



NEW YORK STATE UNIFIED COURT SYSTEM

**Community Dispute Resolution
Centers Program**

ANNUAL STATISTICAL REPORT

2017-2018

INTRODUCTION

The Community Dispute Resolution Centers Program is a unit of the New York State Unified Court System Office of Alternative Dispute Resolution (OADR). Established in 1981, the program funds independent not-for-profit agencies – Community Dispute Resolution Centers (CDRCs) – in every county of New York State. Each CDRC, as a part of a greater statewide network of centers, provides access for all New Yorkers to free and affordable conflict resolution services including mediation, arbitration, multi-party facilitation, training, conflict coaching and restorative practices.

Common types of disputes, such as neighbor disagreements, custody and visitation arrangements, and landlord-tenant issues, are well suited to mediation. While many people who have filed in court for these issues are referred to mediation, any New Yorker, regardless of whether he or she has a case pending in court, may use the services of the CDRC in his or her local area.

About half of the cases referred to CDRCs originate in the court. The other half consist of self-referrals – oftentimes previous clients – and referrals from other organizations that serve the community such as law enforcement, legal services, and schools. With a mediation center in every county, CDRCs are embedded in their communities and are well-positioned to respond when need arises. A recent example of this is how CDRCs are working on a local level with juvenile justice agencies to provide services in the Raise the Age context. Each CDRC can tailor its portfolio of services to local need.

ANNUAL STATISTICAL REPORT OVERVIEW

The CDRC Annual Statistical Report provides detailed statistical reports on the workload and of the CDRCs for the 2017-2018 fiscal year. It shares specific information on the types of cases handled, case outcomes, and referral sources. Some reports contain aggregate statewide case data, whereas others organize the data by county.

OADR collects data from every CDRC throughout the year, gathering information about the types of cases handled, who has referred them, what processes parties go through and the ultimate outcome of the case. In addition, OADR tracks information about the people who utilize the CDRCs, from demographic information collected about the parties. To ensure that data is reported using the same standards across the state, OADR provides CDRCs with software used for data collection, reporting and analysis.

If you are printing this report, please note that Tables 4, 5, 6, and 7 are in landscape orientation.

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Table 1: Case Types and Individuals Served (FY 2017-2018)

Case Type	Total Cases	Percentage of Total	Individuals served
Civil Matters			
Civil - Large Claim	800	2.6%	1762
Civil - Mobile Home	19	0.1%	39
Civil - Small Claim	10,041	32.2%	20,909
Lemon Law	229	0.7%	554
	<u>11,089</u>	<u>35.6%</u>	<u>23,264</u>
Criminal Matters			
Felony	6	0.0%	15
Misdemeanor or Violation	2,685	8.6%	5,881
	<u>2,691</u>	<u>8.6%</u>	<u>5,896</u>
Custody Visitation Divorce			
Matrimonial	781	2.5%	1,817
Parenting Issues	4,799	15.4%	15,648
	<u>5,580</u>	<u>17.9%</u>	<u>17,465</u>
Housing			
Civil - Housing	3,396	10.9%	6,892
Other			
Labor/Workplace	109	0.3%	379
Other	299	1.0%	831
	<u>408</u>	<u>1.3%</u>	<u>1,210</u>
Public Welfare and Benefit Matters			
ACCESS-VR	57	0.2%	108
Early Intervention	64	0.2%	259
Public Benefits	1,621	5.2%	3,051
Special Education	334	1.1%	1,391
	<u>2,076</u>	<u>6.7%</u>	<u>4,809</u>
Surrogate Matters			
Guardianship	30	0.1%	68
Probate/Estate	44	0.1%	105
	<u>74</u>	<u>0.2%</u>	<u>173</u>
Youth			
Juvenile Delinquency	55	0.2%	237
PINS / Pre-Pins	121	0.4%	309
Youth	5,684	18.2%	22,300
	<u>5,860</u>	<u>18.8%</u>	<u>22,846</u>
FY 2017 – 2018 Total	31,174		82,555

Table 2: Referral Sources (FY 2017-2018)

