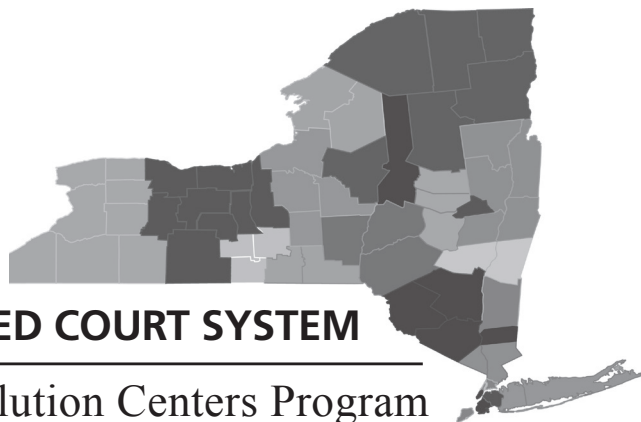




NEW YORK STATE UNIFIED COURT SYSTEM

Community Dispute Resolution Centers Program

STATISTICAL SUPPLEMENT

2012-2013

INTRODUCTION

The Community Dispute Resolution Centers Program (CDRCP) is a program of the New York State Unified Court System Office of Alternative Dispute Resolution Programs (ADR). The goal of the CDRCP is to provide access for all New Yorkers to affordable or free alternative dispute resolution services such as mediation and arbitration. Established in 1981, the CDRCP funds independent not-for-profit agencies – Community Dispute Resolution Centers (CDRCs) – in every county of New York State.

Many 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.

Once a CDRC becomes aware of a dispute, either by walk-in or referral, CDRC staff members conduct interviews with the parties to explain the mediation process and determine whether the dispute is appropriate for mediation. Mediation is a voluntary process, so cases only proceed with the informed consent of all parties. The vast majority of cases handled by CDRCs are mediated by professionally-trained volunteers. These community members receive their training from mediation trainers certified by ADR. In addition to dispute resolution services, many CDRCP work in their communities to provide educational and group facilitation services.

STATISTICAL SUPPLEMENT OVERVIEW

The CDRCP Statistical Supplement provides detailed statistical reports on the workload and of the CDRCs for the 2012-13 fiscal year. It is designed to supplement the CDRCP Annual Report, providing more specific information on the types of cases handled, case outcomes, referral sources, and party relationships. Some reports contain aggregate case data, whereas others organize the data by county and/or judicial district.

ADR 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, ADR 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, ADR provides CDRCs with software used for data collection, reporting and analysis.

If you are printing this report, please note that Tables 3, and 8-17 (pages 4, 10-28) are in landscape orientation.

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Table 1: Dispositions and Number of Individuals Served (FY 2012-2013)

Final Disposition	Total Cases	Number of Individuals Served
Dispute Resolution, Intake, and Screening Services Provided		
Decision Rendered	198	454
DR Services Initiated - Issues Unamenable	197	551
Full Agreement	10,776	28,759
No Agreement	4,099	10,303
Partial Agreement	503	1,478
	15,773	41,545
Intake and Screening Services Provided		
Both Declined	263	610
Both failed to show	309	852
Initiating Party or Parties Declined	2,483	3,850
Initiating Party or Parties Failed to show	175	467
Initiating Party or Parties Withdrew	2,161	4,752
Other	1,284	2,758
Outreach Attempted-No Contact	1,923	4,108
Resolved outside of program intervention	1,008	2,093
Responding Party or Parties Declined	1,937	4,366
Responding Party or Parties failed to show	953	2,082
Responding Party or Parties Withdrew	164	446
Unable to contact Initiating Party or Parties	900	1,337
Unable to contact Responding Party or Parties	1,411	2,878
	14,971	30,599
Screened Inappropriate		
Screened Inappropriate	1,003	2,003
	1,003	2,003
FY 2012 - 2013 Total:	31,747	74,147

Table 2: Referral Sources (FY 2012-2013)

Referral Source	Total Cases	Percentage of Total
City Courts		
City Court	6,907	21.8%
	6,907	21.8%
Family Court		
Family Court Intake	45	0.1%
Family Court Judge	5,067	16.0%
Family Court Magistrate	29	0.1%
	5,141	16.2%
Law Enforcement		
Attorney General	5	0.0%
District Attorney	1,051	3.3%
Police	832	2.6%
Probation	30	0.1%
Sheriff	27	0.1%
State Police	8	0.0%
	1,953	6.2%
NYC Civil Court		
NYC Civil Ct - 2 Attorneys	5	0.0%
NYC Civil Ct - Housing	21	0.1%
NYC Civil Ct - Pro Se	793	2.5%
NYC Civil Ct - Small Claims	2,425	7.6%
	3,244	10.2%
Other		
Business/Corporation	32	0.1%
Legal Aid	420	1.3%
Other	1,317	4.1%
Private Agency	661	2.1%
Public Defender	18	0.1%
Religious Referral	4	0.0%
Others	172	0.5%
	2,624	8.3%
Public Agencies		
Adult Protective Services	201	0.6%
Dept. of Social Services	10	0.0%
NYS Division of Housing	327	1.0%
Public Agency	4,580	14.4%
	5,118	16.1%
Schools		
School	1,366	4.3%
	1,366	4.3%
Self-Referral		
Media	288	0.9%
Prior Client (returning with new matter)	115	0.4%
Referred by Previous Client	465	1.5%
Walk-In	1,940	6.1%
Word of Mouth	1,393	4.4%
	4,201	13.2%
Supreme, Surrogates, and County Courts		
County Court	32	0.1%
Supreme Court	96	0.3%
	128	0.4%

Table 2: Referral Sources (FY 2012-2013)

Referral Source	Total Cases	Percentage of Total
Town and Village Courts		
Town & Village Courts	1,065	3.4%
	1,065	3.4%
FY 2012 - 2013 Total	31,747	

Table 3: Referral Sources (FY 2008-2013)

Referral Source	2008 - 2009	2009 - 2010	2010 - 2011	2011 - 2012	2012 - 2013
City Court	9,379	9,947	9,299	6,822	6,907
Family Court	8,662	8,248	7,981	5,672	5,141
Law Enforcement	2,789	2,129	2,514	1,657	1,953
NYC Civil Court	1,748	1,286	1,342	2,040	3,244
Other	2,277	2,518	3,043	2,988	2,624
Public Agencies	5,224	5,876	5,676	5,372	5,118
Schools	2,964	2,573	1,300	1,128	1,366
Self - Referral	4,597	4,638	4,483	3,824	4,201
Supreme, Surrogates, and County Courts	159	172	149	117	128
Town and Village Courts	1,135	1,338	1,042	902	1,065
Total	38,934	38,725	36,829	30,522	31,747

Table 4: Case Types and Individuals Served (FY 2012-2013)

