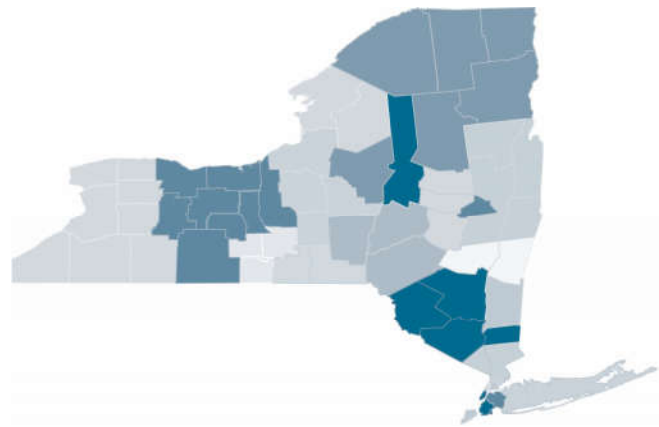


COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM



NEW YORK STATE UNIFIED COURT SYSTEM

Hon. Janet DiFiore
Chief Judge of New York State

Hon. Lawrence K. Marks
Chief Administrative Judge

SERVING COMMUNITY NEEDS

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

The CDRCP provides services that help individuals, families, and communities discuss and resolve differences for themselves

RESOLVING CONFLICTS

- Neighbor disturbances
- Small claims disputes
- Landlord/tenant issues
- Consumer/contractor complaints
- Family and parenting matters
- Education and supervision needs
- Decision making and care giving

MEDIATOR QUALIFICATIONS

Statewide, over 1,500 volunteer and staff mediators share diverse personal, professional and community experiences through the CDRCP. To qualify, they are required to meet ADR standards for initial and advanced training, apprenticeship, annual practice and continuing education. These highly trained professionals are guided by the NYS Model Standards of Conduct, adapted from the Revised Model Standards of Conduct created by the American Arbitration Association, the American Bar Association and the Association of Conflict Resolution.

COMMUNITY DISPUTE RESOLUTION CENTERS

Albany – Mediation Matters.....	(518) 446-0356
Allegany – Center for Resolution and Justice.....	(716) 362-2323
Broome – ACCORD.....	(607) 724-5153
Cattaraugus – Center for Resolution and Justice ...	(716) 483-7774
Cayuga – Center for Dispute Settlement.....	(585) 396-0840
Chautauqua – Center for Resolution and Justice.....	(716) 483-7774
Chemung – Community Dispute Resolution Ctr.....	(607) 734-9087
Chenango – Dispute Resolution Center.....	(607) 432-0061
Clinton – North Country CRS.....	(518) 324-5144
Columbia – Common Ground.....	(518) 943-0523
Cortland – New Justice Conflict Resolution.....	(607) 753-6952
Delaware – Dispute Resolution Center.....	(607) 432-0061
Dutchess – Mediation Center.....	(845) 471-7213
Erie – Center for Resolution and Justice.....	(716) 362-2323
Essex – North Country CRS.....	(518) 523-0102
Franklin – Justice and Mediation Center.....	(518) 358-2255
Fulton – Dispute Resolution Center.....	(518) 842-4202
Genesee – Center for Resolution and Justice.....	(585) 344-2580
Greene – Common Ground.....	(518) 943-0523
Hamilton – North Country CRS.....	(518) 561-5460
Herkimer – Dispute Resolution Center.....	(315) 894-9917
Jefferson – Resolution Center.....	(315) 785-0333
Lewis – Resolution Center.....	(315) 376-7991
Livingston – Center for Dispute Settlement.....	(585) 243-7007
Madison – Peacemaker Program.....	(315) 724-1718
Monroe – Center for Dispute Settlement.....	(585) 546-5110
Montgomery – Dispute Resolution Center.....	(518) 842-4202
Nassau – Long Island Dispute Resolution Ctr.....	(516) 489-7733
New York City	
Bronx – IMCR.....	(718) 585-1190
Kings – Brooklyn Mediation Center.....	(718) 834-6671
New York – Manhattan Mediation Center.....	(212) 577-1740
Queens – Community Mediation Services.....	(718) 523-6868
Richmond – NYCID.....	(718) 815-4557
Niagara – Center for Resolution and Justice.....	(716) 297-3083
Oneida – Peacemaker Program.....	(315) 724-1718
Onondaga – New Justice Conflict Resolution.....	(315) 471-4676
Ontario – Center for Dispute Settlement.....	(585) 396-0840
Orange – Dispute Resolution Center.....	(845) 372-8771
Orleans – Center for Resolution and Justice.....	(585) 344-2580
Oswego – New Justice Conflict Resolution.....	(315) 343-8370
Otsego – Dispute Resolution Center.....	(607) 432-0061
Putnam – Dispute Resolution Center.....	(845) 3728771
Rensselaer – Mediation Matters.....	(518) 446-0356
Rockland – Mediation Center of CLUSTER.....	(845) 512-8730
St. Lawrence – Justice and Mediation Center.....	(315) 769-2500
Saratoga – Mediation Matters.....	(518) 584-6361
Schenectady – Mediation Matters.....	(518) 446-0356
Schoharie – Dispute Resolution Center.....	(518) 842-4202
Schuyler – Community Dispute Resolution Center..	(607) 535-6860
Seneca – Center for Dispute Settlement.....	(315) 539-4570
Steuben – Center for Dispute Settlement.....	(607) 776-6976
Suffolk – Long Island Dispute Resolution Center.....	(631) 265-0490
Sullivan – Dispute Resolution Center.....	(845) 372-8771
Tioga – ACCORD.....	(607) 687-8222
Tompkins – Community Dispute Resolution Ctr.....	(607) 273-9347
Ulster – Dispute Resolution Center.....	(845) 372-8771
Warren/Washington – Mediation Matters.....	(518) 584-6361
Wayne – Ctr for Dispute Settlement.....	(315) 946-5451
Westchester – Mediation Center of CLUSTER.....	(914) 963-6500
Wyoming – Dispute Resolution Center.....	(585) 344-2580
Yates – Ctr for Dispute Settlement.....	(315) 531-3409

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 person; 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.

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

JUVENILE JUSTICE AND EDUCATION

CDRCs collaborate with local courts, agencies, social services, law enforcement, and schools to provide juvenile justice and educational programs that promote non-violent conflict resolution. These CDRC programs include: restorative practices, attendance mediation, peer mediation training and supervision, communication and social/emotional skill development, community building circles, bullying prevention, community and family-group conferencing, alternatives to suspension, re-entry dialogue and Youth Court coordination.

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.

CDRCP BENEFITS

Available to all New York State residents at little or no personal cost

Convenient dispute resolution services for appropriate civil, family, and criminal matters

Confidential and voluntary conversations that support personal rights and responsibilities

People have more control over the process and results than in litigation to find their own solutions that work best for them

For more information, please contact

cdrcp@nycourts.gov

Daniel Kos

Assistant State ADR Coordinator

2500 Pond View, Suite 104

Castleton-on-Hudson, NY 12033

(518) 238-4354

www.nycourts.gov/adr

Lisa M. Courtney, Esq.

State ADR Coordinator

25 Beaver Street, Rm. 889

New York, NY 10004

(212) 428-5519