org)

**Cortland County**

New Justice Conflict Resolution Services  
Community Dispute Resolution Program  
John McCullough, Executive Director  
McNeil Building  
17 Main St., Suite 412  
Cortland, NY 13045  
Phone: (607) 753-6952  
FAX: (607) 753-6579  
Site Contact: Jessica Morley  
E-mail: [njco05@dreamscape.com](mailto:njco05@dreamscape.com)



# Program List

Updated 8/6/2007

## Delaware County

Catholic Charities of Delaware and Otsego Counties  
Dispute Resolution Center  
Kathie Greenblatt, Executive Director  
P.O. Box 7  
Delhi, NY 13753  
Phone: (607) 746-6351  
FAX: (607) 431-9303  
Site Contact: Jennifer Morris  
E-mail: jmorris38@frontiernet.net

## Dutchess County

Mediation Center of Dutchess County  
Community Dispute Resolution Program  
Jody Miller, Executive Director  
Family Partnership Building  
29 North Hamilton St.  
Poughkeepsie, NY 12601  
Phone: (845) 471-7213  
FAX: (845) 471-7264  
Web-site: [www.dutchessmediation.org](http://www.dutchessmediation.org)  
Site Contact: Jody Miller  
E-mail: jbmiller@dutchessmediation.org

## Erie County

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
625 Delaware Avenue  
Suite 300  
Buffalo, NY 14202  
Phone: (716) 362-2323  
FAX: (716) 362-2324  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Julie Loesch  
E-mail: jloesch@cfsbny.org

## Essex County

Rural Law Center of New York  
North Country Conflict Resolution Services  
Susan Patnode, Executive Director  
Town Hall, Town of North Elba  
301 Main Street  
Lake Placid, NY 12946  
Phone: (518) 523-0102  
FAX: (518) 523-0107  
Site Contact: Judith Good  
E-mail: nccrs4@wnylc.com

## Franklin County

Rural Law Center of New York  
North Country Conflict Resolution Services  
Susan Patnode, Executive Director  
213 West Main Street  
Malone, NY 12953  
Phone: (518) 483-8080  
FAX: (518) 483-4395  
Site Contact: Stephan Dufresne  
E-mail: stefan@rurallawcenter.org.com

## Fulton County

Catholic Charities of Fulton and Montgomery Counties  
Tri-County Mediation Program  
John Nasso, Executive Director  
1 Kimball Street  
Amsterdam, NY 12010  
Phone: (518) 842-4202  
FAX: (518) 842-4245  
Site Contact: Myra Gonzalez  
E-mail: cvazquez@catholiccharitiesmc.org

## Genesee County

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
Genesee County Courts Building  
One West Main Street  
Batavia, NY 14020  
Phone: (585) 344-2580  
FAX: (585) 344-8520  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Cheryl Robinson  
E-mail: cwrobin@courts.state.ny.us

## Greene County

Common Ground Dispute Resolution  
Community Dispute Resolution Program  
Dawn Wallant, Executive Director  
11 William St. Suite 2  
Catskill, NY 12414  
Phone: (518) 943-0523  
FAX: (518) 943-6241  
Web-site: [www.commongroundinc.org/](http://www.commongroundinc.org/)  
Site Contact: Dawn Wallant  
E-mail: dwallant@commongroundinc.org

## Hamilton County

Rural Law Center of New York  
North Country Conflict Resolution Services  
Susan Patnode, Executive Director  
Speculator Village Hall  
Elm Lake Road, P.O. Box 471  
Speculator, NY 12164  
Phone: (518) 548-3000  
FAX: (518) 548-3230  
Site Contact: Toni Morrison  
E-mail: nccrs5@wnylc.com

## Herkimer County

Catholic Charities of Herkimer County  
Community Dispute Resolution Program  
Terry Leonard, Executive Director  
61 West St.  
Ilion, NY 13357  
Phone: (315) 894-9917  
FAX: (315) 894-6313  
Site Contact: Michael Kapala  
E-mail: mkapala@cnyemail.com

