



OFFICE OF ALTERNATIVE DISPUTE RESOLUTION PROGRAMS

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

**2002-2003
ANNUAL REPORT**



**New York State
Unified Court System**

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PREFACE

The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System's (UCS) Office of Alternative Dispute Resolution (ADR) Programs. The program is a joint local/state effort to provide community forums for the resolution of disputes as an alternative to criminal, civil, and Family Court litigation. Established by the New York State Legislature on July 27, 1981, the program is supervised by the Chief Administrative Judge of the Courts (Judiciary Law, Article 21A). In 1984, the CDRCP was made a permanent component of the Unified Court System pursuant to Chapter 156, Law of 1984. The Office of Court Administration maintains offices in Cohoes and New York City that provide public education and information related to alternative dispute resolution. The primary function of the CDRCP is to administer, fund, and oversee the statewide network of community-based dispute resolution programs. As a condition of receiving court funding, local centers are monitored for compliance with state program procedures and guidelines.

The report is submitted pursuant to section 849-g of the Judiciary Law. It chronicles the work of the CDRCP during the fiscal year 2002-03 (April 1, 2002 through March 31, 2003).

BRIEF OVERVIEW
April 1, 2002 through March 31, 2003

PROGRAM DESCRIPTION

The Community Dispute Resolution Centers Program (CDRCP) administers, funds, and oversees New York's network of community-based, not-for-profit dispute resolutions centers. These centers serve as a community resource where individuals can discuss and resolve their interpersonal disputes. After center staff carefully screen each case, a neutral third-party mediator, who has been trained in accordance with CDRCP standards, helps the parties work together to develop a mutually agreeable solution. This process gives people in conflict the opportunity to take responsibility for resolving their own disagreements, prevents minor matters from escalating into more serious offenses, and addresses the underlying concerns of all parties. Mediators are trained to help parties with a variety of interpersonal issues, including criminal, civil and/or family matters.

CASELOAD ACTIVITY

In fiscal year 2002-2003, the centers determined that 51,899 cases involving 118,690 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 28,548 conciliations, mediations, and arbitrations that served 66,070 people. Parties entered into voluntary agreements in 85% of the cases that were mediated or conciliated. Centers reported that disputants paid to one another a total of \$14,545,671 either through mediated agreements or arbitration awards. The average payment per case was \$1,965. During the past fiscal year, the average single-hearing mediation or arbitration took 18 days from intake to final disposition. The average multiple-hearing case took 61 days for resolution. (The more complex cases, such as custody, visitation, or selected civil disputes, are often handled in multiple sessions.)

The overall CDRCP caseload also includes 16,257 Better Business Bureau (BBB) complaints filed by individuals against businesses in 50 counties of NYS. This workload—supported by BBB funds—is

handled through an innovative telephone and electronic conciliation process that helps parties resolve their commercial disputes in an efficient and equitable manner.

The centers continued to help families in New York State resolve highly emotional family disputes, including 8,716 child custody, visitation or support cases; 579 divorce or separation cases; and 1,967 PINS (Persons In Need of Supervision) cases.

A total of 8,342 cases (16% of the overall caseload) involved disputes among family members and domestic partners, including cases between parties who are married, separated or divorced from one another.

REFERRAL PROFILES

Centers seek referrals from a variety of agencies and other governmental organizations in an effort to intervene in cases before they reach court. Over the past six years, there have been slight shifts in the sources of these referrals statewide. Overall, though, the patterns have remained fairly consistent: about 33% of the cases come from the courts, 42% from public and private agencies, 10% from law enforcement, and 4% from schools. In addition, about 8% of cases are self-referred.

There have been some significant changes over the six years within the court referrals. There has been a large increase in referrals of family cases, particularly parenting matters, or custody, visitation, or support cases. (See Table 6 for details)

CLIENT PROFILES

Centers serve women and men of all ages, races, and ethnic backgrounds, at all employment, income, and educational levels. About 16% of the cases involved members of the same family (domestic partners, immediate or extended family and parties who are married, divorced or separated). The most common relationships among disputants who were not members of the same family were: individual-corporation (33%); consumer-merchant (10%); landlord-tenant (8%); and neighbors (5%).

Programs and Partnerships**PROGRAMS & PARTNERSHIPS**

Several pilot programs have been developed through collaborative partnerships with courts and their local community dispute resolution centers. The following is a brief summary of the collaborative partnerships conducted by the CDRCs.

SUPREME COURT**DIVORCE MEDIATION**

The Dispute Resolution Center of Orange, Putnam, Sullivan and Ulster Counties and Law, Order and Justice Center of Schenectady County operate a divorce mediation program in collaboration with the Orange and Schenectady County Supreme Courts. These programs utilize co-mediation teams consisting of experienced matrimonial attorneys and non-attorney mediators, all of whom are trained and certified by the Community Dispute Resolution Center.

CUSTODY AND VISITATION MEDIATION

Building on the success of CDRCs in Family Court, as described below, custody and visitation mediation programs in Monroe and Nassau Counties also serve the local Supreme Courts.

FAMILY COURT**CUSTODY AND VISITATION MEDIATION**

Fifty CDRCs contract with the Unified Court System to provide separately funded Family Court mediation programs. These programs primarily handle child custody and visitation issues. For a complete listing of counties, please refer to Table 17.

Cases from Family Court generally require more time and resources on the part of the dispute resolution centers to provide quality screening, scheduling, and delivery of mediation services. This contractual funding allows centers to hire staff responsible for screening cases, educating parties about the mediation process, scheduling cases with trained mediators, and working with the

dispute resolution center to provide advanced training for mediators.

During fiscal year 2002-2003, centers that received special funding, typically from Judicial District Administrative Offices, for Family Court cases screened a total of 10,164 cases, of which 4,921 were conciliated or mediated. Centers without special funding for Family Court cases screened an additional 527 cases, of which 296 were conciliated or mediated. Statewide, a total of 10,691 Family Court cases were screened, of which 5,217 were either conciliated or mediated. (Details in Table 14)

**2002-2003 Family Court
Mediation Services**

Family Court Services	Cases Screened	Cases Conciliated/Mediated
Special Funding	10,164	4,921
Other Funding	527	296
Total	10,691	5,217

**PERSONS IN NEED OF SUPERVISION (PINS)
AND PINS DIVERSION MEDIATION**

The use of mediators in Family Court has expanded to include eleven pilot programs for mediating Persons In Need of Supervision (PINS) cases. These specially funded pilot programs are located in Cayuga, Chemung, Kings, Livingston, Monroe, Ontario, Queens, Seneca, Steuben, Westchester and Yates Counties. One juvenile delinquency mediation program operates in Monroe County. These centers and other CDRCs not receiving specific funding, work with children and their parents along with other social service organizations on issues related to the filing of a PINS petition. In 2002-2003, 1,967 PINS and PINS diversion cases were screened as appropriate for mediation.

CHILD PERMANENCY MEDIATION

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

During 2002-2003, the Office of ADR Programs provided special grants to four additional CDRCs to begin planning for child permanency programs in Albany, Chemung, Monroe and Oneida Counties. The grant allows the CDRCs to provide administrative support, technical assistance and mediation training. Representatives from the local Family Court, Department of Social Services, Bar Association, and other interested organizations develop consensus regarding the proposed program protocol.

Once the protocol is developed, a program is eligible for an implementation grant. Oneida County, the first to reach this stage, received funding as of January 2003. Implementation funding is provided through collaboration between the Office of ADR Programs, the Permanent Judicial Commission on Justice for Children, and the New York State Office of Children and Family Services.

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 community dispute resolution centers for more information on mediation services. Petition coordinators do not offer legal advice.

EDUCATION, TRAINING & CONSULTATION

In addition to providing dispute resolution services for cases on direct or self referral, many of the CDRCs offer a variety of ADR related educational services in their communities. These services include:

- School programming, including conflict management education for staff and students, peer mediation training and program support
- Dispute resolution training (for community and Family Court mediators)
- Consulting services to help agencies, organizations and institutions design customized conflict management and dispute resolution systems

YOUTH INITIATIVES AND EDUCATIONAL PROGRAMS

In fiscal year 2002-2003, over 6,900 individuals under 21 years of age participated in mediations through their local CDRCs. Of the 1,988 cases referred by schools, parties entered into voluntary agreements in 93% of the 1,673 mediated and conciliated cases. Referral sources for these mediations and other alternative dispute resolution services included schools, courts, probation, police, other service agencies, and community members.

Young people are also served through educational programs throughout the state. Local CDRCs collaborate with schools and community agencies to develop and provide conflict management and resolution classes, workshops, presentations, group conferences and other alternative dispute resolution programs for parents, youth and the community.

CDRCs also provide assistance developing programs and materials that address issues of safety, tolerance and respect. These initiatives build social skills and promote non-violent conflict resolution. Moreover, the centers provide colleges and universities with conflict resolution training for students and staff, who are then eligible to complete the remaining requirements to become volunteer community mediators for their local centers.

Programs and Partnerships**FEE DISPUTE ARBITRATION IN DOMESTIC RELATIONS CASES (PART 136)**

This program provides arbitration services when there is a dispute over fees between clients and attorneys in domestic relations cases, where the representation began prior to January 1, 2002. The program is supervised by the Administrative Judge for Matrimonial Matters and is managed through each District Administrative Judge's Office throughout the state. The CDRCP assists the individual District Administrative Offices by scheduling trainings and contacting individuals who want to volunteer as arbitrators. The District Administrative office also reaches out to local bar associations to encourage attorneys to volunteer as arbitrators. In fiscal year 2002-2003, there were 621 requests for arbitration. A total of 418 arbitration hearings were held, which resulted in 144 settlements. There were 224 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 194 disputes involving attorneys' fees of \$3,000 or more, which were heard by a panel of three arbitrators.