Referral Source	Total Cases	Percentage of Total
City and Criminal Courts		
City Court	1,592	5.1%
Criminal Court	606	1.9%
	<u>2,198</u>	<u>7.1%</u>
Family Court		
Family Court Intake	1,175	3.8%
Family Court Judge	1,475	4.7%
Family Court Magistrate	104	0.3%
Family Court Petition	39	0.1%
	<u>2,793</u>	<u>9.0%</u>
Law Enforcement		
Attorney General	207	0.7%
District Attorney	167	0.5%
Police	419	1.3%
Probation	117	0.4%
Sheriff	10	.03%
State Police	5	.02%
	<u>925</u>	<u>3.0%</u>
NYC Civil Court		
NYC Civil Ct – Housing	71	0.2%
NYC Civil Ct – Pro Se	435	1.4%
NYC Civil Ct – Pro Se - Diversion	15	.05%
NYC Civil Ct – Small Claims	2,873	9.2%
	<u>3,358</u>	<u>10.8%</u>
Other		
Hotline and 311	424	1.4%
Legal Aid	206	0.7%
Other	635	2.0%
Private Agency	222	0.7%
Private Attorney	128	0.4%
Public Defender	16	0.1%
	<u>1,631</u>	<u>5.2%</u>
Public Agencies		
Adult Protective Services	13	0.1%
Dept. of Social Services	1,782	5.7%
Division of Human Rights	2	.01%
NYS Division of Housing	188	0.6%
Other Public Agency	416	1.3%
	<u>2,401</u>	<u>7.7%</u>
Schools		
School	5,302	17.0%
	<u>5,302</u>	<u>17.0%</u>

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Self-Referral

Media/Website	832	2.7%
Prior Client (returning with new matter)	3,245	10.4%
Referred by Previous Client	73	0.2%
Walk-In	2,598	8.3%
Word of Mouth	959	3.1%
	<hr/>	<hr/>
	7,707	24.7%

Supreme, Surrogates, and County Courts

County	84	0.2%
Supreme	68	0.4%
Surrogates	21	0.1%
	<hr/>	<hr/>
	173	0.7%

Non-NYC Civil

Town & Village Courts	2,041	6.5%
Housing	44	0.1%
Small Claims	2,601	8.3%
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	4,686	15.0%

FY 2017 – 2018 Total

31,174

Table 3: Party Relationships (FY 2017-2018)

Relationship	Total Cases	Percentage of Total
Couples		
Divorced	594	1.9%
Domestic Partners	32	0.1%
Ex Romantic Relationship	853	2.7%
Married	1,162	3.7%
Romantically Involved	38	0.1%
Separated	264	0.8%
	2,943	9.4%
Family		
Child in Common	2,330	7.5%
Child/Agency	843	2.7%
Extended Family	415	1.3%
Immediate Family	817	2.6%
Parent/Child	253	0.8%
Parent/Foster Parent	7	.02%
Siblings	124	0.4%
	4,789	15.4%
Friends/Acquaintances		
Acquaintances	2,575	8.3%
Friends	764	2.5%
Lover in Common	32	0.1%
	3,371	10.8%
Residential		
Landlord/Tenant	4,303	13.8%
Neighbors	1,240	4.0%
Room/Housemates	145	0.5%
	5,688	18.2%
Business		
Consumer/Merchant	4,740	15.2%
Contractor/Client	193	0.6%
Individual/Corporation	366	1.2%
	5,299	17.0%
Other		
Caregiver/Caseworker	20	0.1%
Client/Agency	2,642	8.5%
Co-Workers	234	0.8%
Employer/Employee	299	1.0%
Member of Group	162	0.5%
Other	788	2.5%
School/Parent	441	1.4%
Schoolmates	3,805	12.2%
Strangers	693	2.2%
	9,084	29.2%
FY 2017 – 2018 Total	31,174	

Table 4: Disposition by Case Type (FY 2017-2018)