## Jefferson County

Resolution Center of Jefferson and Lewis Counties  
Community Dispute Resolution Program  
Linya Bell, Executive Director  
200 Washington Street  
Suite 207  
Watertown, NY 13601  
Phone: (315) 785-0333  
FAX: (315) 785-0322  
Web-site: [www.resolution-center.org](http://www.resolution-center.org)  
Site Contact: Sarah Barker  
E-mail: sbarker@resolution-center.net

## Kings County

Safe Horizon  
Community Dispute Resolution Program  
Gordon Campbell, Chief Executive Officer  
210 Joralemon Street, Room 618  
Brooklyn, NY 11201  
Phone: (718) 834-6671  
FAX: (718) 834-6681  
Web-site: [www.safehorizon.org](http://www.safehorizon.org)  
Site Contact: Lisa Cohen  
E-mail: lcohen@safehorizon.org

# Program List

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## Lewis County

Resolution Center of Jefferson and Lewis Counties  
Community Dispute Resolution Program  
Linya Bell, Executive Director  
7630 Rear North State Street  
Lowville, NY 13367  
Phone: (315) 376-7991  
FAX: (315) 376-7991  
Web-site: [www.resolution-center.org](http://www.resolution-center.org)  
Site Contact: Sarah Barker  
E-mail: [sbarker@resolution-center.net](mailto:sbarker@resolution-center.net)

## Livingston County

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
6 Court Street  
Geneseo, NY 14454  
Phone: (585) 243-7007  
FAX: (585) 243-7006  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Letitia Rosenthal  
E-mail: [lrosenthal@cdsadr.org](mailto:lrosenthal@cdsadr.org)

## Madison County

New Justice Conflict Resolution Services  
Community Dispute Resolution Program  
John McCullough, Executive Director  
121 Oneida Street, POB 365  
Oneida, NY 13421  
Phone: (315) 361-4438  
FAX:  
Site Contact: Jim Wood  
E-mail: [njma06@centralny.twcbc.com](mailto:njma06@centralny.twcbc.com)

## Monroe County

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
Reynolds Arcade  
16 E. Main Street, Suite 800  
Rochester, NY 14614  
Phone: (585) 546-5110  
FAX: (585) 546-4391  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Sherry Walker-Cowart  
E-mail: [swalker-cowart@cdsadr.org](mailto:swalker-cowart@cdsadr.org)

## Montgomery County

Catholic Charities of Fulton and Montgomery Counties  
Tri-County Mediation Program  
John Nasso, Executive Director  
1 Kimball Street  
Amsterdam, NY 12010  
Phone: (518) 842-4202  
FAX: (518) 842-4245  
Site Contact: Myra Gonzalez  
E-mail: [cvazquez@catholiccharitiesmc.org](mailto:cvazquez@catholiccharitiesmc.org)

## Nassau County

Education and Assistance Corporation  
Mediation Alternative Project  
Lance Elder, Chief Executive Officer  
175 Fulton Avenue, Suite 400  
Hempstead, NY 11550  
Phone: (516) 489-7733  
FAX: (516) 789-7532  
Web-site: [www.eacinc.org](http://www.eacinc.org)  
Site Contact: Linda Barlow  
E-mail: [linda.barlow@eacinc.org](mailto:linda.barlow@eacinc.org)

## New York County

Safe Horizon  
Community Dispute Resolution Program  
Gordon Campbell, Chief Executive Officer  
346 Broadway, Suite 400W  
New York, NY 10013  
Phone: (212) 577-1740  
FAX: (212) 406-2637  
Web-site: [www.safehorizon.org](http://www.safehorizon.org)  
Site Contact: Gene Johnson  
E-mail: [gjohnson@safehorizon.org](mailto:gjohnson@safehorizon.org)

## New York County

Washington Heights - Inwood Coalition  
Mediation Program  
John Swauger, Executive Director  
652 West 187th Street  
New York, NY 10033  
Phone: (212) 781-6722  
FAX: (212) 740-8509  
Site Contact: Mary Grateriaux  
E-mail: [whic.mediation@verizon.net](mailto:whic.mediation@verizon.net)