NEW YORK CITY CRIMINAL COURT DISPUTE REFERRAL CENTERS

The Criminal Court of the City of New York has Dispute Referral Centers located in each borough. At these centers, information and referral services are provided to members of the public who have complaints against other individuals. Most complainants—about 80%—are referred to these centers by the New York City Police Department when the offense does not warrant that an arrest be made but where there is an ongoing dispute. Referrals also come from the District Attorneys' Offices and the Family and Civil Courts. In fiscal year 2002-2003, the Court Dispute Referral Centers served 19,358 complainants, of whom 4,637 (24% of the total) were referred to mediation.

Although the mission of the Court Dispute Referral Centers is to divert disputes from Criminal Court, 4% percent (759) of the complainants, with the cooperation of the District Attorneys' offices were assisted in preparing criminal complaints for prosecution.

This enabled complainants to immediately receive ex parte temporary orders of protection. Of those cases prosecuted, over 93% involved victims of domestic violence. Another nine percent were referred to Family Court, 15% were provided with information only, and 30% were referred back to the police.

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

SURROGATE DECISION MAKING COMMITTEES

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

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

CDRCs contract with NYSDRA to provide the following alternative dispute resolution services throughout New York State. NYSDRA conducts staff and volunteer trainings and manages case referrals, intake, monitoring and reporting required by each individual contract.

AGRICULTURAL MEDIATION

In August 2001, New York State and the Unified Court System's State Office of Alternative Dispute Resolution Programs were certified by the United States Department of Agriculture (USDA), to operate the New York State Agricultural Mediation Program (NYSAMP). New York is one of 29 states with USDA certified agricultural mediation programs authorized to assist in resolving disputes involving farm and housing loans, wetland determinations, conservation compliance, pesticide use, and other agricultural issues.

NYSDRA manages central intake for referrals from the USDA, financial institutions, other agencies and individual agricultural producers. Case management is handled regionally by seven CDRCs selected across the state—Chautauqua, Delaware, Herkimer, Montgomery, Orange, Steuben, and Suffolk Counties.

Training for USDA County Directors in the principles of mediation and effective participation in mediation is provided by staff of the State ADR Office, NYSDRA and USDA. Training for experienced community mediators to work with agricultural disputes is provided by staff of the State ADR Office, NYSDRA, USDA, NY FarmNet, and Cornell School of Industrial Labor Relations.

NYSAMP planned during this report period to host the Annual Meeting of the Coalition of Agricultural Mediation Programs (CAMP), the organization of certified State programs. This meeting will be held in Saratoga Springs for representatives of agricultural mediation centers from across the country and the USDA.

SPECIAL EDUCATION

Since 1995, all school districts in New York State have been required to make special education mediation available to parents of children with disabilities. The Community Dispute Resolution Centers provide mediation services pursuant to a contract between the New York State Education Department and NYSDRA. The program offers an alternative to costly impartial hearings, which have the potential to produce a negative effect on the parent and school relationship. In fiscal year 2002-2003, 469 cases were processed through this program, with an agreement rate of over 88% for those cases coming to mediation.

**VOCATIONAL REHABILITATION MEDIATION
(VESID)**

Pursuant to the Federal Vocational Rehabilitation Act, the New York State Education Department entered into a contract in 1999 with NYSDRA to provide mediation services through the Community Dispute Resolution Centers. This program mediates disputes between administrators of the VESID program and applicants or eligible individuals, regarding the provision of vocational rehabilitation services.

EARLY INTERVENTION MEDIATION

The CDRCs, working through a contract between NYSDRA and the NYS Department of Health, provide mediation services to parents of children with developmental delay or disabilities and their local early intervention officials. Parents of children younger than four years old are eligible for this service. This program provides an alternative to a due process hearing and promotes communication between parents and service providers.

LEMON LAW ARBITRATION

Through the membership network of community dispute resolution centers, NYSDRA has contracted with the New York State Attorney General's Office to administer the Lemon Law Arbitration Program. This program provides legal protection for

New York State Community Mediators

consumers who purchase new or used cars or wheelchairs and experience chronic problems that substantially impair their value. The program also resolves excess wear and damage claims on leased cars. Between April 1, 2002 and March 31, 2003, 761 cases were filed and processed through this program.

MANUFACTURED HOMES MEDIATION

Since 1989, NYSDRA, representing the statewide network of Community Dispute Resolution Centers, has contracted with the New York State Division of Housing and Community Renewal's Manufactured Homes Unit to provide mediation in disputes between park owners and tenants, in either standard or group cases, as appropriate. A pilot program has added a new component to deal with leasing issues and STAR tax rebates.

NEW YORK STATE COMMUNITY MEDIATORS

Statewide, over 2,000 active volunteer mediators are certified by their local CDCR and available to serve their communities. During fiscal year 2002-2003, community mediators provided over 88,535 hours of pro bono mediation and arbitration services through their local community dispute resolution centers.

SERVICE LENGTH OF ACTIVE MEDIATORS

<u>YEARS</u>	<u>PERCENT</u>
1 year of less	12%
1 to 3 years	25%
3 to 6 years	32%
6 to 10 years	15%
10 years or more	16%
Total	100%

Volunteer mediators come from all walks of life, bringing a variety of personal, professional and community experience. The average length of service for these mediators is eight years. They often volunteer for a local dispute resolution center after being recommended by veteran mediators or

becoming aware of the program through newspaper articles, advertisements, or interviews.

Under the supervision of the dispute resolution center director, staff members review resumes and interview prospective mediators. A state-certified trainer conducts the classroom training in accordance with statewide guidelines. An extensive portion of the training is devoted to role-plays or simulated disputes, thereby providing experiential learning opportunities for prospective mediators. After mediators complete their basic training, they must also complete an apprenticeship phase.

TRAINER CERTIFICATION AND MEDIATOR QUALIFICATIONS

During much of 2001-02, the CDCR explored revision of its requirements for trainer certification and for the guidelines covering mediator training and apprenticeship. This work culminated in the adoption of new requirements and guidelines that were officially promulgated and distributed to directors on May 8, 2002, and became effective January 1, 2003.

In addition to surveying program directors on various proposals, staff from the CDCR met with center staff and volunteer mediators from across the state in Brooklyn, Canandaigua and Cohoes to determine how various proposals might impact mediator recruitment, diversity and retention, how the proposals would cost the centers valuable resources, and how the proposals would affect local practice. Centers and mediators were unanimous in challenging the CDCR to develop guidelines and requirements that would be flexible enough to accommodate the centers' diverse needs.

MEDIATOR TRAINING AND APPRENTICESHIP REQUIREMENTS

The CDCR ultimately determined that initial training for community mediators must be raised to 30 hours for additional coverage of domestic violence screening, ethics, cultural diversity, and agreement drafting. Another key enhancement was the adoption of additional

apprenticeship requirements. The new guidelines for apprenticeship require all new mediators to mediate or co-mediate at least two structured role-plays, observe at least one actual mediation involving actual parties, mediate or co-mediate at least five actual cases, and mediate or co-mediate at least one case followed by either a debriefing session with staff or completing a self-evaluation form. 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 to each mediator. The Program Director or his or her designee(s) shall 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.

The CDRCP—responding to concerns by rural centers that these requirements would impede timely certification—allows centers to draft an alternative apprenticeship plan if the center can demonstrate that its apprenticeship meets the interests of monitoring the development of its newest mediators and ensuring that mediators are providing effective mediation services. For a full copy of the new requirements, which are delineated in the CDRCP Program Manual, please visit our website (www.nycourts.gov/ip/adr).

MEDIATION CONTINUING EDUCATION

CDRCP mediators must complete six hours per year of continuing education to maintain their certification. This may include, at the discretion of the local program director, 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

CDRCP mediators must have completed initial training plus at least 12 hours of appropriate training in the area of specialty. This requirement affects mediators who

conduct mediations concerning parenting disputes involving child custody and visitation or support, child permanency, parent/child or PINS matters.

COMMUNITY MEDIATION TRAINER CERTIFICATION

The Community Dispute Resolution Centers Program certifies mediation trainers for the CDRCs. The CDRCP will only observe a trainer for certification when the request for observation is made by a center. This requirement serves two purposes: first, it enhances the ability of centers to negotiate with prospective trainers for favorable training commitments; and second, the CDRCP will only invest resources in those trainers whose trainings will directly benefit the centers.

In order to become certified, prospective trainers must submit a resume, training manual and agenda based on the CDRCP curriculum and guidelines. The CDRCP must approve the training manual and agenda before the training will be observed, and the trainer must conduct the training in accordance with Article 21-A of the Judiciary Law. The trainer must be observed and approved by CDRCP staff before a trainer can be certified. Training participant evaluations are also reviewed by CDRCP staff to gauge the effectiveness of the trainer's presentation skills.

The CDRCP maintains a list of certified trainers. In order to maintain certification, trainers must conduct at least twelve hours of training every two years, participate in a minimum of twenty-one hours of continuing education every three years, and conduct a minimum of three mediations per year. In addition, trainers are required to verify that they have conducted at least one training on behalf of a local center within the past three years. Those who fail to meet these requirements will be removed from the roster of certified trainers. Finally, the CDRCP instituted a trainer recertification procedure, in which staff from the CDRCP will observe previously certified trainers at least once every five years.

Fiscal & Administrative Management

ANNUAL TRAINING AND DEVELOPMENT

The CDRCP provides professional training opportunities for mediators and program staff. During fiscal year 2002-2003, this commitment to quality included three regional advanced mediation training institutes for CDRC mediators and staff, four regional management trainings for center staff, as well as numerous management and mediation trainings and in-services conducted at local centers throughout the state. In addition, during fiscal year 2001-2002, CDRCP staff, trainers and workshop presenters provided statewide training on conflict prevention, management and resolution to UCS staff.

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 requires active mediators to complete six hours per year of in-service training. To facilitate compliance with these requirements, 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. During 2002-2003, three advanced training institutes, for mediators and staff were held in Amherst, Utica and New York City. Over 200 volunteer mediators and CDRC staff participated in these mediation training opportunities.

These advanced training institutes and other professional development seminars addressed the following areas of interest: improving communication in dialogues, bridging cross-cultural differences in mediation, ways to maintain impartiality, and screening for domestic violence. Each provided attendees with the most current information and opportunities to build skills. Participants discussed mediator concerns and developed awareness, strategies and skills for

creating an environment conducive for both a positive mediation process and outcome.