Case Type	Total Cases	Percentage of Total	Individuals Served
Civil Matters			
Agricultural - Credit	308	1.0%	627
Civil - Large Claim	802	2.5%	1,741
Civil - Small Claims	9,815	30.9%	19,856
Lemon Law	164	0.5%	370
	<u>11,089</u>	<u>34.9%</u>	<u>22,594</u>
Criminal Matters			
Felony	18	0.1%	31
Misdemeanor/Violation	2,310	7.3%	3,617
	<u>2,328</u>	<u>7.3%</u>	<u>3,648</u>
Custody Visitation Divorce			
Agricultural - Non Credit	47	0.1%	192
Matrimonial	827	2.6%	1,878
Parenting Issues	6,990	22.0%	23,247
	<u>7,864</u>	<u>24.8%</u>	<u>25,317</u>
Housing Matters			
Civil - Housing	2,422	7.6%	4,924
Civil - Mobile Home	13	0.0%	24
	<u>2,435</u>	<u>7.7%</u>	<u>4,948</u>
Other			
Other	3,002	9.5%	6,122
	<u>3,002</u>	<u>9.5%</u>	<u>6,122</u>
Other Family			
Juvenile Delinquency	289	0.9%	1,031
Permanency	42	0.1%	354
PINS / Pre-Pins	497	1.6%	1,131
	<u>828</u>	<u>2.6%</u>	<u>2,516</u>
Public Welfare and Benefit Matters			
DSS Conciliation	2,650	8.3%	5,126
Early Intervention	119	0.4%	287
Special Education	361	1.1%	1,191
Vesid	3	0.0%	10
	<u>3,133</u>	<u>9.9%</u>	<u>6,614</u>
Surrogate Matters			
Guardianship	143	0.5%	336
Probate/Estate	26	0.1%	60
	<u>169</u>	<u>0.5%</u>	<u>396</u>
Youth			
Peer Mediation	543	1.7%	1,142
Youth	356	1.1%	850
	<u>899</u>	<u>2.8%</u>	<u>1,992</u>
FY 2012 - 2013 Total:	31,747		74,147

Table 5: Party Relationships (FY 2012-2013)

Relationship	Total	Percentage of Total
Acquaintances		
Acquaintances	2,375	7.5%
Clients and Agencies		
Client/Agency	3,884	12.2%
Consumers and Merchants		
Consumer/Merchant	4,082	12.9%
Divorced Couples		
Divorced	742	2.3%
Ex-Boy/Girlfriends		
Ex-boy/girlfriend	1,266	4.0%
Immediate Family		
Immediate Family	1,444	4.5%
Landlords and Tenants		
Landlord/Tenant	3,197	10.1%
Married Couples		
Married	1,176	3.7%
Neighbors		
Neighbors	2,188	6.9%
People with a Child in Common		
Child in Common	3,436	10.8%
Others		
Boy/Girlfriend	255	0.8%
Caregiver/Caseworker	21	0.1%
Child/Agency	224	0.7%
Co-Workers	158	0.5%
Domestic Partners	27	0.1%
Employer/Employee	332	1.0%
Extended Family	524	1.7%
Friend	521	1.6%
Individual/Corporation	615	1.9%
Lover-in-common	27	0.1%
Member of Group	65	0.2%
Other	2,304	7.3%
Parent/Child	1,100	3.5%
Parent/Foster Parent	7	0.0%
Room/Housemates	242	0.8%
School/Parent	117	0.4%
Schoolmates	476	1.5%
Separated	528	1.7%
Strangers	414	1.3%
FY 2012 - 2013 Total:	31,747	

Table 6: Demographic Characteristics of Parties Served (FY 2012-2013)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
AGE	Under 17	2,141	5.1%
	17 - 20	1,654	3.9%
	21 - 29	8,919	21.1%
	30 - 39	10,693	25.3%
	40 - 49	8,601	20.4%
	50 - 59	6,701	15.9%
	60 - 69	2,574	6.1%
	Over 70	935	2.2%
	Undetermined / No Response	39,194	
	Total	81,650	
	Note: 48.10% of parties were not asked to report or declined to report their age.		
RACE	Asian	789	1.6%
	Black/African American	8,806	17.8%
	Hispanic/Latino	5,961	12.0%
	Multiracial	432	0.9%
	Native American/Alaskan	514	1.0%
	Other	1,538	3.1%
	Pacific Islander/Hawaiian	148	0.3%
	White/Caucasian	31,917	64.4%
	Undetermined / No Response	31,545	
	Total	81,650	
	Note: 38.60% of parties were not asked to report or declined to report their race.		
SEX	Female	33,964	51.3%
	Male	32,186	48.7%
	Undetermined / No Response	15,500	
	Total	81,650	
	Note: 19.00% of parties were not asked to report or declined to report their sex.		

Table 6: Demographic Characteristics of Parties Served (FY 2012-2013)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
EMPLOYMENT STATUS	Disability	1,310	2.7%
	Employed	31,108	64.9%
	Family Member Employed	535	1.1%
	Public Assistance	5,023	10.5%
	Social Security / Retired	1,801	3.8%
	Student	2,983	6.2%
	Unemployed	5,161	10.8%
	Undetermined / No Response	33,729	
	Total	81,650	
	Note: 41.30% of parties were not asked to report or declined to report their employment status.		
INCOME	Less than \$9,000	7,707	30.7%
	\$9,000 to \$16,000	3,598	14.3%
	\$16,001 to \$25,000	5,571	22.2%
	\$25,001 to \$35,000	4,599	18.3%
	\$35,001 to \$45,000	3,620	14.0%
	\$45,001 to \$55,000	1,871	7.0%
	Greater than \$55,000	4,293	17.1%
	Undetermined / No Response	50,391	
	Total	81,650	
	Note: 61.70% of parties were not asked to report or declined to report their income.		
YEARS OF EDUCATION	1 to 8	1,074	3.4%
	9 to 11	4,244	13.5%
	12	14,210	45.3%
	13 to 15	5,297	16.9%
	16	4,902	15.6%
	17 or more	1,632	5.2%
	Undetermined / No Response	49,985	
	Total	81,650	
	Note: 61.20% of parties were not asked to report or declined to report their years of education.		

* Percent of Total Reported Responses does not include parties who were not asked to report or declined to report their demographic characteristics.