	Total Referrals	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Civil Matters									
Civil - Large Claim	792	576	73%	74%	127	5	22	48	14
Civil - Mobile Home	19	8	42%	100%	3	1	7	0	0
Civil - Small Claim	10,031	5,994	60%	68%	1,739	263	371	134	1530
Lemon Law	229	187	82%	100%	0	0	40	1	1
Criminal Matters									
Felony	6	2	33%	***	0	1	1	2	0
Misdemeanor/Violation	2,685	1,852	69%	31%	310	57	296	79	91
Custody Visitation Divorce									
Matrimonial	781	363	46%	85%	154	18	94	90	62
Parenting Issues	4,795	2,529	53%	84%	781	211	342	428	504
Housing									
Civil - Housing	3,389	2,097	62%	94%	777	53	166	101	195
Other									
Other	779	498	64%	84%	115	9	51	72	34
Public Welfare and Benefit Matters									
ACCESS-VR	57	45	79%	71%	1	0	8	0	3
Early Intervention	64	35	55%	80%	9	0	18	1	1
Public Benefits	1,621	1,004	62%	79%	8	0	496	112	1
Special Education	334	240	72%	90%	40	4	46	1	3
Surrogate Matters									
Guardianship	30	10	33%	78%	7	1	2	6	4
Probate/Estate	44	16	36%	75%	7	0	3	13	5
Youth									
Juvenile Delinquency	55	47	85%	97%	3	0	4	0	1
PINS / Pre-Pins	118	69	58%	91%	8	4	12	14	11
Youth	5,345	4,947	93%	93%	54	111	194	17	22
	31,174	20,519	66%	76%	4,143	738	2,173	1,119	2,482

*The conversion rate shows the percentage of referrals that were “converted” into cases that went to a DR Process.

** The settlement rate shows the percentage of converted cases that reached a resolution. Since not all DR Processes are designed to reach a resolution (e.g. conflict coaching), this number shows the resolution rate of the following processes:

- Arbitration
- Conciliation
- Fair Hearing
- Mediation
- RJ Conference
- Settlement Conference

***In FY2017-18, the parties on the felony cases were provided conflict coaching.

Table 5: Disposition by County (FY 2017-2018)

County	Total Referrals	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Albany	308	182	59%	56%	23	11	32	25	35
Allegany	8	5	63%	80%	1	0	1	0	1
Bronx	1,565	1,335	85%	17%	0	0	228	1	1
Broome	839	295	35%	68%	267	27	46	12	192
Cattaraugus	3	0	0%	n/a	2	0	0	0	1
Cayuga	66	40	61%	51%	9	6	1	9	1
Chautauqua	301	154	51%	76%	41	19	24	17	46
Chemung	299	130	43%	91%	81	2	2	6	78
Chenango	85	11	13%	86%	13	0	17	8	36
Clinton	295	107	36%	72%	10	154	20	3	1
Columbia	258	193	75%	60%	15	1	26	2	21
Cortland	54	26	48%	96%	10	1	6	5	6
Delaware	135	32	24%	83%	31	0	24	9	39
Dutchess	513	242	47%	48%	134	8	40	25	64
Erie	707	504	71%	80%	68	57	35	10	33
Essex	41	33	80%	84%	0	0	7	0	1
Franklin	2,100	2,046	97%	97%	0	8	20	26	0
Fulton	52	35	67%	77%	9	0	3	3	2
Genesee	69	38	55%	86%	11	1	6	5	8
Greene	73	18	25%	69%	11	0	13	2	29
Hamilton	1	1	100%	100%	0	0	0	0	0
Herkimer	330	68	21%	94%	194	5	25	34	4
Jefferson	349	152	44%	89%	65	7	57	58	10
Kings	3,390	1,453	43%	62%	969	49	233	128	558
Lewis	16	10	63%	100%	2	0	2	2	0
Livingston	158	102	65%	90%	24	3	15	5	9
Madison	4	2	50%	100%	1	0	1	0	0
Monroe	625	410	66%	86%	98	20	34	11	52
Montgomery	40	22	55%	55%	9	1	3	2	3
Nassau	3,006	2,290	76%	62%	4	0	580	122	10
New York	1,765	967	55%	65%	438	12	81	103	164
Niagara	56	38	68%	76%	5	4	5	1	3
Oneida	134	114	85%	72%	2	1	7	10	0

*The **conversion rate** shows the percentage of referrals that were “converted” into cases that went to a DR Process.

