

### A MESSAGE FROM THE COORDINATOR

Established in 1981, the Community Dispute Resolution Centers Program (CDRCP) funds independent not-for-profit agencies to provide mediation, facilitation, conciliation, and arbitration services across New York State. Funding comes from the New York State Unified Court System, whose Office of Alternative Dispute Resolution and Court Improvement Programs (ADRIP) works in collaboration with the statewide network of local Community Dispute Resolution Centers (CDRCs) to ensure that New Yorkers in all 62 counties have access to the CDRCs' high quality mediation and ADR services. As the graph on the upper right demonstrates, CDRCs served an impressive **76,831** individuals and screened **30,502** cases, resulting in **16,313** mediations and other dispute resolution processes this year alone.

This report covers the fiscal year ending March 31, 2012. The year began in April 2011 with an unprecedented \$170 million budget cut to the Judiciary. As a result, the CDRCs sustained dramatic cuts to their operating budgets, forcing reductions in services and staff. Despite this, the remaining CDRC staff and volunteers worked tirelessly to continue offering services that are responsive to their communities' needs and accessible to a range of individuals and groups. As you can see by the graph at the lower right, the drop in caseload was modest in comparison to the drop in funding. These figures are a true testament to the strength and commitment of the organizations we fund and the people behind them.

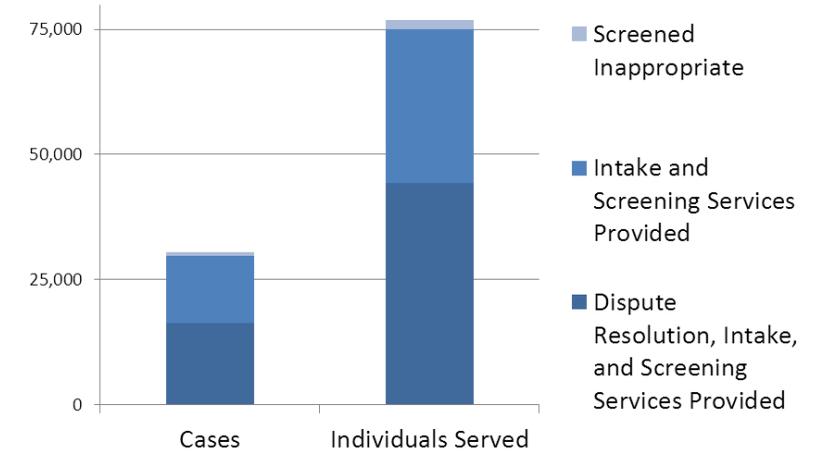
In short, the CDRCs' response to the budget cuts has been extraordinary. Building upon their solid foundations, they have created new models for service delivery that prioritize quality even with limited resources. Staff have made countless personal sacrifices, and volunteers have stepped up to fill gaps, thereby ensuring minimal disruptions to services. Boards of directors and agency leaders are thinking creatively to help CDRCs stay financially solvent: CDRCs have increased their focus on fundraising activities and have increased fee-based programming, either by adding new fee-based trainings or services or charging administrative or per-session mediation fees for those who are able to afford it. CDRC directors have also forged greater partnerships with one another to advocate for themselves with hope of achieving a restoration of funding in future budgets. While the data shows that remarkable work has been done in the face of reduced funding, we look forward to a time when funding levels can once again support the growth of CDRC services throughout New York State.

*Daniel Weitz*



To view this and past annual reports, locate your local CDRC, and learn more about ADRIP, please visit our website: [www.nycourts.gov/adr](http://www.nycourts.gov/adr)

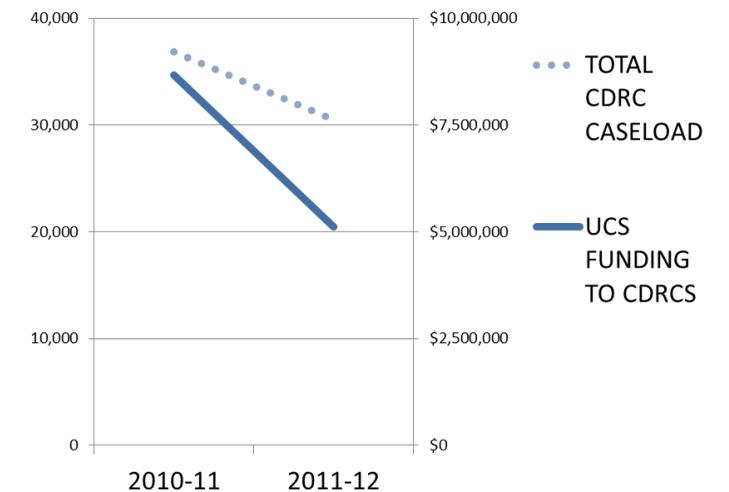
### CDRCS BENEFIT MANY



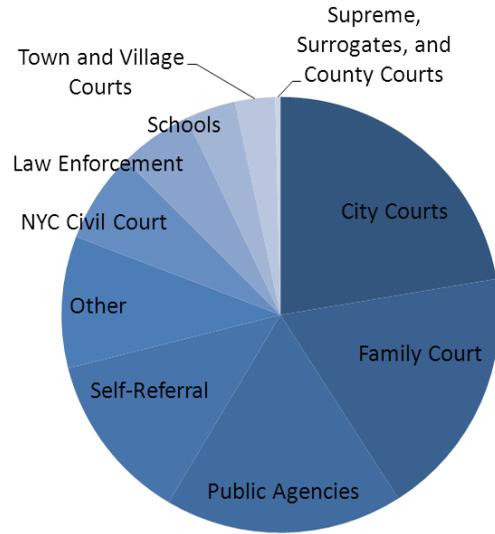
**“I am so glad that this type of service is available. It takes the stress out of an otherwise overwhelming and intimidating process. It has been a great learning experience working with you and your organization; it is a service that I would wholeheartedly recommend to my family and friends.”**