## Niagara County

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
1721 Military Road  
Niagara Falls, NY 14304  
Phone: (716) 297-3083  
FAX: (716) 297-6285  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Lana Redell  
E-mail: [lredell@cfsbny.org](mailto:lredell@cfsbny.org)

## Oneida County

Peacemaker Program  
Community Dispute Resolution Program  
Brenda Episcopo, Executive Director  
United Way Building  
270 Genesee Street  
Utica, NY 13502  
Phone: (315) 724-1718  
FAX: (315) 724-1375  
Web-site: [www.thepeacemakerprogram.org](http://www.thepeacemakerprogram.org)  
Site Contact: Brenda Episcopo  
E-mail: [brenda@thepeacemakerprogram.org](mailto:brenda@thepeacemakerprogram.org)

## Onondaga County

New Justice Conflict Resolution Services  
Community Dispute Resolution Program  
John McCullough, Executive Director  
1153 West Fayette St.  
Syracuse, NY 13204  
Phone: (315) 471-4676  
FAX: (315) 475-0769  
Site Contact: Nancy Phillips  
E-mail: [njm001@dreamscape.com](mailto:njm001@dreamscape.com)

## Ontario County

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
120 North Main Street #45  
Canandaigua, NY 14424  
Phone: (585) 396-0840  
FAX: (585) 396-5934  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Edward Pevear  
E-mail: [epevear@cdsadr.org](mailto:epevear@cdsadr.org)

# Program List

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## **Orange County**

Dispute Resolution Center, Inc.  
Community Dispute Resolution Program  
Roz Magidson, Executive Director  
14 Scotchtown Rd., POB 510  
Goshen, NY 10924  
Phone: (845) 294-8082  
FAX: (845) 294-7428  
Web-site: www.drcservices.org  
Site Contact: Donna Ramlow  
E-mail: donnar@drcservices.org

## **Orleans County**

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
Genesee County Courts Facility  
One West Main Street  
Batavia, NY 14020  
Phone: (585) 344-2580  
FAX: (585) 344-8520  
Web-site: www.cfsbny.org/  
Site Contact: Cheryl Robinson  
E-mail: cwrobins@courts.state.ny.us

## **Oswego County**

New Justice Conflict Resolution Services  
Community Dispute Resolution Program  
John McCullough, Executive Director  
161B West First Street  
Oswego, NY 13126  
Phone: (315) 343-8370  
FAX: (315) 343-8369  
Site Contact: Elisabeth Hirsch  
E-mail: njos04@dreamscape.com

## **Otsego County**

Catholic Charities of Delaware and Otsego  
Counties  
Dispute Resolution Center  
Kathie Greenblatt, Executive Director  
176 Main Street  
Oneonta, NY 13820  
Phone: (607) 432-0061  
FAX: (607) 746-7085  
Site Contact: Jennifer Morris  
E-mail: jmorris38@frontiernet.net

## **Putnam County**

Dispute Resolution Center, Inc.  
Community Dispute Resolution Program  
Roz Magidson, Executive Director  
34 Gleneida Avenue  
Suite 200  
Carmel, NY 10512  
Phone: (845) 225-9555  
FAX: (845) 225-9568  
Web-site: www.drcservices.org  
Site Contact: Cari Young  
E-mail: cariy@drcservices.org

## **Rensselaer County**

Mediation Matters  
Community Dispute Resolution Program  
Peter Glassman, Executive Director  
258 Broadway  
Troy, NY 12180  
Phone: (518) 687-0056  
FAX: (518) 687-0059  
Web-site: www.mediationmatters.org  
Site Contact: Leo Levy  
E-mail: Leo@mediationmatters.org

## **Richmond County**

New York Center for Interpersonal  
Development  
Community Dispute Resolution Program  
Dominick Brancato, Executive Director  
130 Stuyvesant Place, 5th Fl.  
Staten Island, NY 10301  
Phone: (718) 815-4557  
FAX: (718) 876-6068  
Site Contact: Candace Gonzalez  
E-mail: cgonzalez@nycid.org

## **Rockland County**

VCS  
Community Dispute Resolution Program  
Deborah Murnion, Executive Director  
77 South Main St.  
New City, NY 10956  
Phone: (845) 634-5729  
FAX: (845) 634-7839  
Site Contact: Myrnia Bass-Hargrove  
E-mail: mbasshargrove@  
volunteercounselingservice.org

