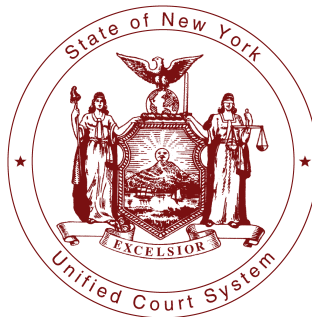




OFFICE OF ALTERNATIVE DISPUTE RESOLUTION PROGRAMS

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

2001-2002
ANNUAL REPORT



New York State
Unified Court System
Judith S. Kaye
Chief Judge of the State of New York

Jonathan Lippman
Chief Administrative Judge

Ann Pfau
Deputy Chief Administrative Judge

Division of Court Operations
Nancy Mangold
Assistant Deputy Chief Administrator

Daniel Weitz, Esq.
State ADR Coordinator

Mark Collins
Assistant State ADR Coordinator

State of New York



Jonathan Lippman
Chief Administrative Judge

25 Beaver Street
New York, N.Y. 10004
(212) 428-2100

September 30, 2002

Hon. George E. Pataki
Governor of the State of New York
Executive Chamber
State Capitol
Albany, NY 12224

Dear Governor Pataki:

Pursuant to Chapter 847 of the Laws of 1981, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering fiscal period *April 1, 2001 to March 31, 2002*.

The Community Dispute Resolution Centers Program, in its 21st year, is available as an alternative to formal court proceedings to every citizen in the 62 New York Counties.

Your support of this valuable program is greatly appreciated. We look forward to working with you in serving the people of the State of New York.

Sincerely,

A handwritten signature in black ink, which appears to read "Jonathan Lippman". The signature is fluid and cursive, with a long horizontal line extending from the end.

Enclosure

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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, Laws 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.

This report is submitted pursuant to section 849-g of the Judiciary Law. It chronicles the work of the CDRCP during the fiscal year 2001-2002 (April 1, 2001 through March 31, 2002).

BRIEF OVERVIEW

April 1, 2001 through March 31, 2002

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 2001-2002, the centers determined that 45,188 cases involving 105,085 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 27,232 conciliations, mediations, and arbitrations that served 63,730 people. Parties entered into voluntary agreements in 86% of the cases that were mediated or conciliated. Centers reported that disputants paid to one another a total of \$7,208,899, either through mediated agreements or arbitration awards. The average payment per case was \$1,946. During the past fiscal year, the average single-hearing mediation or arbitration took 20 days from intake to final disposition. The average multiple-hearing case took 63 days for resolution. (The more complex cases, such as custody, visitation, or selected civil disputes, are often handled in multiple sessions.)

The centers continued to help families in New York State resolve highly emotional family disputes, including 7,736 child custody, visitation or support cases; 376 divorce or

separation cases; 846 PINS (Persons In Need of Supervision) cases and 633 other family related matters.

A total of 6,763 cases (15% of the overall caseload) involved disputes among immediate family members and domestic partners; this total includes cases between parties who are married to one another or who are 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 40% of the cases come from the courts, about 30% from public and private agencies, 10-15% from law enforcement, and 4-5% from schools. About 8% of cases are self-referred and 5% are categorized as "other."

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 (custody, visitation, or support), and this increase is partly offset by some decrease in City Court referrals. (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 divorced or separated). The most common relationships among disputants who were not members of the same family were: individual-corporation (24%); consumer-merchant (12%); landlord-tenant (10%); and neighbors (7%).

Programs & 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 Community Dispute Resolution Centers of Orange, Putnam and Schenectady Counties operate a divorce mediation program in collaboration with their 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

Forty-nine CDRCs contract with the Unified Court System to provide separately funded Family Court custody and visitation mediation programs. These programs primarily handle child custody and visitation issues and serve the following counties: Albany, Broome, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Franklin, Fulton, Greene, Herkimer, Jefferson, Kings, Lewis, Livingston, Madison, Monroe, Nassau, Niagara, Oneida, Onondaga, Ontario, Orange, Oswego, Otsego, Putnam, Queens, Rensselaer, Richmond, Saratoga, St. Lawrence, Schenectady, Schuyler, Seneca, Steuben,

Sullivan, Tioga, Tompkins, Ulster, Warren, Wayne, Westchester, and Yates Counties.

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.

2001-2002 Family Court Mediation Services

FAMILY COURT SERVICES	CASES SCREENED	CASES CONCILIATED OR MEDIATED
Special Funding	9,050	5,025
Other Funding	541	361
Total	9,591	5,386

During fiscal year 2001-2002, centers that received special funding, typically from Judicial District Administrative Offices, for Family Court cases screened a total of 9,050 cases, of which 5,025 were conciliated or mediated. Centers without special funding for Family Court cases screened an additional 541 cases, of which 361 were conciliated or mediated. Statewide, a total of 9,591 Family Court cases were screened, of which 5,386 were either conciliated or mediated.

PERSONS IN NEED OF SUPERVISION (PINS) 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 & Partnerships

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 2001-2002, 846 PINS 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.