Table 7: Referrals to Other Services (FY 2012-2013)

Services Referred to	Total	Percentage of Total
Adult Protective Services	21	0.4%
Attorney General	0	0.0%
Business/Corporation	3	0.1%
City Court	514	9.7%
County Court	4	0.1%
Dept. of Social Services	0	0.0%
District Attorney	827	15.6%
Family Court Intake	2	0.0%
Family Court Judge	981	18.5%
Family Court Magistrate	0	0.0%
Legal Aid	19	0.4%
Media	53	1.0%
NYC Civil Ct - 2 Attorneys	2	0.0%
NYC Civil Ct - Housing	1	0.0%
NYC Civil Ct - Pro Se	391	7.4%
NYC Civil Ct - Small Claims	1,053	19.8%
NYS Division of Housing	199	3.7%
Other	289	5.4%
Police	54	1.0%
Private Agency	44	0.8%
Private Attorney	46	0.9%
Probation	4	0.1%
Public Agency	639	12.0%
Public Defender	3	0.1%
Religious Referral	0	0.0%
School	32	0.6%
Sheriff	7	0.1%
State Police	0	0.0%
Supreme Court	45	0.8%
Town & Village Courts	76	1.4%

FY 2012 - 2013 Total: 5,309

Table 8: Case Dispositions by County (FY 2012-2013)

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrawn	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Albany	185	116	61 %	84	11	78	58	1	3	536
Allegany	1	0	100 %	1	0	0	0	0	0	2
Bronx	237	658	26 %	0	8	903	22	0	3	1,831
Broome	611	217	73 %	75	29	298	164	136	82	1,612
Cattaraugus	2	0	100 %	0	0	1	0	5	0	8
Cayuga	34	5	87 %	0	1	9	1	6	0	56
Chautauqua	232	101	69 %	0	7	35	2	22	4	403
Chemung	171	9	95 %	2	8	73	4	51	0	318
Chenango	87	8	91 %	175	17	44	3	43	24	401
Clinton	69	31	69 %	0	0	77	71	0	0	248
Columbia	30	9	76 %	60	2	21	2	10	12	146
Cortland	43	4	91 %	1	4	14	7	4	0	77
Delaware	45	3	93 %	64	7	19	3	13	22	176
Dutchess	155	148	51 %	9	1	40	20	3	23	399
Erie	375	72	83 %	25	8	103	47	28	9	667
Essex	35	9	79 %	0	1	8	10	3	5	71
Franklin	415	36	92 %	0	0	3	21	0	0	475
Fulton	70	33	67 %	0	3	36	4	1	1	148
Genesee	85	23	78 %	0	12	26	12	2	1	161
Greene	26	8	76 %	44	4	18	2	13	38	153
Hamilton	44	0	100 %	0	0	1	0	0	0	45
Herkimer	272	5	98 %	1	57	71	10	21	9	446
Jefferson	84	8	91 %	3	6	34	13	9	3	160
Kings	822	244	77 %	221	386	1,736	127	906	123	4,565
Lewis	3	3	50 %	0	1	7	2	0	0	16
Livingston	139	19	87 %	0	3	65	1	16	1	244
Madison	14	1	93 %	3	3	4	0	0	0	25
Monroe	344	66	83 %	59	6	110	44	50	4	683
Montgomery	43	10	81 %	0	0	17	0	2	31	103
Nassau	1,666	832	66 %	0	1	183	394	25	168	3,269
New York	527	294	64 %	5	71	990	52	220	73	2,232
Niagara	131	13	90 %	22	27	86	7	42	0	328

Table 8: Case Dispositions by County (FY 2012-2013)

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Oneida	166	38	81 %	17	11	43	20	6	6	307
Onondaga	273	53	83 %	0	7	164	31	74	3	605
Ontario	190	38	83 %	29	19	128	12	49	1	466
Orange	265	90	74 %	1	2	113	11	4	4	490
Orleans	5	1	83 %	0	1	4	0	1	0	12
Oswego	161	48	77 %	0	4	105	24	37	1	380
Otsego	49	8	85 %	1	6	12	0	7	19	102
Putnam	77	38	66 %	1	1	27	4	0	1	149
Queens	648	87	88 %	49	76	379	78	82	450	1,849
Rensselaer	18	6	75 %	4	1	1	9	0	0	39
Richmond	589	122	82 %	830	107	269	33	230	69	2,249
Rockland	41	51	44 %	0	3	10	0	1	0	106
Saratoga	68	20	77 %	0	2	14	2	0	1	107
Schenectady	177	74	70 %	1	33	59	16	2	6	368
Schoharie	4	0	100 %	1	1	3	0	2	1	12
Schuyler	53	3	94 %	1	3	18	0	10	0	88
Seneca	49	12	80 %	4	0	26	9	6	0	106
St. Lawrence	866	48	94 %	4	7	36	26	16	8	1,011
Steuben	428	37	92 %	44	7	128	25	42	50	761
Suffolk	517	343	60 %	24	4	61	4	4	1	958
Sullivan	27	6	81 %	3	5	18	0	11	1	71
Tioga	37	2	94 %	0	1	49	2	2	1	94
Tompkins	137	21	86 %	16	7	70	2	53	1	307
Ulster	48	22	68 %	0	0	26	2	18	0	116
Warren	65	31	67 %	33	5	6	1	0	1	142
Washington	1	1	50 %	2	0	3	0	0	0	7
Wayne	88	17	83 %	0	3	40	17	1	0	166
Westchester	335	79	80 %	1	0	63	0	14	18	510
Wyoming	29	3	90 %	0	0	4	0	0	1	37
Yates	77	12	86 %	3	3	19	6	7	1	128
Total	12,485	4,296	74.4 %	1,923	1,003	7,008	1,437	2,311	1,284	31,747

Table 9: Workload Summary by County (FY 2012-2013)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group Conference	Settlement Conference	Multi-party Facilitation	Intake and Case Management	Other	Persons Served	Average Days to Disposition
Albany	536	409	2	0	0	0	0	124	1	1,682	27.5
Allegany	2	1	0	0	0	0	0	1	0	4	108.0
Bronx	1,831	1,662	6	143	0	0	1	19	0	3,804	10.7
Broome	1,612	1,046	5	16	0	0	0	475	70	3,631	31.9
Cattaraugus	8	1	0	0	0	0	0	7	0	20	13.3
Cayuga	56	36	0	3	0	0	0	17	0	186	26.9
Chautauqua	403	105	1	8	0	218	0	71	0	1,290	8.5
Chemung	318	46	0	135	0	0	0	137	0	1,186	21.3
Chenango	401	43	0	12	1	0	32	313	0	1,162	42.6
Clinton	248	248	0	0	0	0	0	0	0	593	34.5
Columbia	146	37	1	0	0	0	0	90	18	448	24.2
Cortland	77	77	0	0	0	0	0	0	0	274	19.9
Delaware	176	35	1	5	2	0	10	123	0	581	60.9
Dutchess	399	309	2	0	0	0	1	61	26	967	48.0
Erie	667	422	3	0	0	11	2	229	0	3,070	59.5
Essex	71	54	0	7	0	0	0	9	1	176	9.5
Franklin	475	474	1	0	0	0	0	0	0	955	1.0
Fulton	148	93	3	0	0	0	0	51	1	339	5.9
Genesee	161	61	0	3	1	4	0	92	0	683	16.7
Greene	153	30	0	0	0	0	0	110	13	465	23.8
Hamilton	45	44	0	0	0	0	0	1	0	92	1.0
Herkimer	446	419	17	6	0	0	0	4	0	1,270	11.5
Jefferson	160	68	0	67	2	0	1	19	3	383	88.1
Kings	4,565	782	7	1	7	0	2	3,762	4	6,054	25.7
Lewis	16	9	0	5	0	0	0	2	0	50	95.6
Livingston	244	132	2	7	0	0	0	102	1	814	31.1
Madison	25	23	0	0	0	0	0	2	0	64	15.0
Monroe	683	277	24	1	0	1	3	374	3	1,819	43.4
Montgomery	103	47	1	0	0	0	0	22	33	259	35.6
Nassau	3,269	3,234	20	1	0	0	0	14	0	7,441	12.4
New York	2,232	761	8	65	1	0	0	1,397	0	4,481	23.1
Niagara	328	142	0	1	0	0	0	185	0	882	18.8