The training sessions and forums on domestic violence were held to increase awareness, confront the issues involved, and ensure adequate screening. Participants improved their skills through interactive discussion, role-playing, and informative reference materials.

QUALITY SERVICE TRAINING FOR UCS STAFF

In the fall of 1999, the UCS established the Quality Service Program to ensure that the court system provides the public with fair and efficient justice and to help court personnel serve the public in a courteous and professional manner. In response to this request, the Quality Service Committee asked staff from the Office of ADR Programs to develop a model training curriculum for a 3-hour training and deliver the trainings statewide. The curriculum explains why people respond to conflict differently, helps participants choose a conflict management approach that best fits a given situation, and challenges participants to enhance their listening and communication skills.

In an effort to facilitate the training of 15,000 non-judicial employees in the Unified Court System, the Office of ADR Programs enlisted the assistance of trainers and staff who work in the CDRCs. Staff from Judicial District Administrative Offices helped these workshop presenters tailor the curriculum to meet local needs. Presenters continue to work with and deliver the "Module II: Conflict Prevention, Management and Resolution" workshop.

FISCAL AND ADMINISTRATIVE MANAGEMENT

FISCAL MANAGEMENT

The New York State Unified Court System (NYS UCS) contracts annually with not-for-profit agencies to provide dispute resolution services in every county in the state. Each year, agencies submit a budget to the

Chief Administrative Judge through the CDRCP. The UCS provides these not-for-profit agencies with initial grants of \$20,000 per county served and may provide additional funds up to 50% of each agency's remaining costs. Agencies must meet a series of eligibility criteria in order to receive funding.

2002-2003 LOCAL REVENUE DISTRIBUTION

REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
Municipalities	1,045,623	9.7
Fees for Services	870,820	8.1
DSS Funding	590,251	5.5
Sponsor Agency	297,207	2.8
Youth Bureau	240,149	2.2
Donations/Grants	225,081	2.1
School Districts	206,914	1.9
State Funding	201,160	1.9
United Way	130,853	1.2
In-Kind	56,245	0.5
Other	54,791	0.5
Total Local Rev.	6,447,827	36.7
UCS CDRCP	4,325,175	40.1
UCS Judicial District	2,496,398	23.2
Total UCS Funds	6,821,573	63.3
Total Funding	10,773,002	100%

The individual agencies must generate the remaining portion of their funding through other federal, state, county, and city agencies, as well as through revenue-producing activities. Funding from the United Way, foundations, corporate donations, fund-raising events, training fees, and fees-for-services are among the sources of additional revenue.

In fiscal year 2002-2003, grant awards from the Unified Court System to not-for-profit agencies totaled \$4,325,175. An additional \$2,496,398 was funded to a majority of the CDRCs for Family Court mediation services for issues regarding child

custody and visitation, PINS, child permanency, and juvenile justice, and for Supreme Court mediation services related to custody and visitation matters.

During fiscal year 2002-2003, the average NYS UCS CDRC grant cost for each case screened and accepted as appropriate for dispute resolution services was \$131. The cost per conciliation, mediation, and arbitration was \$239, and the cost per person served in a conciliation, mediation, or arbitration process was \$103. A history of each not-for-profit agency's grants for fiscal years 1998-99 through 2002-2003 can be found in Table 7. Table 8 summarizes costs incurred per case and person for fiscal years 2001-2002 and 2002-2003.

ADMINISTRATIVE MANAGEMENT

CDRCP staff monitor the centers for compliance with the procedures and guidelines contained in the CDRCP program manual. They also conduct regular on-site visits and provide ongoing technical assistance. In addition, centers submit quarterly progress and financial reconciliation reports to the UCS for review by CDRCP staff. The UCS also conducts periodic fiscal audits of the centers.

Community dispute resolution centers are required to submit a summary case profile form to the UCS for every dispute found appropriate for ADR. This form contains information on the nature and disposition of the dispute, as well as information about referral sources and other data on the processing of the case. This information includes client demographics submitted by case number to protect confidentiality. The UCS uses this data for program planning and development, information bulletins, and management reports.

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

- Downloadable copies of the CDRCP annual reports, as well as newsletters for the CDRCP and Office of ADR Programs

Fiscal & Administrative Management

- Downloadable information from the program manual, reporting forms and enabling legislation for the CDRCP
- A calendar of approved upcoming trainings in dispute resolution skills
- Contact information for the Office of ADR Programs and all Community Dispute Resolution Centers in the state
- A comprehensive summary of ADR pilot program initiatives throughout the state

ELECTRONIC CASE MANAGEMENT

The CDRCs in New York State are required to submit summary case information to the UCS for every dispute found appropriate for alternative dispute resolution. Information about the nature and disposition of the dispute, referral sources, client demographics and other data on the processing of the case, is submitted to the Office of ADR programs without names to protect confidentiality. This information is used for CDRC planning, development, management and support by the UCS Office of Budget and Finance, District Administrative Offices and local courts.

A standard computerized database at the local level has been developed in collaboration with the local Centers and with the UCS Division of Technology (DOT). The resulting process allows centers to securely transfer their case profile information electronically, via a secure internet connection, to storage at the DOT site in Rensselaer. The CDRCs in New York have taken advantage of 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.

During fiscal year 2002-2003, regional professional training and development seminars were conducted for staff of all the CDRCs in use of Crystal Reports to analyze DRCMS data. Crystal Reports is a software program that allows users to quickly and easily produce reports based on DRCMS data for improved insight and better decisions. The agenda for the training included Overview of the DRCMS database structure, Design and

Reporting Tools in Crystal reports, Development of Simple and Complex Reports, Updating the DRCMS and Verifying Reports. Participating CDRC staff and directors learned about those general areas and worked on specific examples through interactive exercises and discussion focused on reporting for a sample agency. CDRC staff responsible for local program management and reporting attended this training, conducted at both UCS DOT offices in Rensselaer and 25 Beaver Street, NYC. Participants in the training will be able improve program services and communication with referral agencies, more clearly analyze available data, and more accurately and effectively manage cases.

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.

SAFE HORIZON

Contract Provider: Safe Horizon

Counties Served: New York and Kings Counties

Director: Elizabeth Clemants

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

Satellite Offices:

New York County: Midtown Community Court: 314 W. 54th St., New York, N.Y.

10019; *Kings County: Brooklyn Mediation Program:* 210 Joralemon St., Room 618,

Brooklyn, N.Y. 11201; **East N.Y. Mediation Program:** 3021 Atlantic Avenue, Brooklyn,

N.Y. 11208; **Red Hook Mediation Program:** 88 Visitation Place, Brooklyn, N.Y. 11231

Start-Up Date for Community Dispute Resolution Center: Kings County: 1981; New York County: 1995

Start-Up Date for Family Court Mediation Program Grant: Kings County Custody-Visitation (1998) and PINS (1999)

Counties Served with Family Court Mediation Programs: New York and Kings Counties

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$1,030,016

2002-2003 CDRCP Grant: \$409,815

2002-2003 Family Court Mediation Grant: \$123,600

Local Funding Sources: New York City Office of the Criminal Justice Coordinator; Center for Employment Opportunities

Total Number of Staff: 18

Total Number of Full Time Equivalent Positions: 16

Total Number of Mediators: 183

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

Referrals and Involvement in Courts: Criminal Court Dispute Referral Center; Family Court; Civil Court (Small Claims, Personal Appearance Part), Criminal and Housing Courts.

Involvement in Schools: The East New York Program is a Beacon Schools program—providing dispute resolution training and mediation services to the community served by the school program. Additionally, we provide Special Education mediation to parents and school districts throughout New York and Kings Counties and Safe Horizon operates a school-based mediation program in public schools throughout New York City.

Other Referral Sources: Program receives cases from the Police, District Attorneys, Legal Aid and Legal Services; Community Boards; Elected Officials; Community-based organizations;
(cont'd on next page)

SAFE HORIZON

Other Referral Sources: Religious Organizations; Attorney General’s Office; Dept. of Mental Health; Social Services Organizations, etc.

Trainings Offered: Basic Mediation; Advanced Mediation; Custody & Visitation Mediation; Youth & Family Mediation; Special Education Mediation; Early Intervention Mediation; Lemon Law Arbitration. Additionally, we provide an ongoing series of basic and advanced training on different aspects of dispute resolution.

Certified Trainer(s): Elizabeth Clemants and by contract-Lela Porter Love; Joseph (Josh) Stulberg; Carol Liebman

Additional Program Information: Dispute resolution services are provided in court, court-annexed and community-based settings. Programs have also been developed for Small Business Assistance and Family Mediation responding to 9/11 related community needs.

WASHINGTON HEIGHTS-INWOOD COALITION

Contract Provider: Washington Heights Inwood Coalition Mediation Project

County Served: New York City (Northern Manhattan)

Director: Mary Ely Pena Gratereaux

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

Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: April 1981

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$206,325

2002-2003 CDRCP Grant: \$58,984

Local Funding Sources: NYC Criminal Justice Coordinator; Interest on Lawyer Acct. Fund; NYC Board of Education; NYC Dept. of Youth and Community Development.

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 recieved from the New York City Criminal Court Dispute Referral Center.

Involvement in Schools: In 2002-2003, conflict management trainings were conducted for 2,040 students in 10 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: Mary Ely Peña Gratereaux

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

PROJECT RESOLVE

Contract Provider: Lesbian, Gay, Bisexual and Transgender Community Center, Inc.

County Served: New York City (Southern Manhattan)

Director: Jorge Irizarry-Vizcarrondo

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

Satellite Office: None

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

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$241,000

2002-2003 CDRCP Grant: \$10,668

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

Total Number of Staff: 3

Total Number of Full Time Equivalent Positions: 3

Total Number of Mediators: 42

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

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

Involvement in Schools: None

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

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

Certified Trainer: Consultants

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

NYCID STATEN ISLAND COMMUNITY RESOLUTION CENTER

Contract Provider: The New York Center for Interpersonal Development

County Served: Richmond County

Executive Director: Dominick J. Brancato

Director of Conflict Resolution Services: Dana Berman

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.