** The **settlement rate** shows the percentage of converted cases that reached a resolution. Since not all DR Processes are designed to reach a resolution (e.g. conflict coaching), this number shows the resolution rate of the following processes:

- Arbitration
- Conciliation
- Fair Hearing
- Mediation
- RJ Conference
- Settlement Conference

County	Total Referrals	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Onondaga	709	482	68%	97%	45	100	19	21	42
Ontario	466	264	57%	81%	72	13	44	18	55
Orange	363	269	74%	59%	65	4	8	6	11
Orleans	2	1	50%	n/a	0	0	0	1	0
Oswego	333	142	43%	87%	41	24	20	49	57
Otsego	60	26	43%	78%	10	0	13	5	6
Putnam	149	100	67%	69%	23	7	10	7	2
Queens	1,647	843	51%	70%	572	73	108	15	36
Rensselaer	95	57	60%	52%	8	2	10	4	14
Richmond	1,678	646	38%	76%	323	3	91	32	583
Rockland	33	31	94%	45%	0	0	2	0	0
Saratoga	199	163	82%	57%	15	1	11	1	8
Schenectady	1,132	1,006	89%	91%	30	31	49	5	11
Schoharie	24	10	42%	100%	4	1	1	7	1
Schuyler	119	66	55%	94%	36	0	0	16	1
Seneca	149	118	79%	92%	11	9	3	8	0
St. Lawrence	2,529	2,249	89%	98%	38	20	32	178	12
Steuben	484	282	58%	89%	84	17	42	36	23
Suffolk	708	643	91%	49%	20	1	10	15	19
Sullivan	52	28	54%	64%	8	1	7	4	4
Tioga	183	100	55%	77%	45	12	13	6	7
Tompkins	320	117	37%	76%	58	0	7	7	131
Ulster	108	75	69%	59%	17	1	3	0	12
Warren	98	69	70%	68%	5	2	16	2	4
Washington	25	8	32%	50%	7	2	5	0	3
Wayne	142	94	66%	77%	17	12	3	16	0
Westchester	1,590	1,489	94%	89%	35	1	38	10	17
Wyoming	22	16	73%	88%	2	1	2	0	1
Yates	106	70	66%	86%	5	3	8	6	14
TOTAL	31,174	20,519	66%	76%	4,143	738	2,173	1,119	2,482

Table 6: Workload Summary by County (FY 2017-2018)

	Total Cases	Mediation	Arbitration	Conciliation	Conflict Coaching	Fair Hearing	Settlement Conference	Restorative Practice	Case Management	Other
Albany	308	167	5	0	7	0	0	8	121	0
Allegany	8	5	0	1	0	0	0	0	2	0
Bronx	1,565	1,117	5	4	364	0	0	69	5	1
Broome	839	174	2	91	0	0	0	0	560	12
Cattaraugus	3	0	0	0	0	0	0	0	3	0
Cayuga	66	39	0	0	0	0	0	1	26	0
Chautauqua	301	129	0	19	11	0	0	0	140	2
Chemung	299	40	0	90	0	0	0	0	169	0
Chenango	85	9	1	2	0	0	0	2	67	4
Clinton	295	93	1	0	9	0	0	5	187	0
Columbia	258	15	0	0	53	0	0	125	41	24
Cortland	54	27	0	0	0	0	0	0	27	0
Delaware	135	23	0	6	0	0	0	1	103	2
Dutchess	513	209	5	0	0	0	0	36	263	0
Erie	707	446	2	8	45	0	0	4	200	2
Essex	41	36	0	0	0	0	0	0	5	0
Franklin	2,100	2,076	0	0	0	0	0	0	24	0
Fulton	52	35	0	0	0	0	0	0	17	0
Genesee	69	36	0	1	1	0	0	0	31	0
Greene	73	16	0	0	2	0	0	0	44	11
Hamilton	1	1	0	0	0	0	0	0	0	0
Herkimer	330	50	1	6	0	16	0	0	256	1
Jefferson	349	110	4	9	13	0	0	42	167	4
Kings	3,390	616	15	10	361	0	0	478	1,902	8
Lewis	16	8	0	1	0	0	0	1	5	1
Livingston	158	94	2	4	4	0	0	0	54	0
Madison	4	1	0	0	0	0	0	1	1	1
Monroe	625	217	95	74	0	0	1	31	207	0
Montgomery	40	22	1	0	0	0	0	0	17	0
Nassau	3,006	155	53	1,604	71	0	1,097	0	15	11
New York	1,765	491	21	1	36	0	0	431	784	1
Niagara	56	35	3	0	0	0	0	0	18	0