## **Saratoga County**

Mediation Matters  
Community Dispute Resolution Program  
Peter Glassman, Executive Director  
480 Broadway, LL-32  
Saratoga Springs, NY 12866  
Phone: (518) 584-6361  
FAX: (518) 583-9659  
Web-site: www.mediationmatters.org  
Site Contact: Sarah Rudgers-Tysz  
E-mail: sarahr@mediationmatters.org

## **Schenectady County**

Citizens for Law, Order and Justice of  
Schenectady  
Community Dispute Resolution Program  
Laura Zeliger, Executive Director  
144 Barrett St.  
Schenectady, NY 12305  
Phone: (518) 346-1281  
FAX: (518) 346-1311  
Site Contact: Laura Zeliger  
E-mail: lzeliger@laworderjustice.org

## **Schoharie County**

Catholic Charities of Fulton and Montgomery  
Counties  
Tri-County Mediation Program  
John Nasso, Executive Director  
PO Box 507  
434 Main Street  
Schoharie, NY 12157  
Phone: (518) 295-6010  
FAX: (518) 295-6013  
Site Contact: Carol Quinn  
E-mail: mediation@catholiccharitiesmc.org

## **Schuyler County**

Community Dispute Resolution Center  
Community Dispute Resolution Program  
Judith A. Saul, Executive Director  
208 Broadway  
Montour Falls, NY 14865  
Phone: (607) 535-7637  
FAX: (607) 535-4443  
Web-site: www.cdrc.org  
Site Contact: Paula Smetanka  
E-mail: smetanka@cdrc.org

# Program List

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## **Seneca County**

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
48 West Williams Street  
Waterloo, NY 13165  
Phone: (315) 539-4570  
FAX: (315) 539-4571  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Pat Levin  
E-mail: [plevin@cdsadr.org](mailto:plevin@cdsadr.org)

## **St. Lawrence County**

Rural Law Center of New York  
North Country Conflict Resolution Services  
Susan Patnode, Executive Director  
72 Main Street  
Suite 201  
Massena, NY 13662  
Phone: (315) 769-2500  
FAX: (315) 769-2525  
Site Contact: Diana Dufresne  
E-mail: [diana@rurallawcenter.org.com](mailto:diana@rurallawcenter.org.com)

## **Steuben County**

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
82 Main Street  
Hornell, NY 14843  
Phone: (607) 324-9887  
FAX: (607) 281-1283  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Angela Whitfield  
E-mail: [awhitfield@cdsadr.org](mailto:awhitfield@cdsadr.org)

## **Suffolk County**

Education and Assistance Corporation  
Mediation Alternative Project  
Lance Elder, Chief Executive Officer  
22 Lawrence Avenue, suite 200  
Smithtown, NY 11787  
Phone: (631) 265-0490  
FAX: (631) 265-0831  
Web-site: [www.eacinc.org](http://www.eacinc.org)  
Site Contact: Linda Barlow  
E-mail: [linda.barlow@eacinc.org](mailto:linda.barlow@eacinc.org)

## **Sullivan County**

Dispute Resolution Center, Inc.  
Community Dispute Resolution Program  
Roz Magidson, Executive Director  
63 Liberty Street  
POB 786  
Monticello, NY 12701  
Phone: (845) 794-3377  
FAX: (845) 796-2913  
Web-site: [www.drcservices.org](http://www.drcservices.org)  
Site Contact: Kathy Kreiter  
E-mail: [kathyk@drcservices.org](mailto:kathyk@drcservices.org)

## **Tioga County**

ACCORD, A Center for Dispute Resolution  
Community Dispute Resolution Program  
Richard Squire, Executive Director  
32 Lake St.  
Owego, NY 13827  
Phone: (607) 687-1700  
FAX: (607) 687-8266  
Site Contact: Barbara Bohling  
E-mail: [accord990@stny.rr.com](mailto:accord990@stny.rr.com)