Start-Up Date for Community Dispute Resolution Center: 1982

Start-Up Date for Family Court Mediation Program Grant: January 2000

County Served with Family Court Mediation Program(s): Richmond County

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$500,000

2002-2003 CDRCP Grant: \$152,585

2002-2003 Family Court Mediation Grant: \$54,075

Local Funding Sources: Office of the Coordinator of Criminal Justice, Department of Youth and Community Development, United Way of Greater New York, Fees for Service and contributions.

Total Number of Staff: 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, custody-visitation, Lemon Law Arbitration, Special Education, Early Intervention, Multi-Party, Parent-Teen, Peer Mediation, Small Claims Mediation and Community Facilitation.

Referrals and Involvement in Courts: Direct referrals from Criminal, Small Claims and Family Courts. Mediations conducted in Civil Court for civil and housing matters.

Involvement in Schools: The Center works with three different schools in grades nine through twelve.

Other Referral Sources: The Center receives cases from police, district attorney, social service agencies and self-referrals (walk-ins).

Trainings Offered: Community Mediation, Civil Court Mediation, Facilitation, Parent-Teen Mediation, Peer Mediation, Custody-Visitation and Cultural Diversity.

Certified Trainer(s): Adam Berner, Beth Ornstein

MEDIATION MATTERS, INC.

Contract Provider: Mediation Matters, Inc.

Counties Served: Albany and Rensselaer

Director: Peter Glassman

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

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

Start-Up Date for Community Dispute Resolution Center: December 1982

Start-Up Date for Family Court Mediation Program Grant: Fall 1994

County Served with Family Court Mediation Program(s): Albany, Rensselaer

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$370,730

2002-2003 CDRCP Grant: \$133,900

2002-2003 Family Court Mediation Grant: \$113,975

Local Funding Sources: United Way, IOLA, Member items, Bell Atlantic, Clear Channel Communications, Troy Saving Bank Foundation, HUD/ROSS.

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 6.5

Total Number of Mediators: 80

Types of Cases Handled or Programs Offered: CASA, Family Court Mediation, Safe Schools, Peer Mediation, Violence Prevention Programs in the Schools, Early Intervention, Special Education Mediations, Small Claims Mediation, Lemon Law Arbitrations, Divorce Mediation, Multi-Party Mediation and Facilitation, PINS Mediation.

Referrals and Involvement in Courts: Albany County Family Court, Supreme Court, Albany City Court, Albany Police Court, Cohoes City Court, Watervliet City Court, Colonie Town Court, Troy City Court, Rensselaer County Family Court.

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, and drug prevention. Most work has occurred in the elementary school levels.

Other Referral Sources: Legal Aid Society of NENY, Schools, United Tenants of Albany, Police Departments, private attorneys, neighborhood associations.

Trainings Offered: Basic mediation training, Conflict Resolution Skills, CASA volunteer training; in-services. Outside trainers brought in for basic and mediator and specialized trainings.

Certified Trainer(s): Sheri Townsend - Peter Glassman

Additional Program Information: Planning a Permanency Mediation Program with Albany Family Court and a public policy/multi-party component.

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): 454 Warren Street, P.O. Box 34, Hudson, New York

Start-Up Date for Community Dispute Resolution Center: 1992

Start-Up Date for Family Court Mediation Program Grant: October 1, 1996

Counties Served with Family Court Mediation Program(s): Greene and Columbia

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$169,049

2002-2003 CDRCP Grant: \$81,170

2002-2003 Family Court Mediation Grant: \$40,133

Local Funding Sources: United Way, Office of Children & Family Services, IOLA, training, ACT for Youth, Dept. of Social Services, Commission on Quality Care..

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 4.5

Total Number of Mediators: 42

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Custody-Visitation; School Mediations; Early Intervention; Parent-Child; Special Education; Mobile Home; Multi-party; Divorce Mediation; Lemon Law Arbitration; Human Rights Mediation; JOBS Conciliations for Dept. of Social Services; Small Claims; Community Facilitated Dialogue, Co-Parenting Education.

Referrals and Involvement in Courts: Town & Village Courts, City Court, Family Court. Provide one full-time staff person who works at both county Family Courts. Staff and mediators attend Hudson City Court each month. Town and Village Court referrals are made directly to our center by the judge and court clerks.

Involvement in Schools: The center works with different schools as requested, in grades fourth through twelfth. Provide peer mediation training and conflict resolution workshops to schools, agencies and groups in the community

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

Certified Trainer: Patricia Marek, Mary Hall

LOCAL PROGRAM SUMMARIES – THIRD JUDICIAL DISTRICT

DISPUTE RESOLUTION CENTER OF SULLIVAN AND ULSTER

Contract Provider: Dispute Resolution Center of Orange, Putnam, Sullivan and Ulster Counties

Counties Served: Sullivan and Ulster

Executive Director: Rosalyn Magidson

Main Office: 14 Scotchtown Avenue, POB 510, Goshen, NY 10924

Satellite Office(s): Sullivan County: 14 St. John's St., Monticello, NY, 12701

Ulster County: 25 Lucas Avenue, 2nd Floor, Kingston, New York 12401

Start-Up Date for Community Dispute Resolution Center: April 1, 1983

Start-Up Date for Family Court Mediation Program Grant: April 1, 1995 (Ulster);
November 1, 1996 (Sullivan)

2002-2003 Annual Budget of Overall Dispute Resolution Center: please refer to agency listing for Orange and Putnam Counties under Ninth Judicial District.

2002-2003 CDRCP Grant: please refer to agency listing for Orange and Putnam Counties under Ninth Judicial District section.

2002-2003 Family Court Mediation Grant: \$73,275

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

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 5

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: Landlord-Tenant, Neighbor-Neighbor, Small Claims, Custody-Visitation, Child Support Cases, Parent-Child Mediation, Family/Group Conferencing, Divorce Mediation, Multi-Party Mediation, Community Meeting Facilitation, Mobile Home, Special Education, Lemon Law Arbitration, Matrimonial Fee Arbitration.

Referrals and Involvement in Courts: Small Claims Courts in both counties refer cases, as do Kingston City Court, Sullivan County Family Court and Ulster Family Court.

Involvement in Schools: The Center works with middle and high school peer mediation programs and provide dispute resolution services for students, staff and family members, as requested as well as free mediation services for parent-child-teacher school issues.

Other Referral Sources: The Center receives cases from police, UC Consumer Fraud Bureau, public agencies and private individuals. The Center and Sullivan County Probation Department are collaborating in a Federal Grant program to address suspensions and truancy issues.

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

Certified Trainer(s): Rosalyn Magidson, MS and Patricia Barnes, Esq.

TRI-COUNTY MEDIATION CENTER

Contract Provider: Catholic Charities of Montgomery County
Counties Served: Fulton, Montgomery, and Schoharie Counties
Executive Director: Al Turo, Executive Director, Catholic Charities;
Director of Conflict Resolution Services: Marsha Lawyer
Main Office: 1 Kimball Street, Amsterdam, N.Y. 12010
Satellite Office(s): Suite 5, 795 East Main Street, Cobleskill, NY 12043

Start-Up Date for Community Dispute Resolution Center: November 1983
Start-Up Date for Family Court Mediation Program Grant: October 2001
Counties Served with Family Court Mediation Program(s): Fulton, Montgomery, and Schoharie Counties

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$161,377
2002-2003 CDRCP Grant: \$90,767
2002-2003 Family Court Mediation Grant: \$37,500
Local Funding Sources: Fulton County, Schoharie County, Fees for Service, IOLA, Montgomery County Probation Department, Mohawk Valley Library Association.

Total Number of Staff: 6
Total Number of Full Time Equivalent Positions: 4.12
Total Number of Mediators: 38

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Consumer-Merchant; Landlord-Tenant; Interpersonal; Parent-Teen; Employer-Employee; Small Claims; Child Custody and Visitation; Harassment; Misdemeanors; School Mediations; Early Intervention; Special Education; Mobile Home; Multi-Party; Lemon Law Arbitration; JOBS Conciliations for Dept. of Social Services; Victim-Offender; Child Support Cases; Business and Labor Disputes, USDA mediations.

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

Involvement in Schools: The Center provides peer mediation for students in Fulton County.

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 and Custody-Visitation.

Certified Trainer(s): Consultants

LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

**MEDIATION SERVICES OF
SARATOGA, WARREN, & WASHINGTON**

Contract Provider: Catholic Charities of Saratoga, Warren and Washington Counties

Counties Served: Saratoga, Warren & Washington County

Conflict Resolution Services Director: Carol Lynn Kachidurian

Main Office: 480 Broadway, LL-32, Saratoga Springs, NY 12866

Satellite Office(s): Warren County Family Court, Lake George, NY

Start-Up Date for Community Dispute Resolution Center: October 24, 1983

Start-Up Date for Family Court Mediation Program Grant: Saratoga County: 10-1-97

Warren County: 4-1-98

Counties Served with Family Court Mediation Programs: Saratoga and Warren Counties

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$215,596

2002-2003 CDRCP Grant: \$111,196

2002-2003 Family Court Mediation Grant: \$64,000

Local Funding Sources: Washington County Department of Social Services, Catholic Charities of SWWC, Washington County, NYS Dispute Resolution Association, Inc., Families In Transition Program.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: Approx. 4.5

Total Number of Mediators: 60

Types of Cases Handled or Programs Offered: Victim-Offender; PINS, JOBS Conciliations for the Department of Social Services; Family Custody, Visitation, Child Support; Neighbor Issues; Tenant-Landlord; Small Claims Court Issues; Workplace Mediation; Early Intervention, Mobile Home; Special Education; Divorce Mediation; Lemon Law Arbitration.