Table 9: Workload Summary by County (FY 2012-2013)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group Conference	Settlement Conference	Multi-party Facilitation	Intake and Case Management	Other	Persons Served	Average Days to Disposition
Oneida	307	155	74	2	0	0	0	71	5	1,027	34.9
Onondaga	605	336	6	10	0	0	0	253	0	1,871	20.0
Ontario	466	232	1	3	0	0	0	230	0	1,419	23.7
Orange	490	482	4	2	0	0	1	1	0	948	76.9
Orleans	12	4	0	0	0	0	0	8	0	67	14.5
Oswego	380	215	0	0	0	0	0	165	0	1,486	16.8
Otsego	102	39	0	6	5	0	8	44	0	320	56.3
Putnam	149	144	0	1	2	0	0	1	1	302	22.8
Queens	1,849	779	22	84	1	0	0	946	17	4,067	9.8
Rensselaer	39	34	0	0	0	0	0	5	0	122	32.4
Richmond	2,249	512	3	167	1	0	0	1,566	0	4,524	55.6
Rockland	106	88	1	0	0	0	0	17	0	266	15.0
Saratoga	107	85	3	0	0	0	0	19	0	260	16.2
Schenectady	368	344	3	0	0	0	1	17	3	867	11.3
Schoharie	12	4	0	0	0	0	0	6	2	38	29.8
Schuyler	88	17	0	39	0	0	0	32	0	323	24.7
Seneca	106	87	1	5	0	0	0	13	0	337	35.3
St. Lawrence	1,011	939	1	8	1	0	1	61	0	2,081	1.0
Steuben	761	264	1	196	0	1	0	257	42	2,074	37.3
Suffolk	958	845	7	0	0	0	0	106	0	2,552	7.4
Sullivan	71	26	0	12	0	0	0	31	2	159	45.4
Tioga	94	22	0	17	1	0	0	54	0	226	47.9
Tompkins	307	94	0	58	0	0	4	151	0	975	23.1
Ulster	116	74	1	1	0	0	0	40	0	245	45.7
Warren	142	76	0	14	1	0	0	50	1	235	47.3
Washington	7	2	0	0	0	0	0	5	0	8	59.4
Wayne	166	140	0	7	0	0	0	19	0	494	19.7
Westchester	510	327	10	116	3	0	0	53	1	1,097	48.1
Wyoming	37	24	0	2	1	0	0	10	0	209	23.0
Yates	128	92	1	2	0	0	0	33	0	423	41.5
Total	31,747	17,609	243	1,238	30	235	67	12,077	248	74,147	26.1

Table 10: Referral Sources by County (FY 2012-2013)

County	City Courts	Family Court	Law Enforcement	NYC Civil Court	Other	Public Agencies	Schools	Self-Referral	Supreme, Surrogates, and County Court	Town and Village Courts	Total Cases
Albany	33	436	3	0	1	18	0	9	2	34	536
Allegany	0	0	0	0	0	2	0	0	0	0	2
Bronx	29	15	252	4	617	241	47	626	0	0	1,831
Broome	436	64	4	0	153	709	59	170	0	17	1,612
Cattaraugus	0	0	0	0	2	0	0	5	0	1	8
Cayuga	1	47	0	0	0	0	0	8	0	0	56
Chautauqua	83	230	7	0	28	17	1	35	2	0	403
Chemung	8	106	8	0	20	53	8	113	2	0	318
Chenango	49	313	0	0	11	1	1	25	0	1	401
Clinton	232	0	1	0	0	2	1	5	0	7	248
Columbia	28	83	1	0	4	15	1	14	0	0	146
Cortland	0	38	0	0	4	6	0	29	0	0	77
Delaware	2	131	0	0	10	2	2	29	0	0	176
Dutchess	260	69	1	0	24	8	3	32	0	2	399
Erie	15	467	22	0	39	49	7	27	0	41	667
Essex	0	1	0	0	13	3	0	11	0	43	71
Franklin	0	0	0	0	0	2	0	4	0	469	475
Fulton	86	48	0	0	0	4	1	6	0	3	148
Genesee	4	79	0	0	24	8	0	46	0	0	161
Greene	1	93	0	0	3	33	0	22	1	0	153
Hamilton	0	2	2	0	24	1	0	14	0	2	45
Herkimer	0	177	3	0	8	219	1	35	3	0	446
Jefferson	1	39	1	0	19	16	19	57	7	1	160
Kings	202	74	1,053	1,949	196	660	90	332	7	2	4,565
Lewis	0	8	0	0	1	0	0	6	1	0	16
Livingston	0	106	3	0	17	10	2	103	0	3	244
Madison	0	2	0	0	4	3	1	15	0	0	25
Monroe	131	267	23	0	82	23	44	96	12	5	683
Montgomery	48	14	1	0	2	34	0	4	0	0	103
Nassau	1,374	0	39	0	5	1,796	14	37	1	3	3,269
New York	46	15	27	1,274	210	106	136	415	3	0	2,232
Niagara	2	59	2	0	10	229	1	24	0	1	328
Oneida	116	60	3	0	17	12	2	85	0	12	307

Table 10: Referral Sources by County (FY 2012-2013)

County	City Courts	Family Court	Law Enforcement	NYC Civil Court	Other	Public Agencies	Schools	Self-Referral	Supreme, Surrogates, and County Court	Town and Village Courts	Total Cases
Onondaga	30	416	10	0	9	134	3	3	0	0	605
Ontario	125	245	2	0	10	1	2	62	3	16	466
Orange	187	63	7	0	25	76	14	112	3	3	490
Orleans	2	0	1	0	3	1	0	4	0	1	12
Oswego	1	274	0	0	15	19	3	68	0	0	380
Otsego	0	24	0	0	9	11	5	50	2	1	102
Putnam	17	24	0	0	10	4	3	16	0	75	149
Queens	173	98	372	13	304	82	261	542	2	2	1,849
Rensselaer	1	35	0	0	1	1	0	1	0	0	39
Richmond	1,695	13	41	4	39	51	309	29	68	0	2,249
Rockland	89	1	0	0	1	5	0	10	0	0	106
Saratoga	62	8	2	0	3	22	1	6	1	2	107
Schenectady	125	43	3	0	21	11	122	41	0	2	368
Schoharie	0	5	0	0	1	1	0	4	0	1	12
Schuyler	1	49	1	0	2	4	1	30	0	0	88
Seneca	0	84	0	0	3	7	0	12	0	0	106
St. Lawrence	104	52	13	0	457	33	7	231	0	114	1,011
Steuben	122	254	2	0	9	171	1	164	0	38	761
Suffolk	765	0	5	0	51	21	0	81	0	35	958
Sullivan	2	8	13	0	13	7	1	26	0	1	71
Tioga	0	11	0	0	14	2	1	58	0	8	94
Tompkins	80	51	2	0	34	25	3	111	0	1	307
Ulster	0	10	1	0	3	6	0	26	0	70	116
Warren	50	75	0	0	0	15	0	2	0	0	142
Washington	0	0	0	0	0	3	0	4	0	0	7
Wayne	0	110	0	0	4	0	0	8	1	43	166
Westchester	89	63	17	0	20	117	188	16	0	0	510
Wyoming	0	20	2	0	5	0	0	9	0	1	37
Yates	0	62	3	0	10	6	0	36	7	4	128
Total	6,907	5,141	1,953	3,244	2,624	5,118	1,366	4,201	128	1,065	31,747

