The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System’s Office of Alternative Dispute Resolution Programs (ADR). The program is a joint local/state effort that provides community forums for the resolution of disputes as an alternative to criminal, civil, and family litigation.

Begun in 1981, the CDRCP is available in all 62 counties of New York State, through local community nonprofit agencies, to provide dispute resolution services—including mediation, conciliation, and arbitration—to individuals, families, organizations, and communities. In addition to providing dispute resolution services, local community dispute resolution centers (CDRCs) offer educational and group-facilitation services.

Referrals are made by agencies, courts, law enforcement, schools, businesses, public defenders, and attorneys. Individuals may also come to their local CDRC through self-referrals, resulting from positive experiences of their own, as well as those of colleagues, friends and neighbors. The earlier a CDRC can provide services to the parties, the less likely it is that disputes will escalate to criminal, family or civil court matters.

The CDRCP provides highly effective dispute resolution services at minimal or no charge to all residents of New York State.
STATEWIDE PARTNERSHIPS AND PROGRAMS

Community Dispute Resolution Centers (CDRCs) provide dispute resolution services through partnerships with local courts, law enforcement, schools, businesses, government, and organizations.

FAMILY AND NEIGHBOR MATTERS

CDRCs work with individuals, attorneys and the courts to help families resolve issues related to custody and visitation disputes and decision making. Family Court and Department of Social Services also refer cases for CDRC services that provide mediation for other family matters, including Persons in Need of Supervision (PINS) and Child Permanency. Neighborhood disputes brought to mediations are coordinated to encourage cooperation with all the stakeholders involved. Families and neighbors can improve communication and relationships while resolving differences and disputes that threaten quality of life.

COMMERCIAL & SMALL CLAIMS MATTERS

CDRCs work with individuals, groups, and the courts to resolve commercial and small claims matters. The typical case can involve damage caused to automobiles, other personal property, real property or personal property, failure to provide proper repairs, services, merchandise, or goods; failure to return security, property, a deposit, or money loaned; failure to pay for services rendered, salary, an insurance claim, rent, commissions, or for goods sold and delivered; breach of lease, contract, warranty or agreement; or loss of property, employment, housing, time from work, or use of property.

ELDER ADULT DECISIONS & DIALOGUE

CDRCs work in coordination with individuals, families, courts, attorneys and others to provide elder adult dialogue and mediation. These services are highly successful to improve communication, discuss issues and options, clarify choices, address differences and resolve disputes. CDRCs help people respond to: housing/neighbor disputes, small claims matters, medical and other service provision issues, difficult conversations, and kinship care giving. Through these services, individuals and families can also address relations and concerns involved with changes, considerations, transitions and losses often associated with quality of life and aging.

SPECIALIZED COMMUNITY DISPUTE RESOLUTION PROGRAMS FOR:

- Agricultural loans, debts, complaints, business, and land use decisions
- Special Education and Vocational Rehabilitation provisions and services
- Lemon Law and other faulty manufacturing issues
- Workplace Employee Assistance Program benefits

For more information, please contact cdrcp@nycourts.gov

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