Referrals and Involvement in Courts: Saratoga Springs City Court, Warren County Family Court and Saratoga County Family Court. In towns of Clifton Park, Greenfield Center, Stillwater, Moreau and Waterford individuals filing a small claims action are informed of available mediation services and the small claims court filing form is sent to our mediation office.

Involvement in Schools: Offering education, classroom curriculum development, and training for students, faculty, administration, staff and parents in school districts on an ongoing and as-needed basis. The center also provides mediation training to Skidmore students, staff and faculty.

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

Trainings Offered: Basic Community Mediation, Advanced Custody and Visitation Training, Mediation Training for Non-Volunteers.

Certified Trainers: Consultants

LAW, ORDER & JUSTICE CENTER CONFLICT RESOLUTION SERVICES

Contract Provider: Law, Order & Justice Center
County Served: Schenectady County
Conflict Resolution Services Director: Betsy Henderson
Main Office: 144 Barrett St., Schenectady, N.Y. 12305

Start-Up Date for Community Dispute Resolution Center: April 1, 1981
Start-Up Date for Family Court Mediation Program Grant: October 1, 1997
County Served with Family Court Mediation Program(s): Schenectady

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$216,605
2002-2003 CDRCP Grant: \$61,108
2002-2003 Family Court Mediation Grant: \$66,950
Local Funding Sources: Schenectady County, local municipalities, Mediation Training Fees, Contributions, Consultation fees, Fund raising, and client fees.

Total Number of Staff: 6
Total Number of Full Time Equivalent Positions: 3.6
Total Number of Mediators: 57

Types of Cases Handled or Programs Offered: Neighborhood disputes and Family issues related to: parent-child, family, custody-visitation, and divorce. Work site disputes include: employee-employer, supervisor-employee. Multi-party conflicts include: problem identification, goal-setting, strategic planning. Youth-related matters include: mischief, truancy, communication between student-teacher, student-student, neighborhood resident-student, sibling, parent-child. Other programs offered are: Lemon Law Arbitration, Special Education-Early Intervention Mediations, 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 and Family Court. Staff and volunteers provide court coverage to offer mediation on site when requested. Staff & Volunteers also regularly attend Town Courts: Niskayuna, Rotterdam, Scotia-Glenville, Duanesburg, and Princetown.

Involvement in Schools: Conflict Resolution Skills are taught in Schenectady City, Schalmont and Scotia-Glenville School Districts. 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, Community Churches, Colleges and community members.

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

Certified Trainer(s): Consultants

**NORTHERN NEW YORK CENTERS FOR
CONFLICT RESOLUTION, INC.**

Contract Provider: Northern New York Centers for Conflict Resolution, Inc.

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

Executive Director: Kyle E. Blanchfield, J.D.

Main Office: St. Lawrence County: Robert C. McEwen U.S. Custom House, 127 N. Water St., Ogdensburg, N.Y. 13669

Satellite Offices:

Clinton County: Federal Bldg., 23 Brinkerhoff St., Plattsburgh, N.Y. 12901

Essex County: Town Hall, Town of North Elba, 301 Main St., Lake Placid, N.Y.

Franklin County: 9 Finney Blvd., Malone, N.Y. 12953

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

Start-Up Date for Community Dispute Resolution Center: 1984

Start-Up Date for Family Court Mediation Program: 1993

Counties Served with Family Court Mediation Program: Clinton, Essex, Franklin, Hamilton and St. Lawrence Counties

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$254,253

2002-2003 CDRCP Grant: \$141,818

2002-2003 Family Court Grant: \$64,635

Local Funding Sources: BOCES Training Agreement (Public Schools)

Number of Staff: 6

Total Number of full time equivalent positions: 3

Total Number of Mediators: 60

Types of cases handled or programs offered: Small Claims, Community Neighbor disputes, Landlord-Tenant, Custody-Visitation, Support, School Mediation, Early Intervention, Special Education, Lemon Law, Parent-Child, Zoning, Mobile Home, Matrimonial Fee Disputes, Surrogate Decision Making, and Victim-Offender mediation.

Referrals and Involvement in Courts: Ogdensburg City Court, Canton Courts, Plattsburgh City Court, Clinton County Family Court, Essex County Family Court, Lake Placid Courts, Speculator Courts, Potsdam Town & Village Court and Stockholm Town Court.

Involvement in Schools: Staff Development, Presentations at Colleges, Peer-School Mediation Trainings and Workshops, Number of Schools: 25 to 30, involved in all grades.

Other referral Sources: Counselors, Churches, Legal Aid, Public Agencies, State Police, Local Police, Sheriff, Businesses, Schools.

Certified Trainers: Kyle E. Blanchfield, J.D. and Peter D. Ladd Ph. D.

Additional Program Information: Programs with the Akwesasne Indian Reservation.

DISPUTE RESOLUTION CENTER OF HERKIMER COUNTY

Contract Provider: Catholic Charities of Herkimer County

County Served: Herkimer

Dispute Resolution Services Director: Annemarie Adams

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

Start-Up Date for Community Dispute Resolution Center: 1985

Start-Up Date for Family Court Mediation Program Grant: January 1999

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$184,522

2002-2003 CDRCP Grant: \$52,686

2002-2003 Family Court Mediation Grant: \$42,230

Local Funding Sources: Catholic Charities, Valley United Way, Herkimer County Youth Bureau, DCJS, fees for service of youth initiatives and training, school districts, County Youth-At-Risk, Parents Count, check recovery fees.

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 4.5

Total Number of Mediators: 8

Types of Cases Handled or Programs Offered: Housing, Neighbor-Neighbor, Landlord-Tenant, Custody-Visitation, Child Support, School disputes, Early Intervention, Parent-Child, Special Education, Mobile Home, Matrimonial Fee Disputes, Small Claims, Consumer-Merchant, 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: Treaty Conflict Resolution Program- grades 2-12; Conflict resolution refresher workshops- grades 4,5,6,7; peer mediation training- grades 4,5,6,7,8,9,10,11,12; High School orientation programs—grade 7; Health Fairs—grades K-12; Summer leadership conferences—grades 7,8; staff development training—staff, administrators, support staff, parents, and community organizations, SAVE legislation violence prevention training. Total number of schools: 19 in 12 school districts.

Other Referral Sources: Dept. of Social Services, Dept. of Health, Community Action, HUD-Section 8 Housing programs, Housing Authorities, schools, Division of Housing and Community Renewal, Runaway and Homeless Youth Program, Community Maternity Services, Catholic Charities programs, Legal Aid, local attorneys, state troopers, local police, Wal-Mart, NYS Attorney General's Office, schools, churches and Probation Department..

Trainings Offered: Community Mediation, Peer Mediation, Violence Prevention, Parent-Child, Special Education, and Custody-Visitation.

Certified Trainer(s): Consultants

JEFF-LEWIS MEDIATION CENTER

Contract Provider: Jeff-Lewis Mediation Center, Inc.

Counties Served: Jefferson and Lewis

Executive Director: Linya Bell

Main Office: 7 Empsall Plaza Courtyard, Watertown, N.Y. 13601

Satellite Office(s): Lewis County: 5420 Shady Avenue, Lowville, N.Y. 12267 (mediation site only)

Start-Up Date for Community Dispute Resolution Center: September 1, 1983

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997

County Served with Family Court Mediation Program(s): Jefferson, Lewis

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$142,508

2002-2003 CDRCP Grant: \$72,396

2002-2003 Family Court Mediation Grant: \$37,500

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

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: 3.2

Total Number of Mediators: 20

Types of Cases Handled or Programs Offered: Breach of Contract; Landlord-Tenant, Neighbor-Neighbor, Pre-Divorce, Property Disputes, Custody and Visitation, Parent-Child, Special Education, Early Intervention, Mobile Home, Employment and Training Program Mediations for the Department of Social Services, Lemon Law Arbitration, Small Claims Matters, EEO Fort Drum, VESID, Agrisolve.

Referrals and Involvement in Courts: Referrals are accepted from Town and Village Courts, City Court and Family Court. Further contact with Family Court is made when an agreement on custody and visitation is reached, as these agreements are forwarded to the court for approval.

Involvement in Schools: Center contracts with two school districts to provide Peer Mediation Training and follow-up throughout the school year. Each school district has peer mediation available to students in grade 5 through 12.

Other Referral Sources: New York State Department of Law, Police Agencies, Private and Public Agencies, Walk Ins, Probation Department, Businesses.

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

Certified Trainer(s): Consultants

PEACEMAKER PROGRAM, INC.

Contract Provider: Peacemaker Program, Inc.

County Served: Oneida

Executive Director: Brenda E. Kenyon

Main Office: 1417 Genesee Street, Second Floor, Utica, N.Y. 13501

Satellite Office(s): Rome City Court, (Space provided for hearings and intake only) 301 North James St., Rome, NY 13440; Utica City Court, (Space provided for hearings and intake only) 411 Oriskany St. West, Utica, NY 13502; Oneida County Family Court: Utica Office, Oneida County Court House, Elizabeth St., Utica, NY 13501 and Rome Office, 301 West Dominick Street, Rome, NY 13440

Start-Up Date for Community Dispute Resolution Center: November 1, 1996

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997

County Served with Family Court Mediation Program(s): Oneida

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$220,454

2002-2003 CDRCP Grant: \$98,235

2002-2003 Family Court Mediation Grant: \$49,500

Local Funding Sources: NYS Dispute Resolution Association, Inc., including case fees generated through contracts, Interest on Lawyers Accounts; Private Donations; NYS Civil Service Employee Association, Community Foundation of Oneida and Herkimer Counties, Inc.

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 5

Total Number of Mediators: 8

Types of Cases Handled or Programs Offered: Small Claims, Child Custody-Visitation and Support, Parent-Child, Family Issues, Interpersonal disputes, Divorce; 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, Individual-Matrimonial Fee Disputes, Permanency Mediation, Lemon Law Arbitration, and Surrogate Decision Making Program.

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, and Public Defender.

Trainings Offered: Organizational and School conflict management; workplace and family conflict resolution and management skills; Initial, Custody-Visitation and Small Claims mediation.

Certified Trainers: Consultants

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.