Note: Please see Table 2 for more more information about specific referral sources.

Table 11: Family Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Albany	149	80	83	11	75	58	1	2	459
	Columbia	8	1	60	0	13	2	8	12	104
	Greene	26	8	43	2	13	2	12	10	116
	Rensselaer	17	5	4	1	1	9	0	0	37
	Schoharie	4	0	0	1	2	0	1	0	8
	Sullivan	13	5	1	0	9	0	4	1	33
	Ulster	9	3	0	0	15	0	4	0	31
	Total	226	102	191	15	128	71	30	25	788
Fourth Judicial District	Clinton	0	1	0	0	3	0	0	0	4
	Essex	15	1	0	0	4	0	2	1	23
	Franklin	13	0	0	0	1	0	0	0	14
	Fulton	31	11	0	3	7	0	0	0	52
	Hamilton	5	0	0	0	1	0	0	0	6
	Montgomery	7	0	0	0	8	0	2	31	48
	Saratoga	13	6	0	1	9	1	0	0	30
	Schenectady	28	9	0	21	20	6	1	0	85
	St. Lawrence	138	13	1	0	14	5	4	3	178
	Warren	36	10	33	5	6	1	0	1	92
	Washington	1	1	2	0	2	0	0	0	6
	Total	287	52	36	30	75	13	9	36	538
Fifth Judicial District	Herkimer	82	5	0	54	61	6	10	5	223
	Jefferson	20	2	0	1	7	5	0	1	36
	Lewis	0	1	0	0	2	1	0	0	4
	Oneida	77	7	10	8	37	2	6	3	150
	Onondaga	255	48	0	7	146	31	50	2	539
	Oswego	161	46	0	3	101	24	36	1	372
	Total	595	109	10	73	354	69	102	12	1,324
Sixth Judicial District	Broome	167	17	5	23	80	12	12	3	319
	Chemung	161	8	2	7	56	3	44	0	281
	Chenango	78	7	147	16	39	3	33	20	343
	Cortland	43	4	1	4	14	7	4	0	77
	Delaware	38	1	64	6	18	3	11	21	162
	Madison	13	1	2	1	2	0	0	0	19
	Otsego	39	5	1	4	11	0	5	15	80
	Schuyler	52	3	0	3	15	0	9	0	82
	Tioga	19	1	0	1	14	1	2	1	39
	Tompkins	92	8	1	6	21	2	15	1	146
	Total	702	55	223	71	270	31	135	61	1,548

Please note that this report includes the following case types: Agricultural Non-Credit, Juvenile Delinquency, Matrimonial, Parenting Issues, Permanency, and PINS/Pre-PINS.

Table 11: Family Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Seventh Judicial District	Cayuga	31	5	0	1	8	1	6	0	52
	Livingston	131	19	0	3	48	1	11	0	213
	Monroe	156	50	42	2	44	41	37	2	374
	Ontario	153	28	16	10	74	8	21	1	311
	Seneca	48	12	4	0	25	9	5	0	103
	Steuben	337	24	38	6	66	18	7	43	539
	Wayne	69	13	0	2	27	10	0	0	121
	Yates	71	11	2	3	18	5	6	1	117
	Total	996	162	102	27	310	93	93	47	1,830
Eighth Judicial District	Chautauqua	180	54	0	4	17	0	10	2	267
	Erie	335	63	5	5	53	41	7	9	518
	Genesee	78	21	0	9	24	11	1	1	145
	Niagara	127	13	20	27	83	7	40	0	317
	Orleans	1	1	0	1	1	0	1	0	5
	Wyoming	26	2	0	0	2	0	0	1	31
	Total	747	154	25	46	180	59	59	13	1,283
Ninth Judicial District	Dutchess	29	23	3	1	21	16	1	17	111
	Orange	106	21	1	1	72	7	0	3	211
	Putnam	15	9	1	1	10	1	0	0	37
	Rockland	2	1	0	1	4	0	1	0	9
	Westchester	39	12	1	0	22	0	6	0	80
	Total	191	66	6	4	129	24	8	20	448
Tenth Judicial	Nassau	3	0	0	0	1	0	2	0	6
	Total	3	0	0	0	1	0	2	0	6
Tenth Judicial	Suffolk	21	8	6	3	24	2	0	0	64
	Total	21	8	6	3	24	2	0	0	64
New York City	Bronx	40	54	0	0	29	18	0	0	141
	Kings	46	8	14	32	51	2	28	2	183
	New York	17	7	4	17	53	1	51	5	155
	Queens	105	14	14	26	53	27	17	32	288
	Richmond	13	12	1	2	6	4	0	58	96
	Total	221	95	33	77	192	52	96	97	863
Total		3,989	803	632	346	1,663	414	534	311	8,692

Please note that this report includes the following case types: Agricultural Non-Credit, Juvenile Delinquency, Matrimonial, Parenting Issues, Permanency, and PINS/Pre-PINS.