## **Tompkins County**

Community Dispute Resolution Center  
Community Dispute Resolution Program  
Judith A. Saul, Executive Director  
120 West State St  
Ithaca, NY 14850  
Phone: (607) 273-9347  
FAX: (607) 275-9225  
Web-site: [www.cdrc.org](http://www.cdrc.org)  
Site Contact: Judith A. Saul  
E-mail: [saul@cdrc.org](mailto:saul@cdrc.org)

## **Ulster County**

Dispute Resolution Center, Inc.  
Community Dispute Resolution Program  
Roz Magidson, Executive Director  
25 Lucas Ave., 2nd Floor  
PO Box 3074  
Kingston, NY 12402  
Phone: (845) 331-6136  
FAX: (845) 331-6021  
Web-site: [www.drcservices.org](http://www.drcservices.org)  
Site Contact: Eileen Rowley  
E-mail: [eileenr@drcservices.org](mailto:eileenr@drcservices.org)

## **Warren County**

Mediation Matters  
Community Dispute Resolution Program  
Peter Glassman, Executive Director  
Municipal Ctr., 1340 Rt.9  
Lake George, NY 12845  
Phone: (518) 761-7674  
FAX: (518) 761-6230  
Web-site: [www.mediationmatters.org](http://www.mediationmatters.org)  
Site Contact: Sarah Rudgers-Tysz  
E-mail: [sarahrt@mediationmatters.org](mailto:sarahrt@mediationmatters.org)

## **Washington County**

Mediation Matters  
Community Dispute Resolution Program  
Peter Glassman, Executive Director  
Municipal Ctr. 1340 Rte 9  
Lake George, NY 12845  
Phone: (518) 761-7674  
FAX: (518) 761-6230  
Web-site: [www.mediationmatters.org](http://www.mediationmatters.org)  
Site Contact: Sarah Rudgers-Tysz  
E-mail: [sarahrt@mediationmatters.org](mailto:sarahrt@mediationmatters.org)

## **Wayne County**

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
54 Broad St., Rm 304  
Hall of Justice  
Lyons, NY 14489  
Phone: (315) 946-7500  
FAX: (315) 946-5461  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Nancy Smith  
E-mail: [nsmith@cdsadr.org](mailto:nsmith@cdsadr.org)

## **Westchester County**

CLUSTER  
Community Dispute Resolution Program  
Toni Volchok, Executive Director  
20 South Broadway, Suite 501  
Box 1248  
Yonkers, NY 10702  
Phone: (914) 963-6500  
FAX: (914) 963-4566  
Site Contact: Jenny Besch  
E-mail: [jenbesch@aol.com](mailto:jenbesch@aol.com)

# Program List

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## **Wyoming County**

Child and Family Services  
Center for Resolution and Justice  
Eugene Meeks, President/CEO  
112 West State St.  
Olean, NY 14760  
Phone: (585) 344-2580  
FAX: (585) 344-8520  
Web-site: [www.cfsbny.org/](http://www.cfsbny.org/)  
Site Contact: Luci La Venture  
E-mail: [llaventure@cfsbny.org](mailto:llaventure@cfsbny.org)

## **Yates County**

Center for Dispute Settlement  
Community Dispute Resolution Program  
Sherry Walker-Cowart, Executive Director  
Yates County Court House  
415 Liberty Street  
Penn Yann, NY 14527  
Phone: (315) 531-3409  
FAX: (315) 536-2389  
Web-site: [www.cdsadr.org](http://www.cdsadr.org)  
Site Contact: Cindy Allen  
E-mail: [callen@cdsadr.org](mailto:callen@cdsadr.org)



**APPENDIX D**  
**DEFINITION OF TERMS**

## **DEFINITION OF TERMS**

### **Arbitration**

Compulsory Arbitration is a non-binding, adversarial dispute resolution process in which one or more arbitrators hear arguments, weigh evidence and issue a non-binding judgment on the merits after an expedited hearing. The arbitrator's decision addresses only the disputed legal issues and applies legal standards. Either party may reject the ruling and request a trial de novo in court.

Voluntary Arbitration is a binding, adversarial dispute resolution process in which the disputing parties choose one or more arbitrators to hear their dispute and to render a final decision or award after an expedited hearing.