Start-Up Date for Community Dispute Resolution Center: April 1, 1981

Start-Up Date for Family Court Mediation Program Grant: January 1, 1997 (Onondaga);
February 16, 1999 (Cortland); January 1, 1999 (Oswego); February 15, 1999 (Madison)

Counties Served with Family Court Mediation Program(s): Onondaga; Cortland; Madison and
Oswego Counties

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$605,570

2002-2003 CDRCP Grant: \$262,469

2002-2003 Family Court Mediation Grant: \$160,632

Local Funding Sources: Onondaga and Cortland Youth Bureaus, Onondaga / Cortland / Madison
BOCES (NYS Dept. of Education), NYS Div. of Criminal Justice Services, Onondaga Probation,
Onondaga Co. Dept. of Social Services, United Way of Central New York, Foundation Support.

Total Number of Staff: 16

Total Number of Full Time Equivalent Positions: 15

Total Number of Mediators: 25

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, Lemon Law Arbitration, Fee Dispute Arbitration.

Certified Trainer(s): John W. McCullough

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, N.Y. 13827

Start-Up Date for Community Dispute Resolution Center: June 3, 1982

Start-Up Date for Family Court Mediation Program Grant: July 1, 1992

County(ies) Served with Family Court Mediation Program(s): Broome, Tioga

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$356,211

2002-2003 CDRCP Grant: \$126,620

2002-2003 Family Court Mediation Grant: \$17,541.

Local Funding Sources: Broome County, Tioga County United Way, Broome and Tioga County Youth Bureaus, Broome County Department of Social Services, Fee-for-service programs, Agency fund raising activities, Interest on Lawyers Accounts Fund and State Employees Federated Appeal, NYS Commission on Quality of Care for Mentally Disabled, Greater Broome Foundation, Gannett Foundation, Truman Foundation, Klee Foundation.

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 9

Total Number of Mediators: 60

Types of Cases Handled or Programs Offered: Small Claims, Minor Criminal, Child Custody, Visitation and Support, Family mediation, Peer Mediation training and program support, Special Education, VESID, Lemon Law Arbitration, Surrogate Decision Making, and Family Court Petition Intake, CHOICES conflict management mentoring and training, and Court Appointed Special Advocates (CASA) coordination.

Referrals and Involvement in Courts: 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. CHOICES mentoring with individual students offered in Tioga County schools.

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

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

Certified Trainer(s): Donna Rehak and consultants

LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT

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

Contract Provider: Catholic Charities of Delaware & Otsego Counties

Counties Served: Chenango and Delaware

Conflict Resolution Services Director: Donna M. Kankiewicz

Main Office: 26 Conkey Ave., Eaton Center, 4th Floor, Norwich, NY 13815

Satellite Office(s): P.O. Box 7, Sherwood Rd., Delhi, NY 13753

Start-Up Date for Community Dispute Resolution Center: April 1985—Delaware County and April 1987—Chenango County.

Start-Up Date for Family Court Mediation Program Grant: January 1, 1999—Delaware; April 1, 1999—Chenango

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$247,793

2002-2003 CDRCP Grant: \$79,196

2002-2003 Family Court Mediation Grant: \$113,712

Local Funding Sources: IOLA, Training Fees, Catholic Charities Allocation, Lemon Law Arbitration and Special Education Mediation, Youth Programs, Spirit Foundation and County Youth Bureau

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 6

Total Number of Mediators: 53

Types of Cases Handled or Programs Offered: Community mediations to include Special Education, Victim-Offender, Adult-Child, Custody-Visitation, Mobile Home, Divorce, Multi-Party, School Mediations; Lemon Law and Fee Dispute Arbitration, Conciliations, Peer Mediation; and programs in conflict management and community building.

Referrals and Involvement in Courts: Custody-Visitation cases referred from Family Court, all small claims cases; Family Court matters, County, City, Town and Village, and Supreme Courts.

Involvement in Schools: Peer Mediation Programs and Conflict Management Curriculum in addition to Peace Maker curriculum in grades 4-6, and various tailored training needs of school districts. We work with 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 and government agencies including Department of Children and Families.

Trainings Offered: Basic and Custody-Visitation mediation, customized community trainings.

Certified Trainer(s): Donna Kankiewicz

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 204, Elmira, N.Y. 14901

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

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

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

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$595,984

2002-2003 CDRCP Grant: \$160,424

2002-2003 Family Court Mediation Grant: \$162,938

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

Total Number of Staff: 16

Total Number of Full Time Equivalent Positions: 15.6

Total Number of Mediators: 70

Types of Cases Handled or Programs Offered: Community; Court (small claims and minor criminal); Parenting; Special Education; VESID, Agricultural; Organizational and Parent-Teen Mediation; Youth & Family programs: Victim-Offender conferencing; Mobile Home; Lemon Law; CHOICES Youth Anger Management; SPARC (peer mediation); conflict resolution training; design and facilitation of multi-party, environmental and public policy disputes.

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

Involvement in Schools: Provided peer mediation training for nine different districts; on site in secondary schools for Elmira City District supporting peer mediation, providing anger management sessions; and ongoing work with staff and administration of Ithaca City Schools.

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

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

Certified Trainer(s): Judith A. Saul, Leslyn McBean

MEDIATION SERVICES, Inc.

Contract Provider: Mediation Services, Inc.

County Served: Otsego

Executive Director: Barbara Potter

Main Office: 48 Dietz St., Suite I-Front, Oneonta, N.Y. 13820

Satellite Office(s): Cooperstown Family Court

Start-Up Date for Community Dispute Resolution Center: April 1990

Start-Up Date for Family Court Mediation Program Grant: October 1996

County Served with Family Court Mediation Program(s): Otsego

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$203,248

2002-2003 CDRCP Grant: \$54,565

2002-2003 Family Court Mediation Grant: \$101,000

Local Funding Sources: United Way, Client Contributions, Private Donations, Training Programs, Divorce Mediation, Rowe Trust Account, Churches, NYSDRA Contracts, Dewar Foundation, Oneonta City School District and IOLA.

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 5.1

Total Number of Mediators: 25 average active, 25 average inactive

Types of Cases Handled or Programs Offered: Mediation, conciliation, arbitration, meeting facilitation and Family Court information assistance. Areas of specialized mediation include: Family Court, Divorce, Special Education, Victim-Offender, and Child Permanency. Conflict Management education includes customized courses and trainings for individuals (Conflict Planning for One), community businesses, agencies and organizations.

Referrals and Involvement in Courts: Town Courts, Village Courts, City Court, County Court, Small Claims Courts, Supreme Court and Family Court.

Involvement in Schools: Peer Mediation Programs at local middle and high schools; Conflict management training for students, faculty and staff for elementary through college grades.

Other Referral Sources: City and Campus Police, County and State Police, Private Attorneys, Therapists-Counselors, Clergy, Legal Aid, Media, Previous Clients, Private Agencies, and Department of Social Services.

Trainings Offered: Basic Community Mediation, School Peer Mediation, Family Court Mediation, Conflict Management 101, Alternatives to Violence, Meeting Facilitation, Process Observation, Negotiation 101, Use of Power, Strategic Listening, Consensus Decision Making, Scribing, Collaboration, Reframed Language, Community Building, Working with Difficult People, Comparative Mediation Processes, and Child Protection mediation.

Certified Trainers: Barbara Potter and consultants

CENTER FOR DISPUTE SETTLEMENT, INC.

Contract Provider: Center for Dispute Settlement, Inc.

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

Executive Director: Andrew Thomas

Main Office: Monroe County: 300 State St., Suite 301, Rochester, N.Y. 14614

Satellite Office(s): Cayuga County: 95 Genesee Street, Auburn, N.Y. 13021

Livingston County: 6 Court St., Geneseo, N.Y. 14454

Monroe County: 17E. Main St. Rochester, NY 14614

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

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

Yates County: County Court House, 415 Liberty St., Penn Yan, N.Y. 14527

Start-Up Date for Community Dispute Resolution Center: 1973

Start-Up Date for Family Court Mediation Program Grant: 1993

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$1,591,840

2002-2003 CDRCP Grant: \$497,613

2002-2003 Family Court Mediation Grant: \$383,950

Local Funding Sources: Monroe County, City of Rochester, NYS Children & Family Services, NYS Commission on Quality Care for Mentally Disabled, Cayuga County Legislature, Livingston County CIC and United Way, Ontario and Steuben Counties Youth Bureaus, and Wayne County United Way.

Total Number of Staff: 36

Total Number of Full Time Equivalent Positions: 32.2

Total Number of Mediators: 175

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

Referrals and Involvement in Courts: Offices in Rochester City Court, Monroe Family Court; Civil, small claims and criminal matters from town & village justices, city (including pre-warrant), County Courts and Supreme Court. Serve on the Seventh Judicial Advisory Committee.

Involvement in Schools: Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes along with technical support in all eight counties, annually conduct
(cont'd on next page)

CENTER FOR DISPUTE SETTLEMENT, INC.

Peer Mediation Summits for grade, middle & high school aged youth, developing 21st Century Problem Solvers Youth Initiative Project.

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

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

Certified Trainer(s): Andrew Thomas and Donna Durbin

Additional Program Information: Agency is implementing Permanency Mediation Program, PINS (persons in need of supervision) Mediation program, and Seventh Judicial District-wide Supreme Court Custody and Visitation Mediation Program.

DISPUTE SETTLEMENT CENTER

Contract Provider: Better Business Bureau Foundation of Western New York, Inc.

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

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

Main Office: 741 Delaware Avenue, Suite 100, Buffalo, N.Y. 14209

Satellite Office(s): *Erie County:* Buffalo City Court, 50 Delaware Avenue, Buffalo, N.Y. 14202

and Family Court, One Niagara Plaza, Buffalo, NY, 14202; *Allegany, Cattaraugus & Wyoming*

Counties: 110 W. State Street, Olean, N.Y. 14760; *Chautauqua County:* 200 East Third St., 2nd

Floor, Jamestown, N.Y. 14701 and 323 Central Avenue, Dunkirk, N.Y., 14048; *Genesee County:*

Genesee County Courts Facility, Batavia City Court, 1 W. Main St., Batavia, N.Y. 14020; *Niagara*

County: 1721 Military Road, Niagara Falls, N.Y. 14304

Start-Up Date for Community Dispute Resolution Center: April 1982

Start-Up Date for Family Court Mediation Program Grant: Erie County, February 1998

County(ies) Served with Family Court Mediation Program(s): Chautauqua, Erie, Genesee, Niagara.