Table 12: Civil Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Albany	32	36	0	0	1	0	0	1	70
	Columbia	21	8	0	0	3	0	2	0	34
	Greene	0	0	0	0	3	0	1	0	4
	Rensselaer	1	0	0	0	0	0	0	0	1
	Schoharie	0	0	0	0	1	0	0	0	1
	Sullivan	10	1	1	5	7	0	5	0	29
	Ulster	34	19	0	0	9	1	14	0	77
	Total	98	64	1	5	24	1	22	1	216
Fourth Judicial District	Clinton	67	28	0	0	74	71	0	0	240
	Essex	16	8	0	1	4	10	1	4	44
	Franklin	395	34	0	0	2	21	0	0	452
	Fulton	38	22	0	0	28	4	1	0	93
	Hamilton	38	0	0	0	0	0	0	0	38
	Montgomery	34	9	0	0	8	0	0	0	51
	Saratoga	51	14	0	1	3	1	0	0	70
	Schenectady	59	56	0	4	13	4	1	0	137
	St. Lawrence	697	31	2	4	20	20	6	1	781
	Warren	29	21	0	0	0	0	0	0	50
	Washington	0	0	0	0	1	0	0	0	1
	Total	1,424	223	2	10	153	131	9	5	1,957
Fifth Judicial District	Herkimer	188	0	0	1	10	4	9	3	215
	Jefferson	1	1	0	0	3	2	0	1	8
	Oneida	56	30	3	1	3	2	0	1	96
	Onondaga	15	3	0	0	11	0	19	1	49
	Oswego	0	1	0	0	3	0	1	0	5
	Total	260	35	3	2	30	8	29	6	373
Sixth Judicial District	Broome	68	11	68	4	204	5	120	7	487
	Chemung	7	1	0	1	14	1	5	0	29
	Chenango	8	1	28	1	4	0	9	4	55
	Delaware	3	1	0	1	0	0	0	0	5
	Madison	1	0	1	1	2	0	0	0	5
	Otsego	3	1	0	0	1	0	1	0	6
	Schuyler	0	0	1	0	1	0	1	0	3
	Tioga	18	1	0	0	35	1	0	0	55
	Tompkins	31	12	15	1	39	0	28	0	126
	Total	139	28	113	9	300	7	164	11	771

Please note that this report includes the following case types: Agricultural Credit, Civil-Housing, Civil-Large Claims, Civil-Mobile Home, Civil-Small Claims, and Lemon Law.

Table 12: Civil Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Seventh Judicial District	Cayuga	3	0	0	0	1	0	0	0	4
	Livingston	4	0	0	0	7	0	4	1	16
	Monroe	15	3	3	2	21	0	1	1	46
	Ontario	28	10	13	8	50	2	28	0	139
	Seneca	1	0	0	0	1	0	0	0	2
	Steuben	66	11	3	1	58	6	35	2	182
	Wayne	0	2	0	0	0	0	0	0	2
	Yates	2	0	0	0	0	0	0	0	2
	Total	119	26	19	11	138	8	68	4	393
Eighth Judicial District	Allegany	0	0	1	0	0	0	0	0	1
	Cattaraugus	1	0	0	0	1	0	5	0	7
	Chautauqua	45	45	0	1	13	1	9	2	116
	Erie	18	5	18	1	15	0	15	0	72
	Genesee	6	1	0	2	2	1	1	0	13
	Niagara	0	0	0	0	1	0	1	0	2
	Orleans	3	0	0	0	2	0	0	0	5
	Wyoming	2	0	0	0	1	0	0	0	3
	Total	75	51	19	4	35	2	31	2	219
Ninth Judicial District	Dutchess	118	122	4	0	15	3	2	5	269
	Orange	129	66	0	0	13	2	2	1	213
	Putnam	56	28	0	0	11	3	0	0	98
	Rockland	36	50	0	1	3	0	0	0	90
	Westchester	80	32	0	0	8	0	8	0	128
	Total	419	298	4	1	50	8	12	6	798
Tenth Judicial	Nassau	703	700	0	0	2	0	1	3	1,409
	Total	703	700	0	0	2	0	1	3	1,409
Tenth Judicial	Suffolk	480	329	0	0	1	0	0	0	810
	Total	480	329	0	0	1	0	0	0	810
New York City	Bronx	10	3	0	0	12	0	0	0	25
	Kings	369	195	139	203	869	93	595	41	2,504
	New York	364	278	1	34	848	40	166	26	1,757
	Queens	160	28	12	4	134	26	21	146	531
	Richmond	241	97	823	103	241	26	219	11	1,761
	Total	1,144	601	975	344	2,104	185	1,001	224	6,578
Total		4,861	2,355	1,136	386	2,837	350	1,337	262	13,524

Please note that this report includes the following case types: Agricultural Credit, Civil-Housing, Civil-Large Claims, Civil-Mobile Home, Civil-Small Claims, and Lemon Law.

Table 13: Criminal Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Columbia	0	0	0	0	1	0	0	0	1
	Greene	0	0	0	1	0	0	0	1	2
	Total	0	0	0	1	1	0	0	1	3
Fourth Judicial District	Clinton	0	1	0	0	0	0	0	0	1
	Essex	1	0	0	0	0	0	0	0	1
	Franklin	1	0	0	0	0	0	0	0	1
	St. Lawrence	8	1	1	2	1	0	1	1	15
	Total	10	2	1	2	1	0	1	1	18
Fifth Judicial District	Jefferson	0	0	0	0	1	0	0	0	1
	Oneida	30	0	0	0	0	14	0	0	44
	Onondaga	2	0	0	0	1	0	3	0	6
	Total	32	0	0	0	2	14	3	0	51
Sixth Judicial District	Broome	0	0	1	0	0	0	0	1	2
	Chemung	3	0	0	0	3	0	1	0	7
	Otsego	1	0	0	0	0	0	0	0	1
	Schuyler	1	0	0	0	2	0	0	0	3
	Tompkins	14	1	0	0	8	0	10	0	33
	Total	19	1	1	0	13	0	11	1	46
Seventh Judicial District	Livingston	0	0	0	0	2	0	0	0	2
	Monroe	137	6	9	1	33	2	10	1	199
	Ontario	7	0	0	0	2	1	0	0	10
	Seneca	0	0	0	0	0	0	1	0	1
	Wayne	19	2	0	1	13	7	1	0	43
	Yates	4	0	0	0	0	0	0	0	4
	Total	167	8	9	2	50	10	12	1	259

Please note that this report includes the following case types: Felony and Misdemeanor/Violation.

Table 13: Criminal Case Dispositions by Judicial District and County (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Eighth Judicial District	Chautauqua	0	0	0	1	0	0	0	0	1
	Erie	8	3	1	2	21	5	4	0	44
	Genesee	1	0	0	1	0	0	0	0	2
	Niagara	3	0	2	0	0	0	0	0	5
	Orleans	1	0	0	0	1	0	0	0	2
	Wyoming	1	1	0	0	1	0	0	0	3
	Total	14	4	3	4	23	5	4	0	57
Ninth Judicial	Rockland	1	0	0	0	2	0	0	0	3
	Total	1	0	0	0	2	0	0	0	3
New York City	Bronx	16	49	0	0	171	2	0	0	238
	Kings	214	17	25	59	589	15	163	13	1,095
	New York	7	1	0	9	12	5	2	3	39
	Queens	108	18	9	41	147	13	22	132	490
	Richmond	5	0	2	1	12	2	7	0	29
	Total	350	85	36	110	931	37	194	148	1,891
Total		593	100	50	119	1,023	66	225	152	2,328

Please note that this report includes the following case types: Felony and Misdemeanor/Violation.