### **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.

### **Conference (Settlement Conference)**

A brief, non-binding, confidential process in which a neutral third party, often someone with subject-matter expertise, hears abbreviated arguments in an effort to promote settlement. The neutral may offer an evaluation of likely outcomes. The neutral may also provide case planning guidance and settlement assistance with the parties' consent.

### **Facilitation**

Facilitation is a process in which an impartial facilitator helps parties to communicate and to constructively organize their discussion. Facilitation may be a public or private process, and it is particularly helpful in meetings involving many participants. What distinguishes facilitation from other forms of assisted negotiation, such as mediation, is that the facilitator places little to no emphasis on generating movement or achieving a solution and instead focuses purely on moderating the discussion among the parties.

### **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.



## Final Dispositions

<b>Group</b>	<b>Description</b>	<b>Definition</b>
DR Services Provided, Matter Resolved	Conciliated w/o face-to-face session	The matter is resolved through the intervention of a neutral but the parties do not meet together in a face-to-face DR process.
	Mediated - Full Agreement	A mediation session was held, all issues presented are fully resolved. A written agreement is entered into and signed by the parties.
	Arbitrated	The matter is resolved through the intervention of a neutral arbitrator who provides a written decision.
	Mediated - Verbal Agreement	A mediation session was held, the matter is resolved, and the parties choose not to put the agreement in writing.
	Facilitated	An impartial facilitator helps parties constructively organize their discussion and collaboratively identify negotiable issues. May be a public or private process, and is particularly appropriate for disputes involving many participants.
	Mediated - Partial Agreement	A mediation session was held, some of the issues presented are resolved. A written agreement is entered into and signed by the parties.
	Conferenced – Full Agreement	A conference was held, all issues presented are fully resolved. A written agreement is entered into and signed by the parties.
	Conferenced – Partial Agreement	A conference was held, some of the issues presented are resolved. A written agreement is entered into and signed by the parties.
DR Services Provided, Matter Not	Mediated, No Agreement	A mediation session was held and no agreement was reached.

<b>Group</b>	<b>Description</b>	<b>Definition</b>
Resolved	Mediated, Matter Unamenable	The matter is initially screened appropriate, and a DR process had proceeded but it is subsequently determined that the matter is unamenable or that issues exist that preclude the matter from continuing in the DR process.
	Conferenced, No Agreement	A conference was held and no agreement was reached.
Screened Inappropriate-Referred Out	Screened Inappropriate-Referred Out	Determined inappropriate at initial screening, referred to other resources.
Party(ies) Failed to Show	Complainant failed to show	A dispute-resolution session is scheduled but the Complainant did not appear.
	Respondent failed to show	A dispute-resolution session is scheduled but the Respondent did not appear.
	Both failed to show	A dispute-resolution session is scheduled but neither party appeared.
Part(ies) Declined/Withdrew	Complainant Declined	An initial intake-screening interview /information session is conducted with the complainant and DR services are offered. The complainant declines to participate in the DR process.
	Respondent Declined	An initial intake-screening interview /information session is conducted with the respondent and DR services are offered. The respondent declines to participate in the DR process.
	Both Declined	An initial intake-screening interview /information session is conducted with the both the respondent and the complainant, DR services are offered. Both parties decline to participate in the DR process.

<b>Group</b>	<b>Description</b>	<b>Definition</b>
	Complainant Withdrew	An intake-screening interview /information session is conducted with the complainant. The complainant agrees to participate in a DR process, but subsequently decides to withdraw from the process.
	Respondent Withdrew	An intake-screening interview /information session is conducted with the respondent. The respondent agrees to participate in a DR process, but subsequently decides to withdraw from the process.
Unable to Contact Party(ies)	Unable to contact Complainant	No initial contact with the Complainant was possible. (3 <sup>rd</sup> -party referral)
	Unable to Contact Respondent	No initial contact with the respondent was possible.
Outreach Attempted, No Contact	Outreach Attempted, No Contact	No initial contact with either party was possible.
Other	Other	Any disposition not fitting one of the categories above.