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$917,895

2002-2003 CDRCP Grant: \$454,623

2002-2003 Family Court Mediation Grant: \$168,649

Local Funding Sources: City of Buffalo, Cattaraugus County Youth Bureau, Allegany County Youth Bureau, Better Business Bureau, Erie County Department of Environment and Planning, NYS Dispute Resolution Association, NYS Commission on Quality Care.

Total Number of Staff: 22

Total Number of Full Time Equivalent Positions: 19

Total Number of Mediators and Arbitrators: 145

Types of Cases Handled or Programs Offered: Community, Custody-Visitation and Divorce mediation; Juvenile Mediation Programs; Special Education and Early Intervention Mediation; Lemon Law and AUTO LINE Arbitration (a manufacturers' program similar to Lemon Law); Manufactured Housing mediation; Commercial and Consumer/Merchant Dispute mediation and arbitration; Surrogate Decision Making; NYS Agricultural mediation and Group Conferencing.

Referrals and Involvement in Courts: City courts, town and village courts, family courts.

Involvement in Schools: The center provides school peer mediation program training.

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

Trainings Offered: Community Mediation, Custody/Visitation mediation, Conflict Management, Peer Mediation, Effective Customer Service, various business topics.

Certified Trainer(s): Judith A. Peter and consultants

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.

Start-Up Date for Community Dispute Resolution Center: 1984

Start-Up Date for Family Court Mediation Program Grant: Pilot project started in 2000

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$646,282

2002-2003 CDRCP Grant: \$154,678

2002-2003 Family Court Mediation Program Grant: \$61,716

Local Funding Sources: NYS Office of Families and Children's Services through the Westchester County Youth Bureau, Yonkers Public Schools, Westchester County Dept. of Probation, Westchester County Dept. of Social Services, HUD via Westchester County, Mt. Vernon CDA, Port Chester Middle School, Somers Middle School, Briarcliff High School, Westchester Teachers Center, TOW Foundation.

Total Number of Staff: 22

Total Number of Full Time Equivalent Positions: 22

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; Early Intervention and Special Education mediation; Lemon Law Arbitration, Victim Offender dialogs; Small Claims Court and Community Mediation; Group Conferencing.

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

Involvement in Schools: School Mediation program includes Peer Mediation and Conflict Resolution Training in middle and high schools and conflict resolution workshops and trainings in Yonkers, Greenberg, Port Chester, Somers, Briarcliff and Bedford-Mt. Kisco.

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, and Parent-Child Mediation, Peer Mediation and Study Circle training.

Certified Trainer(s): Jenny Besch

DISPUTE RESOLUTION CENTER OF ORANGE & PUTNAM COUNTIES

Contract Provider: Dispute Resolution Center of Orange, Putnam, Sullivan and Ulster Counties

Counties Served: Orange and Putnam

Executive Director: Rosalyn Magidson

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

Satellite Office: Putnam County: 1822 Route 6, Carmel, N.Y. 10512

Start-Up Date for Community Dispute Resolution Center: May, 1982

Start-Up Date for Family Court Mediation Program Grant: May, 1996

Counties Served with Family Court Mediation Programs: Orange and Putnam

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$649,029

2002-2003 CDRCP Grant: \$235,736

2002-2003 Family Court Mediation Grant: \$87,542

Local Funding Sources: Orange County Youth Bureau, Orange County Department of Social Services.

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 6.5

Total Number of Mediators: 50

Types of Cases Handled or Programs Offered: Custody-Visitation, Community Dispute Resolution, Court Referred Divorce Mediation, Family Group Conferencing, Divorce Mediation, Parent-Child, Neighbor-Neighbor, Landlord-Tenant, Early Intervention, Small Claims, School Mediation & Peer Mediation, Mobile Home, Special Education, Lemon Law Arbitration, NYS Agricultural Mediation, Section 8 Housing Arbitration, Youth Community Service, CASA coordination, Access and Visitation, and Parents Apart program.

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

Involvement in Schools: The Dispute Resolution Center provides Peer Mediation and Conflict Management training in Elementary, Middle and High Schools. DRC held training in 18 schools this past year and managed the After School Youth At Risk Program.

Other Referral Sources: Local and State Police agencies, Dept. of Social Services, Probation Dept., human service agencies, and schools.

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

Certified Trainers: Rosalyn Magidson, MS; Patricia Barnes, Esq.; and Richard Mandell, Esq.

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

Start-Up Date for Community Dispute Resolution Center: August, 1983

Start-Up Date for Family Court Mediation Program Grant: 2001

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$276,438

2002-2003 CDRCP Grant: \$83,122

2002-2003 Family Court Mediation Grant: \$47,760

Local Funding Sources: Dutchess County, Dept. of Probation, Community and Dyson Foundations, and IOLA.

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 6

Total Number of Mediators: 45

Types of Cases Handled or Programs Offered: General community disputes, Small Claims; neighbor/neighbor; Landlord-Tenant; Custody-Visitation and Child Support, Divorce Mediation; Parent-Child; Early Intervention; Special Education; Mobile Home; Matrimonial Fee Disputes; PINS Diversion; Multi-party Mediation, Lemon Law Arbitration; VESID mediation; Adult Guardianship and Victim/Offender mediation facilitation.

Referrals and Involvement in Courts: The Center accepts referrals from Dutchess County Family, City and Town courts. The Center has begun an Adult Guardianship Pilot Program with the Dutchess County Supreme Court.

Involvement in School: Peer Mediation and conflict resolution in after school programs.

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 and peer mediation, and Alternative Responses to Conflict (ARC)

Certified Trainer: Jody Miller

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

Start-Up Date for Community Dispute Resolution Center: 1977
Start-Up Date for Family Court Mediation Program Grant: N/A
County Served with Family Court Mediation Program: Rockland

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$122,831
2002-2003 CDRCP Grant: \$54,581
Local Funding Sources: Rockland County, fees for training, contributions, Youth Bureau.

Total Number of Staff: 3
Total Number of Full Time Equivalent Positions: 3
Total Number of Mediators: 59

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 works with 36 schools in grades three to twelve in Rockland, Bergen and Essex Counties (New Jersey). We provide peer mediation training, and staff-in-service. Last year we worked with over three thousand students.

Other Referral Sources: The center receives referrals from the District Attorney's office, police, Department of Social Services, Town Attorney's Office, schools and self-referrals.

Trainings Offered: Community Mediation, Peer Mediation, Consensus, Decision-Making, Team Building, Communication Skills.

Certified Trainer: Consultants

MAP & COMMUNITY MEDIATION CENTERS

Contract Provider: EAC, Inc.

Counties Served: Nassau and Suffolk

Conflict Resolution Services Director: Robyn Schneider

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

Start-Up Date for Community Dispute Resolution Center: Nassau County: 1981; Suffolk County: 1977

Start-Up Date for Family Court Mediation Program Grant: April 1, 1998

County Served with Family Court Mediation Program(s): Nassau

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$695,254

2002-2003 CDRCP Grant: \$277,970

2002-2003 Family Court Mediation Grant: \$117,445

Local Funding Sources: Nassau County Youth Board, Department of Social Services and Dept. of Probation and Correctional Alternatives, Town of Brookhaven Youth Bureau and IOLA Fund.

Total Number of Staff: 16

Total Number of Full Time Equivalent Positions: 11

Total Number of Mediators: 175

Types of Cases Handled or Programs Offered: Community, landlord tenant, 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.

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 and Easthampton Town and Village Courts, 6th District Court and 4th District Court.

Involvement in Schools: Peer mediation services are provided throughout Nassau and Suffolk for elementary through high school ages, as well as conflict resolution and diversity workshops.

Other Referral Sources: Local police precincts and departments, District Attorney Office, Attorney General Office, NYS Dept. of Education, 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 and custody/visitation mediation, peer mediation, mental health and housing mediation; conflict management and diversity workshop training.

Certified Trainer(s): Robyn Schneider, Rodney Brown, and Elayne Greenberg.

QUEENS MEDIATION NETWORK

Contract Provider: Community Mediation Services, Inc.

County Served: Queens

Executive Director: Mark Kleiman, J.D.

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.

Start-Up Date for Community Dispute Resolution Center: January 1995

Start-Up Date for Family Court Mediation Program Grant: January 2000

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

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$533,760

2002-2003 CDRCP Grant: \$207,401

2002-2003 Family Court Mediation Grant: \$129,780

Local Funding Sources: New York City

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

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

Start-Up Date for Family Court Mediation Program Grant: October 1, 2002

2002-2003 Annual Budget of Overall Dispute Resolution Center: \$491,671

2002-2003 CDRCP Grant: \$231,441

2002-2003 Family Court Mediation Grant: \$30,129

Local Funding Sources: New York City

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 9

Total Number of Mediators: 150

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Child Custody and Visitation; School Mediation; Early Intervention; Special Education; Multi-Party; Lemon Law Arbitration; PINS Mediation; Group Facilitation, etc.