Table 14: Case Dispositions by Case Type (FY 2012-2013)

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Civil Matters										
Agricultural - Credit	252	21	92 %	0	1	30	2	1	1	308
Civil - Large Claim	329	296	52 %	1	27	86	40	11	12	802
Civil -Small Claims	3,161	1,896	62 %	1,094	143	2,128	211	1,086	96	9,815
Lemon Law	153	0	100%	0	1	3	0	3	4	164
Total	3,895	2,213	63%	1,095	172	2,247	253	1,101	113	11,089
Criminal Matters										
Felony	5	1	83 %	0	0	5	0	4	3	18
Misdemeanor/Violation	588	99	85 %	50	119	1,018	66	221	149	2,310
Total	593	100	85%	50	119	1,023	66	225	152	2,328
Custody Visitation Divorce										
Agricultural - Non Credit	28	5	84 %	0	0	9	3	1	1	47
Matrimonial	275	52	84 %	21	51	243	25	39	121	827
Parenting Issues	3,319	648	83 %	553	285	1,276	315	471	123	6,990
Total	3,622	705	83%	574	336	1,528	343	511	245	7,864
Housing Matters										
Civil - Housing	961	140	87 %	39	214	588	96	235	149	2,422
Civil - Mobile Home	5	2	71 %	2	0	2	1	1	0	13
Total	966	142	87%	41	214	590	97	236	149	2,435
Other										
Other	740	609	54 %	88	130	1,031	46	180	178	3,002
Total	740	609	54%	88	130	1,031	46	180	178	3,002
Other Family										
Juvenile Delinquency	141	16	89 %	35	2	15	28	8	44	289
Permanency	32	4	88 %	0	1	2	2	0	1	42
PINS / Pre-Pins	194	78	71 %	23	7	118	41	15	21	497
Total	367	98	78%	58	10	135	71	23	66	828
Public Welfare and Benefit Matters										
DSS Conciliation	1,397	331	80 %	0	0	148	537	3	234	2,650
Early Intervention	69	6	92 %	2	0	38	2	1	1	119
Special Education	208	32	86 %	0	0	113	2	2	4	361
Vesid	1	1	50 %	0	0	0	0	0	1	3
Total	1,675	370	81%	2	0	299	541	6	240	3,133

Table 14: Case Dispositions by Case Type (FY 2012-2013)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Surrogate Matters											
	Guardianship	66	8	89 %	3	7	34	8	10	7	143
	Probate/Estate	11	3	78 %	0	1	5	0	4	2	26
	Total	77	11	87%	3	8	39	8	14	9	169
Youth											
	Peer Mediation	353	36	90 %	6	4	51	2	5	86	543
	Youth	197	12	94 %	6	10	65	10	10	46	356
	Total	550	48	91%	12	14	116	12	15	132	899
		12,485	4,296	74%	1,923	1,003	7,008	1,437	2,311	1,284	31,747

Table 15: Case Dispositions by Case Nature (FY 2012-2013)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Adoption Planning	13	1	92	0	0	0	1	0	0	15
Aggravated Assault	19	4	82	1	8	25	4	12	14	87
Aggravated Harassment	27	5	84	1	17	33	1	7	27	118
Agricultural Services	80	4	95	0	1	0	0	0	0	85
Animal Complaint	2	1	66	1	0	2	0	1	1	8
Assault	208	23	90	25	33	238	40	121	44	732
Bank Loan	47	1	97	0	1	2	0	1	0	52
Behavior Issues	324	69	82	20	7	81	20	8	55	584
Breach of Contract	2,625	1,555	62	646	55	1,351	180	570	54	7,036
Burglary	6	0	100	1	1	1	0	1	2	12
Caregiver Issues	6	1	85	2	3	5	0	0	3	20
Compliance with Service Plan	2	0	100	0	0	1	0	0	0	3
Concurrent Planning	9	2	81	0	0	0	1	0	0	12
Criminal Misapplication of Property	6	13	31	0	0	8	2	0	0	29
Criminal Mischief	147	8	94	6	1	34	9	14	5	224
Criminal Possession of Stolen Prop	10	1	90	0	1	7	2	7	1	29
Criminal Tampering	0	0	0	0	0	1	0	0	0	1
Criminal Trespass	8	1	88	1	3	5	2	4	1	25
Custody Modification	947	191	83	160	103	388	61	120	30	2,000
Custody-Original	1,675	284	85	227	99	509	164	178	43	3,179
Divorce (Multi Issues)	182	30	85	16	28	182	19	30	106	593
Early Intervention Program	14	1	93	0	0	9	0	0	0	24
Ejectment	2	1	66	1	4	4	0	4	0	16
Equipment Dispute	2	0	100	0	0	0	0	0	0	2
Estate Admin (w/o will)	3	1	75	0	1	0	0	1	0	6
Estate Admin Small (Small Estate <	3	0	100	0	0	0	0	0	0	3
Estate Probate (with will)	0	0	0	0	0	1	0	0	0	1
Eviction	203	22	90	0	13	41	12	17	2	310
Farm Management	2	0	100	0	0	1	0	1	1	5
Fee Dispute	5	1	83	2	1	3	0	3	4	19
Formulation Service Plan	20	3	86	0	0	18	0	0	0	41
Fraud/Bad Checks	12	2	85	3	0	7	0	2	1	27
Grand Larceny	2	0	100	0	0	0	0	0	0	2
Guardianship (Person and/or Prope	0	0	0	0	0	2	0	1	1	4
Guardianship (Person Only)	2	1	66	1	0	2	0	1	0	7
Guardianship-Child	58	5	92	2	6	30	8	7	4	120
Habitability	2	3	40	1	0	0	0	0	0	6
Harrassment	130	66	66	15	51	324	26	32	69	713

Table 15: Case Dispositions by Case Nature (FY 2012-2013)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Holdover on Rental Property	17	12	58	0	0	4	0	2	1	36
Housing Discrimination	3	0	100	1	3	5	1	1	2	16
Housing Dispute	238	9	96	5	4	56	14	13	49	388
Implementation of Service Plan	23	1	95	0	0	12	0	1	0	37
Independent Living Planning	15	1	93	0	2	0	1	2	0	21
Interpersonal Dispute	1,237	454	73	97	169	844	69	240	179	3,289
Labor Issues	5	1	83	0	1	3	0	1	1	12
Larceny	0	1	0	0	0	0	0	0	0	1
Lease Dispute	66	8	89	2	28	43	3	17	2	169
Leased Vehicle	27	0	100	0	1	1	0	3	1	33
Lemon Law	47	0	100	0	0	1	0	0	5	53
Machinery	34	4	89	0	0	0	0	0	0	38
Menacing	37	2	94	2	2	71	2	20	1	137
Modification of Service Plan	129	10	92	1	1	85	2	1	0	229
Motorized Wheelchair	1	0	100	0	0	0	0	0	0	1
New Vehicle	60	0	100	0	0	1	0	0	0	61
Noise	201	180	52	26	110	358	30	134	55	1,094
Non-payment of Rent	237	52	82	1	4	49	28	12	10	393
Occupancy	14	10	58	3	4	34	2	8	6	81
Other	1,459	410	78	56	55	1,100	426	173	360	4,039
Personal/Real Property	376	334	52	318	97	357	34	255	15	1,786
Persons In Need of Supervision (PI	125	20	86	3	4	78	23	8	20	281
Petty Larceny	37	3	92	28	0	8	4	4	1	85
Property Division	18	4	81	1	3	17	2	2	1	48
Reckless Endangerment	0	0	0	0	0	1	0	0	0	1
Retaliation Dispute	1	0	100	0	0	0	0	1	0	2
Right to Sell	0	0	0	0	0	1	0	0	0	1
Robbery	0	0	0	0	0	1	0	1	0	2
Rules & Regulation Dispute	380	195	66	8	1	8	144	3	71	810
Security Deposit	154	102	60	84	4	214	12	113	11	694
Sexual Harassment	0	0	0	1	1	0	0	1	0	3
Special Education Mediation Prog.	60	15	80	0	0	9	1	0	2	87
Supplier	5	0	100	0	0	1	0	0	0	6
Support-Modification	57	22	72	16	9	49	11	44	2	210
Support-Original	35	6	85	5	13	25	2	5	2	93
Theft of Services	0	0	0	0	0	0	0	0	1	1
Third-Party Loan	1	0	100	0	0	0	0	0	0	1
Truancy	3	0	100	0	0	1	1	1	1	7