- Grandmother in a parenting plan mediation, referred to CDRC by the parties' attorneys

### IMPACT OF FUNDING CUTS

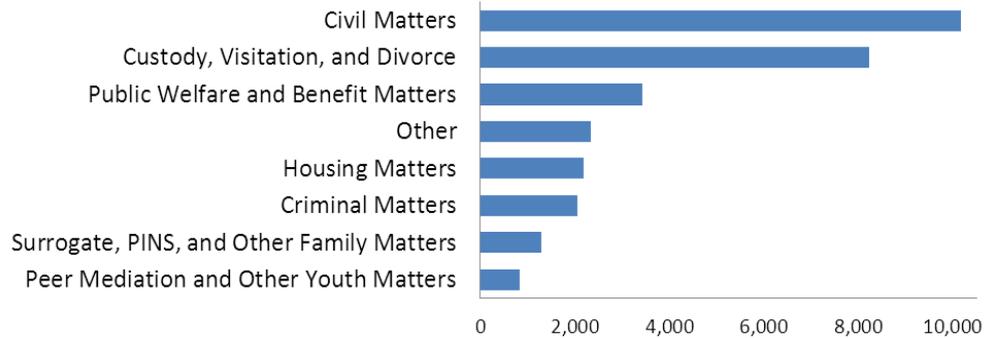


**HOW PEOPLE GET TO CDRCs**



Though there was a drop in the number of cases courts sent to CDRCs this year, courts remain just over 50% of the total referrals received. Looking at Town and Village Courts alone, a total of 236 courts referred parties to CDRCs to resolve their conflicts through mediation. In addition to courts, a host of other community government groups and individuals continue to make referrals to CDRCs.

**WHAT BRINGS PEOPLE TO CDRCs**



**CDRCs SERVE YOUTH**

- 3,298** young people trained in conflict resolution skills
- 526** students trained as peer mediators
- 201** schools served
- 143** school districts served

**EFFECTIVE**

Of the cases conciliated, mediated, and arbitrated at CDRCs this year, **74%** resulted in an agreement or final decision.

**EFFICIENT**

From the first intake conversation with CDRC staff, mediation or arbitration was scheduled and completed within **20 days**, on average.

**ECONOMICAL**

The total UCS cost per CDRC case screened was **\$168**. For cases where CDRCs provided conciliation, mediation, or arbitration services, the cost was **\$314**. The total UCS cost per individual served was only **\$67**.

**NEW YORK MEDIATORS**

The more than 1,300 New Yorkers who give their time and expertise as mediators are the core of the CDRCP. Collectively, these professionally trained individuals make up the most vibrant network of community mediators in the nation.

CDRC mediators go through a demanding and challenging certification process that involves 30 hours of initial training and an intensive apprenticeship supervised by the local CDRC. This year, **143** people completed this process to join the ranks of CDRC mediators. Once certified, mediators continue their education through advanced trainings. This year, CDRCs provided **938 hours** of in-service and other training to their certified mediators.

A total of **1,192 volunteers** and **133 staff** members served as CDRC mediators this year. The mediators to the right reached impressive milestones in their years of service. *Click here to learn more about how to become a CDRC mediator.*

**MEDIATION TRAINERS**

ADRCIP certifies mediation trainers to ensure that volunteer mediators learn core mediation skills in a comprehensive curriculum taught by the highest quality trainers. This year, certified mediation trainers provided **873 hours** of initial mediation training and **103 hours** of custody and visitation mediation training. *Click here to view a current list of certified trainers.*

[CLICK HERE TO VIEW THIS REPORT'S STATISTICAL SUPPLEMENT](#)

**25 YEARS**

- ROBERT ADLER
- MICHELE KIRSCHBAUM
- LETITIA ROSENTHAL
- SUZIE SULLIVAN

**20 YEARS**

- SARAH BARKER
- JULIE DAVIES
- RUBY DAVIS
- DIANA DUFRESNE
- STEFAN DUFRESNE
- NED HOLMES
- CAROL HORN
- ILMA LEVINE
- MYRA MARCUS
- TOM MYERS
- SUSAN PATNODE
- KAREN SPOTSFORD
- NANCY URSPRUNG
- DAWN WALLANT

**15 YEARS**

- MICHELE CARPENTIER
- MICHELE FLORIO
- TED FORD
- CANDACE GONZALEZ
- PHYLLIS GREENE
- ROBERT GROSSMAN
- BILL HEINRICH
- DOROTHY LAWRENCE
- KEVIN MURPHY
- ANGELA PACE
- AUDREY PERRY
- MARTHA VARGAS