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

Involvement in Schools: ICCCR at Columbia University Teachers College; Hostos Community 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

APPENDIX B

STATISTICAL TABLES

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

APPENDIX C

**COMMUNITY DISPUTE
RESOLUTION CENTERS
BY COUNTY**

New York State Community Dispute Resolution Centers

Albany

Mediation Matters
30 Watervliet Avenue
Albany, NY 12206
(518) 446-0356

Allegany

Better Business Bureau
Dispute Settlement Center
112 West State Street
Olean, NY 14760
(716) 373-5133

Bronx

Institute for Mediation and
Conflict Resolution
384 East 149th St., Suite 330
Bronx, NY 10455
(718) 585-1190

Broome

ACCORD, A Center for Dispute Resolution
30 West State St., 2nd Floor
Binghamton, NY 13901
(607) 724-5153

Cattaraugus

Better Business Bureau
Dispute Settlement Center
112 West State Street
Olean, NY 14760
(716) 373-5133

Cayuga

Center for Dispute Settlement
95 Genesee Street, 2nd Floor
Auburn, NY 13021
(315) 252-4260

Chautauqua

Better Business Bureau
Dispute Settlement Center
Jamestown Office
200 E. Third Street
Jamestown, NY 14701
(716) 483-7774

Chemung

Community Dispute Resolution Center
215 East Church St., Suite 204
Elmira, NY 14901
(607) 734-9087

Chenango

Catholic Charities
Dispute Resolution Center
Eaton Center, 26 Conkey Avenue
Norwich, NY 13815
(607) 336-1982

Clinton

Northern NY Centers for Conflict Resolution
23 Brinkerhoff St., B-1
Plattsburgh, NY 12901
(518) 563-1227

Columbia

Common Ground
454 Warren Street
Hudson, NY 12534
(518) 828-0047

Cortland

New Justice
McNeil Building
17 Main St., Suite 412
Cortland, NY 13045
(607) 753-6952

Delaware

Catholic Charities
Dispute Resolution Center
Sherwood Rd., POB 7
Delhi, NY 13753
(607) 746-6351

Dutchess

Mediation Center of Dutchess
Family Partnership Building
29 North Hamilton St.
Poughkeepsie, NY 12601
(845) 471-7213

Erie

Better Business Bureau
Dispute Settlement Center
741 Delaware Avenue
Buffalo, NY 14209
(716) 883-5050

Essex

Northern NY Centers for
Conflict Resolution
301 Main Street, POB 135
Lake Placid, NY 12946
(518) 523-7234

Franklin

Northern NY Centers for
Conflict Resolution
9 Finney Boulevard
Malone, NY 12953
(518) 483-1550

Fulton

Catholic Charities
Tri-County Mediation Program
795 East Main St, Suite 5
Cobleskill, NY 12043
(518) 842-4202

Genesee

Better Business Bureau
Dispute Settlement Center
Genesee County Courts Building
One West Main Street
Batavia, NY 14020
(585) 344-2580 Ext: 2440

Greene

Common Ground
11 William St. Suite 2
Catskill, NY 12414
(518) 943-0523

Hamilton

Northern NY Centers for
Conflict Resolution
Elm Lake Rd., POB 471
Speculator, NY 12164
(518) 548-8213

Herkimer

Catholic Charities
Community Mediation Program
61 West St.
Ilion, NY 13357
(315) 894-9917

Jefferson

Jeff-Lewis Mediation Center
7 Empsall Plaza Courtyard
Watertown, NY 13601
(315) 785-0333

Kings

Safe Horizon
Brooklyn Mediation Center
210 Joralemon Street, Room 618
Brooklyn, NY 11201
(718) 834-6671

New York State Community Dispute Resolution Centers

Lewis

Jeff-Lewis Mediation Center
5420 Shady Avenue
Lowville, NY 13367
(315) 376-7991

Livingston

Center for Dispute Settlement
6 Court Street
Geneseo, NY 14454
(585) 243-7007

Madison

New Justice
121 Oneida Street, POB 365
Oneida, NY 13421
(315) 361-4438

Monroe

Center for Dispute Settlement
Main Office
300 State Street, Suite 301
Rochester, NY 14614
(585) 546-5110

Montgomery

Catholic Charities
Tri-County Mediation Program
1 Kimball Street
Amsterdam, NY 12010
(518) 842-4202

Nassau

EAC
175 Fulton Avenue, Suite 400
Hempstead, NY 11550
(516) 489-7733

New York

Safe Horizon
Manhattan Mediation Center
346 Broadway, Suite 400W
New York, NY 10013
(212) 577-1740

New York

Washington Heights - Inwood Coalition
Northern Manhattan Mediation Program
652 West 187th Street
New York, NY 10033
(212) 781-6722

New York

The Center
Project Resolve
208 West 13th Street
New York, NY 10014
(212) 620-7310

Niagara

Better Business Bureau
Dispute Settlement Center
1721 Military Road
Niagara Falls, NY 14304
(716) 297-3083

Oneida

Peacemaker Program
1417 Genesee Street, 2nd Floor
Utica, NY 13502
(315) 724-1718

Onondaga

New Justice
1153 West Fayette St.
Syracuse, NY 13204
(315) 471-4676

Ontario

Center for Dispute Settlement
120 North Main Street
Canandaigua, NY 14424
(585) 396-0840

Orange

Dispute Resolution Center
14 Scotchtown Rd., POB 510
Goshen, NY 10924
(845) 294-8082

Orleans

Better Business Bureau
Dispute Settlement Center
741 Delaware Avenue
Buffalo, NY 14209
(716) 883-5050

Oswego

New Justice
161B West First Street
Oswego, NY 13126
(315) 343-8370

Otsego

Mediation Services
48 Dietz St., Suite I-Front
Oneonta, NY 13820
(607) 433-1672

Putnam

Dispute Resolution Center
51 Brewster Ave
Carmel, NY 10512
(845) 225-9555

Queens

Community Mediation Services
Queens Mediation Network
89-64 163rd Street
Jamaica, NY 11432
(718) 523-6868

Rensselaer

Mediation Matters
258 Broadway
Troy, NY 12180
(518) 687-0056

Richmond

New York Center for
Interpersonal Development
130 Stuyvesant Place, 5th Fl.
Staten Island, NY 10301
(718) 815-4557

Rockland

Volunteer Counseling Service
77 South Main St.
New City, NY 10956
(845) 634-5729

Saratoga

Catholic Charities
Mediation Services
480 Broadway, LL-32
Saratoga Springs, NY 12866
(518) 584-6361

Schenectady

Law, Order and Justice Center
144 Barrett St.
Schenectady, NY 12305
(518) 346-1281

New York State Community Dispute Resolution Centers

Schoharie

Catholic Charities
Tri-County Mediation Program
795 East Main St, Suite 5
Cobleskill, NY 12043
(518) 234-2568

Schuyler

Community Dispute Resolution Center
208 Broadway
Montour Falls, NY 14865
(607) 535-7637

Seneca

Center for Dispute Settlement
48 West Williams Street
Waterloo, NY 13165
(315) 539-4570

St. Lawrence

Northern NY Centers for Conflict Resolution
127 North Water St.
Ogdensburg, NY 13669
(315) 393-7079

Steuben

Center for Dispute Settlement
Hornell Satellite
82 Main Street
Hornell, NY 14843
(607) 324-9887

Suffolk

EAC
22 Lawrence Avenue, suite 200
Smithtown, NY 11787
(631) 265-0490

Sullivan

Dispute Resolution Center
14 St. John Steet, POB 786
Monticello, NY 12701
(845) 794-3377

Tioga

ACCORD, A Center for
Dispute Resolution
16 Court St., 2nd Fl, POB 493
Owego, NY 13827
(607) 687-8222

Tompkins

Community Dispute Resolution Center
120 West State St
Ithaca, NY 14850
(607) 273-9347

Ulster

Dispute Resolution Center
25 Lucas Ave 2nd Floor
Kingston, NY 12401
(845) 331-6136

Warren

Catholic Charities
Mediation Services
Municipal Ctr., 1340 Rt.9
Lake George, NY 12845
(518) 761-7674

Washington

Catholic Charities
Mediation Services
Municipal Ctr. 1340 Rte 9
Lake George, NY 12845
(518) 761-7674

Wayne

Center for Dispute Settlement
Community Program Office
54 Broad St., Rm 304
Hall of Justice
Lyons, NY 14489
(315) 946-7500

Westchester

CLUSTER
20 South Broadway, Suite 501
Box 1248
Yonkers, NY 10702
(914) 963-6500

Wyoming

Better Business Bureau
Dispute Settlement Center
112 West State St.
Olean, NY 14760
(716) 373-5133

Yates

Center for Dispute Settlement
1 Keuka Business Park
Penn Yann, NY 14527
(315) 531-8413

APPENDIX D
DEFINITION OF TERMS

DEFINITION OF TERMS

Community Dispute Resolution Center

A community dispute resolution center is a community-based, private, not-for-profit program that contracts with the Chief Administrative Judge of the Unified Court System of the State of New York to provide conciliation, mediation, arbitration, or other types of dispute resolution services.

Arbitration

Arbitration is a procedure in which two or more disputants who cannot reach an agreeable solution through their own efforts or through mediation agree to have a third person make a written, binding decision for them based on the information gathered during the process.

Case Screened Appropriate For Dispute Resolution

A matter brought to a dispute resolution center that has been reviewed by a staff person and determined to be an issue that lends itself to resolution by a conciliation, mediation, or arbitration process.

Compliance

Parties who have reached an agreement through conciliation, mediation, or arbitration and who abide by that agreement are said to be in compliance.

Conciliation

Conciliation is a process through which parties resolve a dispute, with the assistance of an intermediary, without meeting face-to-face during the negotiations.

Mediation

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

Referral

A referral is a case which has been sent by another agency or brought by one of the disputants to a dispute resolution center.

Returnee

A returnee is a person who has completed the dispute resolution process and has come back for another mediation on the matter because of a failure in compliance, or who returns to a dispute center with a new issue.

Walk-In

This term describes a person who comes on his or her own initiative to a community dispute resolution center for assistance in resolving a dispute.

APPENDIX E

**STAFF LISTING FOR THE
NEW YORK STATE
OFFICE OF ADR PROGRAMS**

NYS Office of ADR Programs Staff Listing

Daniel M. Weitz, Esq.
State ADR Coordinator
25 Beaver street, 8th Floor
New York, NY 10004
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E-mail: dweitz@courts.state.ny.us

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98 Niver Street
Cohoes, NY 12047
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E-mail: tbuckner@courts.state.ny.us

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Cohoes, NY 12047
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