Table 15: Case Dispositions by Case Nature (FY 2012-2013)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Unauthorized Use of a Motor Vehicle	0	0	0	0	0	0	1	0	0	1
Used Vehicle	31	0	100	0	0	0	0	0	0	31
Vandalism	4	0	100	1	0	3	1	2	2	13
Violation of Town/City Ordinance	5	2	71	0	1	5	0	2	0	15
Visitation-Modification	427	109	79	112	43	201	55	77	14	1,038
Visitation-Original	113	26	81	20	6	46	16	21	1	249
Workplace Discrimination	0	3	0	0	0	1	0	0	0	4
Total	12,485	4,296	74 %	1,923	1,003	7,008	1,437	2,311	1,284	31,747

Table 16: Case Dispositions by Referral Source (FY 2012-2013)

Referral Source	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Adult Protective Services	72	57	55 %	4	5	42	6	11	4	201
Attorney General	4	0	100 %	0	0	0	0	0	1	5
Business/Corporation	16	2	88 %	0	0	9	1	4	0	32
City Court	2,498	1,719	59 %	968	161	877	152	429	103	6,907
County Court	9	3	75 %	0	2	13	4	1	0	32
Dept. of Social Services	4	3	57 %	1	1	0	1	0	0	10
District Attorney	232	21	91 %	22	22	555	19	167	13	1,051
Family Court Intake	18	3	85 %	3	3	9	6	3	0	45
Family Court Judge	2,362	537	81 %	502	175	826	275	252	138	5,067
Family Court Magistrate	6	7	46 %	7	0	7	1	0	1	29
Legal Aid	345	8	97 %	2	4	31	10	17	3	420
Media	98	8	92 %	9	24	97	4	37	11	288
NYC Civil Ct - 2 Attorneys	3	2	60 %	0	0	0	0	0	0	5
NYC Civil Ct - Housing	5	1	83 %	0	0	13	0	2	0	21
NYC Civil Ct - Pro Se	294	323	47 %	0	26	75	58	8	9	793
NYC Civil Ct - Small Claims	215	120	64 %	120	8	1,287	45	582	48	2,425
NYS Division of Housing	216	27	88 %	5	4	45	10	17	3	327
Other	330	219	60 %	24	29	552	16	44	103	1,317
Police	157	96	62 %	31	55	320	29	65	79	832
Prior Client (returning with ne	62	7	89 %	0	1	37	5	2	1	115
Private Agency	348	49	87 %	15	19	118	32	55	25	661
Private Attorney	94	15	86 %	2	5	38	4	11	3	172
Probation	16	1	94 %	2	0	5	0	5	1	30
Public Agency	2,000	410	82 %	85	282	663	572	234	334	4,580
Public Defender	10	1	90 %	0	1	2	0	3	1	18
Referred by Previous Client	257	29	89 %	6	16	88	17	44	8	465
Religious Referral	0	1	0 %	0	1	2	0	0	0	4
School	970	81	92 %	10	11	134	17	8	135	1,366
Sheriff	9	2	81 %	2	4	5	1	4	0	27
State Police	8	0	100 %	0	0	0	0	0	0	8
Supreme Court	22	15	59 %	1	4	5	2	1	46	96
Town & Village Courts	708	133	84 %	24	8	87	61	38	6	1,065
Walk-In	528	310	63 %	35	92	675	42	172	86	1,940
Word of Mouth	569	86	86 %	43	40	391	47	95	122	1,393
Total	12,485	4,296	74 %	1,923	1,003	7,008	1,437	2,311	1,284	31,747

Table 17: Case Dispositions by Relationship (FY 2012-2013)

Relationship	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Acquaintances	592	254	69 %	405	75	607	68	260	114	2,375
Boy/Girlfriend	98	28	77 %	10	18	54	13	8	26	255
Caregiver/Caseworker	15	1	93 %	0	1	2	0	0	2	21
Child in Common	1,463	320	82 %	439	139	617	205	169	84	3,436
Child/Agency	122	19	86 %	4	1	23	14	2	39	224
Client/Agency	1,819	476	79 %	219	23	452	550	98	247	3,884
Consumer/Merchant	2,071	961	68 %	166	18	538	70	215	43	4,082
Co-Workers	58	20	74 %	2	3	43	2	17	13	158
Divorced	340	90	79 %	22	30	139	19	39	63	742
Domestic Partners	9	6	60 %	1	2	4	0	2	3	27
Employer/Employee	88	66	57 %	38	2	89	2	38	9	332
Ex-boy/girlfriend	538	171	75 %	18	68	276	29	135	31	1,266
Extended Family	201	42	82 %	13	39	157	11	46	15	524
Friend	240	50	82 %	3	13	122	16	30	47	521
Immediate Family	640	129	83 %	55	47	343	43	138	49	1,444
Individual/Corporation	142	144	49 %	44	7	194	28	52	4	615
Landlord/Tenant	1,147	602	65 %	151	100	755	81	284	77	3,197
Lover-in-common	7	1	87 %	1	0	14	0	3	1	27
Married	551	71	88 %	26	67	291	41	66	63	1,176
Member of Group	14	5	73 %	1	1	13	0	4	27	65
Neighbors	467	317	59 %	76	164	741	64	237	122	2,188
Other	581	266	68 %	95	45	886	70	260	101	2,304
Parent/Child	458	85	84 %	32	30	324	66	89	16	1,100
Parent/Foster Parent	2	1	66 %	0	1	1	1	0	1	7
Room/Housemates	50	17	74 %	21	14	94	11	28	7	242
School/Parent	67	16	80 %	2	0	26	2	3	1	117
Schoolmates	343	22	93 %	7	1	32	8	9	54	476
Separated	266	42	86 %	49	22	82	13	33	21	528
Strangers	96	74	56 %	23	72	89	10	46	4	414
Total	12,485	4,296	74 %	1,923	1,003	7,008	1,437	2,311	1,284	31,747