	Total Cases	Mediation	Arbitration	Conciliation	Conflict Coaching	Fair Hearing	Settlement Conference	Restorative Practice	Case Management	Other
Oneida	134	69	54	0	6	0	0	0	5	0
Onondaga	709	133	6	3	0	194	0	147	224	2
Ontario	466	196	2	2	31	0	0	36	199	0
Orange	363	263	2	7	0	0	0	0	90	1
Orleans	2	0	0	0	1	0	0	0	1	0
Oswego	333	152	0	0	0	0	0	0	181	0
Other	4	1	0	0	0	0	0	0	2	1
Otsego	60	16	1	10	1	0	0	3	28	1
Putnam	149	102	3	0	0	0	0	0	44	0
Queens	1,647	260	1	41	397	0	0	185	754	9
Rensselaer	95	46	2	0	1	0	0	9	37	0
Richmond	1,678	306	4	8	29	1	0	326	1,002	2
Rockland	33	32	1	0	0	0	0	0	0	0
Saratoga	199	157	2	0	3	0	0	2	35	0
Schenectady	1,132	484	1	0	435	0	0	90	118	4
Schoharie	24	5	0	4	0	0	1	0	14	0
Schuyler	119	21	0	45	0	0	0	0	53	0
Seneca	149	118	0	0	0	0	0	0	31	0
St. Lawrence	2,529	2,257	4	0	0	0	0	0	268	0
Steuben	484	194	0	97	0	0	6	0	187	0
Suffolk	708	162	30	2	0	0	453	3	58	0
Sullivan	52	30	0	0	0	0	0	0	22	0
Tioga	183	51	0	57	0	0	0	0	75	0
Tompkins	320	86	0	29	1	0	0	0	203	1
Ulster	108	75	2	0	0	0	0	0	31	0
Warren	98	71	0	2	2	0	0	0	23	0
Washington	25	4	1	0	4	0	0	0	16	0
Wayne	142	94	0	0	0	0	0	0	48	0
Westchester	1,590	238	4	64	1,006	0	0	191	77	10
Wyoming	22	16	0	0	0	0	0	0	6	0
Yates	106	67	0	2	0	0	1	0	36	0
TOTAL	31,174	12,198	336	2,304	2,894	211	1,559	2,227	9,329	116

Table 7: Disposition by Nature (FY2017-2018)

Nature	Total Cases	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Aggravated Assault	114	80	70%	80%	11	6	1	3	13
Aggravated Harassment	72	32	44%	60%	4	1	24	7	4
Agricultural Services Dispute	312	192	62%	87%	109	5	4	1	1
Animal Complaint/Dispute	10	6	60%	50%	4	0	0	0	0
Assault	416	261	63%	69%	67	12	22	16	38
Bank Loan	70	35	50%	94%	5	23	2	2	3
Behavior Issues (not PINS)	1,816	1,619	89%	94%	20	87	74	12	4
Bilingual/Monolingual	2	2	100%	100%	0	0	0	0	0
Boundary Dispute	4	0	0%		3	0	0	0	1
Breach of Contract	6,663	4,222	63%	70%	1,148	192	239	62	800
Burglary	4	2	50%	0%	1	1	0	0	0
Caregiver Issues	11	2	18%	100%	6	0	1	1	1
Classification	4	0	0%		0	0	4	0	0
Communication	406	174	43%	80%	119	11	35	27	40
Criminal Misapplication of Property	13	11	85%	27%	0	1	1	0	0
Criminal Mischief	154	130	84%	85%	10	3	4	3	4
Criminal Possession of Stolen Property	10	7	70%	33%	1	0	0	2	0
Criminal Trespass	8	5	63%	75%	2	0	0	0	1
Custody Modification	1,485	806	54%	83%	241	63	97	147	131
Custody-Original	2,004	1,070	53%	87%	318	96	127	175	218
Discipline	7	4	57%	75%	0	0	1	0	2
Divorce (Multi-Issues)	472	176	37%	75%	113	13	65	56	49
Ejectment	11	7	64%	100%	2	0	2	0	0