### Case Types

<b>Description</b>	<b>Definition</b>
Civil – Small Claim	Disputes that have resulted or could result in the filing of a small or commercial claim action.  This category should be used for any dispute that involves money or property valued within the monetary jurisdiction of the small claims part of the court regardless of whether a claim has actually been filed.
Civil – Large Claim	Disputes that have resulted or could result in the filing of an action for the recovery of money or personal property where the amount sought to be recovered or the value of the property exceeds the monetary jurisdiction of the small claims part of the court.
Civil -- Housing Dispute	Disputes involving housing and real property issues that have or could result in the filing of an action in

Description	Definition
	any court with jurisdiction over such issues.
Criminal – Misdemeanor/Violation	<p>Disputes that have resulted or could result in the filing of a complaint alleging an act that could be categorized as a violation or a misdemeanor.</p> <p>The Penal Law defines a violation as an offense, other than a traffic infraction, for which a sentence to a term of imprisonment in excess of fifteen days cannot be imposed.</p> <p>The Penal Law defines a violation as an offense, other than a traffic infraction, for which a sentence to a term of imprisonment in excess of fifteen days can be imposed, but for which a sentence in excess of one year cannot be imposed.</p>
Criminal – Felony	Felony offenses that are referred by the court. Only Certain felony offenses can be handled by CDRC programs. Please refer to the Program Manual.
Parenting Issues (custody, visitation and/or support)	Matters in which a Family Court or Supreme Court petition for Custody, Visitation or Support has been filed or that might otherwise result in such a petition being filed.
Matrimonial	Matters in which a Supreme Court divorce action has been filed or other matters involving issues related to the dissolution of a marriage. If the only issues addressed in mediation are related to the parenting of children, use the Parenting Issues category.
Child Permanency	Matters in which a Family Court petition involving child protective or permanency planning issues has been filed and the matter has been referred by the court.
PINS/Pre-PINS	<p>Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court petition seeking to designate a party as a "person in need of supervision". This includes matters that might otherwise be defined as PINS but are in a diversion program.</p> <p>The Family Court Act defines a "person in need of supervision" as a person less than 18 year of age [as of July 1 2002] who does not attend school in accordance with the provisions of part one of article sixty-five of the education law or who is incorrigible, ungovernable or habitually disobedient and beyond the lawful control of a parent or other person legally responsible for such child's care, or other lawful authority, or who violates the provisions of section 221.05 of the penal law (unlawful possession of</p>

Description	Definition
	marijuana).
Juvenile Delinquency	<p>Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court Juvenile Delinquency action. This includes matters that might otherwise be defined as JD but are in a diversion program.</p> <p>The Family Court Act defines a "Juvenile delinquent" as a person over seven and less than sixteen years of age, who, having committed an act that would constitute a crime if committed by an adult, (a) is not criminally responsible for such conduct by reason of infancy, or (b) is the defendant in an action ordered removed from a criminal court to the family court pursuant to article seven hundred twenty-five of the criminal procedure law.</p>
Peer Mediation	Matters that are resolved by peer mediators in a school-based or youth program setting.
Youth Issues	Matters in which at least one of the parties is under the age of 18 but that don't fit into one of the other youth categories.
DSS Conciliation	Matters involving social service clients (usually determination of benefit eligibility disputes or violation of program rule disputes) that are the subject of or that would otherwise be the subject of an administrative hearing at the local social service department.
Manufactured Housing (formerly Mobil home)	Matters involving manufactured housing that are the subject of or that would otherwise be the subject of an administrative hearing at the NYS Department of Housing and Community Renewal
Administrative Hearing	Early Intervention, Special Ed, Agricultural Mediation, Lemon Law, VESID and other matters that are the subject of or might otherwise be the subject of an administrative hearing. Excludes Manufactured housing or DSS conciliation matters.
Other	Any matter not fitting one of the categories above.



**APPENDIX E**

**ADR STAFF LISTING FOR THE  
NEW YORK STATE  
OFFICE OF ALTERNATIVE DISPUTE RESOLUTION  
& COURT IMPROVEMENT PROGRAMS**

# Office of Alternative Dispute Resolution & Court Improvement

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