Nature	Total Cases	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Equipment Dispute	1	0	0%		1	0	0	0	0
Estate Admin (w/o will)	7	5	71%	75%	1	0	1	0	0
Estate Probate (with will)	7	0	0%		2	0	1	4	0
Evaluation	25	19	76%	100%	5	0	1	0	0
Eviction	821	695	85%	98%	56	11	35	11	13
Fee Dispute	18	5	28%	100%	7	0	1	0	5
Fraud/Bad Checks	4	1	25%	0%	2	0	1	0	0
Grand Larceny	1	0	0%		0	0	1	0	0
Guardianship (17-A, Developmentally Disabled)	1	0	0%		0	0	0	1	0
Guardianship (Person and/or Property)	3	1	33%	100%	0	0	0	2	0
Guardianship (Person Only)	6	0	0%		3	0	0	1	2
Guardianship-Child	3	0	0%		1	1	1	0	0
Habitability	1	0	0%		0	0	0	0	1
Harassment	803	593	74%	15%	92	26	66	18	8
Holdover on Rental Property	78	76	97%	80%	0	0	0	2	0
Housing Discrimination	13	3	23%	100%	5	0	0	5	0
IEP/Program	170	118	69%	89%	28	2	22	0	0
Independent Evaluation	6	6	100%	100%	0	0	0	0	0
Interpersonal Dispute	5,317	4,061	76%	75%	452	57	327	227	193
Labor Issues	5	0	0%		0	0	2	3	0
Lease Dispute	100	33	33%	86%	43	1	11	3	9
Leased Vehicle	66	53	80%	100%	0	0	13	0	0
Machinery Dispute	65	43	66%	84%	4	0	2	1	15

Nature	Total Cases	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Marital Mediation	185	123	66%	91%	20	1	15	19	7
Menacing	76	40	53%	58%	22	0	2	3	9
Motor Home	1	1	100%	100%	0	0	0	0	0
Motorcycle	1	0	0%		0	0	1	0	0
Motorized Wheelchair	1	0	0%		0	0	0	1	0
New Vehicle	129	104	81%	100%	0	0	25	0	0
Noise	364	86	24%	62%	175	17	27	10	49
Non-payment of Rent	894	782	87%	94%	66	5	16	9	16
Occupancy	14	3	21%	100%	4	1	2	1	3
Other	4,145	2,781	67%	78%	308	29	680	151	196
Other Reimbursement	4	3	75%	100%	0	0	1	0	0
Personal/Real Property	1,584	812	51%	49%	288	12	52	49	371
Persons In Need of Supervision (PINS)	28	11	39%	50%	2	1	5	4	5
Petty Larceny	74	26	35%	100%	39	1	1	1	6
Placement	59	43	73%	88%	5	2	8	0	1
Property Division	29	15	52%	80%	7	2	3	1	1
Right to Sell	1	0	0%		1	0	0	0	0
Rules & Regulation Dispute	28	9	32%	75%	6	0	5	0	8
Security Deposit	634	361	57%	64%	124	6	20	9	114
Service Plan Formulation	59	40	68%	78%	5	0	13	0	1
Service Plan Implementation	22	15	68%	73%	0	0	5	1	1
Service Plan Modification	42	27	64%	81%	5	0	10	0	0
Sexual Harassment	2	0	0%		0	0	1	1	0
Sublets	1	0	0%		1	0	0	0	0

Nature	Total Cases	Services Provided	Conversion Rate*	Settlement Rate**	Declined/ Withdrew	Failed to Show	Other	Screened Out	Unable to contact
Supplier Dispute	75	61	81%	62%	4	4	3	0	3
Support-Modification	67	30	45%	80%	8	5	5	9	10
Support-Original	51	28	55%	86%	11	3	1	5	3
Third Party Loan	27	14	52%	79%	6	0	2	0	5
Transportation	3	2	67%	50%	1	0	0	0	0
Truancy	28	6	21%	0%	0	0	21	0	1
USDA Appeal	4	3	75%	67%	0	0	1	0	0
Used Vehicle	30	29	97%	100%	0	0	1	0	0
Vandalism	8	7	88%	75%	0	0	1	0	0
Violation of Town/City Ordinance	38	38	100%	97%	0	0	0	0	0
Visitation-Modification	714	384	54%	74%	112	32	47	42	97
Visitation-Original	132	60	45%	73%	35	5	8	7	17
Workplace Discrimination	1	0	0%		0	0	1	0	0
Workplace Dispute	30	20	67%	89%	2	0	2	4	2
Grand Total	31,174	20,519	66%	76%	4,143	738	2,173	1,119	2,482

Table 8: Disposition by Process (FY2017-2018)

Process / Outcome	# of Cases	% of all cases	Settle rate	Process / Outcome	# of Cases	% of all cases	Settle rate
Arbitration				Multi-party Facilitation			
Decision Rendered	235			Session(s) Completed	36		
Services Initiated-issues Unamenable	6			Other	8		
Full Agreement	85				44	0.2%	n/a
Partial Agreement	1			Peer Mediation			
Other	9			Full Agreement	398		
	336	1.5%	96%	No Agreement	23		
Conciliation				Partial Agreement	26		
Services Initiated-issues Unamenable	113			Other	18		
Full Agreement	1,378				465	2.1%	91%
No Agreement	271			Restorative Conference			
Partial Agreement	24			No Plan Created	26		
Other	516			Plan Created	220		
	2,302	10.6%	61%		246	1.1%	89%
Conflict Coaching				Restorative Practice			
Session(s) Completed	2,865			Circle Conducted	1,067		
Services Initiated-issues Unamenable	1			Dialogue Conducted	880		
Other	30			Other	35		
	2,895	13.3%	n/a		2,229	10.2%	n/a
Fair Hearing				Settlement Conference			
Decision Rendered	202			Services Initiated-issues Unamenable	2		
Full Agreement	4			Full Agreement	663		
Other	5			No Agreement	849		
	211	1.0%	98%	Other	8		
Mediation				Partial Agreement	37		
Services Initiated-issues Unamenable	76				1,559	7.2%	45%
Full Agreement	8,206			Grand Total			
No Agreement	2,661				21,769		
Partial Agreement	365						
Other	420						
	11,728	53.9%	73%				

Table 9: Demographic Characteristics of Parties Served (FY 2017-2018)

	Characteristic	Number of Parties	Percent of Total Reported Responses*
RACE	Asian	664	3%
	Black/African American	5482	24%
	Hispanic/Latino	2829	12%
	Multiracial	698	3%
	Native American/Alaska Native	92	0.4%
	Other	379	2%
	Pacific Islander/Hawaiian	44	0.2%
	White/Caucasian	12939	56%
	Total	23127	

Note: 72% of parties did not respond to the survey question on race.

AGE	Under 17	3159	22%
	17-20	909	6%
	21-29	2674	19%
	30-39	3503	24%
	40-49	1971	14%
	50-59	1388	10%
	60-69	569	4%
	Over 70	230	2%
	Total	14403	

Note: 83% of parties did not respond to the survey question on age.

SEX	Female	14753	54%
	Male	12362	46%
	Other	22	0.1%
	Total	27137	

Note: 67% of parties did not respond to the survey question on sex.

	Number of Parties	Percent of Total Reported Responses*
EDUCATIONAL ATTAINMENT	No Schooling Completed	328 2%
	Some Schooling (no diploma)	4432 27%
	High School or Equivalent	4466 28%
	Some college, no degree	1173 7%
	Associate's or Technical Degree	1519 9%
	Bachelor's Degree	2146 13%
	Graduate or Professional Degree	2089 13%
	Total	16153
Note: 80% of parties did not respond to the survey question on education.		
EMPLOYMENT STATUS	Employed and Self-Employed	12563 67%
	Homemaker	167 1%
	Retired	777 4%
	Student	3028 16%
	Unable to Work - Disability	701 4%
	Unemployed	1504 8%
	Total	18740
Note: 77% of parties did not respond to the survey question on employment.		
INCOME	Less than 9,000	794 9%
	9,001 to 16,000	865 10%
	16,001 to 25,000	1620 18%
	25,001 to 35,000	1348 15%
	35,001 to 45,000	1046 12%
	45,001 to 55,000	869 10%
	Greater than 55,000	2399 27%
	Total	8941
Note: 89% of parties did not respond to the survey question on income.		