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 institutions design customized conflict management and dispute resolution systems



YOUTH INITIATIVES AND EDUCATIONAL PROGRAMS

In fiscal year 2001-2002, over 5,200 individuals under 21 years of age participated in mediations through their local CDRCs. Of the 1,589 cases referred by schools, parties entered into voluntary agreements in 93% of the 1,348 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 & 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 2001-2002, there were 758 requests for arbitration. A total of 467 arbitration hearings were held, which resulted in 171 settlements. There were 275 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 208 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 2001-2002, the Court Dispute Referral Centers served 23,018 complainants, of whom 7,745 (34% 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 (967) 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 84% involved victims of domestic violence. Another nine percent were referred to Family Court, 13% were provided with information only, and 25% 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 CDRCs of Albany, Broome, Jefferson, Orange, and Schenectady Counties serve as coordinators for their local county Court Appointed Special Advocates (CASA) program. As host organizations for CASA, the centers provide administrative oversight and assistance with resource development.



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, Dutchess, 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 (NYSDRA)**

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 institute the New York State Agricultural Mediation Program (NYSAMP). New York is one of 28 states with USDA certified agricultural mediation programs authorized to assist in resolving disputes involving farm and housing loans, wetland determinations, conservation compliance and pesticide use.

NYSDRA has contracted to be the central intake for referrals from the USDA, financial institutions, other agencies and individual agricultural producers. Case management will be handled by one of eight CDRCs selected to handle cases regionally across the state.

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, Cornell School of Industrial Labor Relations, and the Center for Dispute Settlement in Rochester.

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 2001-2002, 513 cases were processed through this program, with an agreement rate of over 85% 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,

Trainer Certification and Mediator Qualifications

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 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, 2000 and March 31, 2002, 618 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.



TRAINER CERTIFICATION AND MEDIATOR QUALIFICATIONS

REVISION OF TRAINING AND APPRENTICESHIP REQUIREMENTS

During much of 2001-02, the CDRCP 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.

This effort began when center directors identified enhanced training as a key component of improving the services that the centers deliver. Moreover, staff of the CDRCP concluded during observations of mediation trainers that trainees would benefit from additional coverage of domestic violence screening, ethics, cultural diversity, and agreement drafting.

Much of the fiscal year was spent determining how to enhance training to meet these objectives. In addition to surveying program directors on various proposals, staff from the CDRCP met with center staff and volunteer mediators 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 CDRCP to develop guidelines and requirements that would be flexible enough to accommodate the centers' diverse needs.

The CDRCP ultimately determined that initial training for community mediators must be raised to 30 hours. Another key enhancement was the adoption of additional apprenticeship requirements. In prior years, a mediator was required to complete 25 hours of basic mediation training, to observe a minimum of one actual mediation and conduct at least two mediations under the observation of center staff.

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, and 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.

Although many centers have already adopted an apprenticeship plan that exceeds these minimum requirements, 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

Mediator Qualifications and Annual Training and Development

interests of monitoring the development of its newest mediators and ensuring that mediators are providing effective mediation services. To help centers develop effective apprenticeship plans, the new requirements are effective January 1, 2003.

The CDRCP also enhanced requirements for mediation trainers. 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 (for various reasons, certification by the CDRCP is desirable to mediation trainers, and this new requirement gives centers considerable control over access to that status); and second, the CDRCP will only invest resources in those trainers whose trainings will directly benefit the centers.

In addition, trainers will be required to verify that they have conducted at least one training on behalf of a local center within the past three years; the names of those who cannot do so 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.

As the above changes will become effective during fiscal year 2002-03, the following material describes the certification procedures for trainers and mediators that were in place during fiscal year 2001-02. For a full copy of the changes, which are delineated in the CDRCP Program Manual, please visit our website.

mediation and arbitration services through their local community dispute resolution centers.

Volunteer mediators come from all walks of life, bringing a variety of personal, professional and community experience. Of these active mediators, average length of service 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 review resumes and interview prospective mediators. When a training has been scheduled, a state-certified trainer conducts 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

Service Length of Active Mediators

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

complete their basic training, they must also complete an apprenticeship phase.



NEW YORK STATE COMMUNITY MEDIATORS

Statewide, over 2,000 active volunteer mediators are certified by their local CDRC and available to serve their communities. During fiscal year 2001-2002, community mediators provided over 36,303 hours of *pro bono*

COMMUNITY MEDIATOR CERTIFICATION QUALIFICATIONS

BASIC TRAINING REQUIREMENTS

Basic training for mediators includes a minimum of 25 hours of classroom instruction conducted by a UCS certified trainer, followed by observation, apprenticeship and assessment by the local mediation program. Apprenticeship includes a minimum of one

Mediator Qualifications and Annual Training and Development

observation and two mediations observed under the supervision of the program director.

CONTINUING EDUCATION

CDRCP mediators must complete six hours per year of continuing education in order 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, or attendance at 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 basic training plus at least 12 hours of appropriate training in the area of specialty. This requirement primarily affects mediators who conduct custody and visitation mediations.

COMMUNITY MEDIATION TRAINER CERTIFICATION

The Community Dispute Resolution Centers Program certifies mediation trainers for the CDRCs. In order to become certified, prospective trainers must submit a resume as well as a 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. During fiscal year 2000-2001, one new basic mediation trainer was certified.

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.

ANNUAL TRAINING AND DEVELOPMENT

The CDRCP provides professional training opportunities for mediators and program staff. During fiscal year 2001-02, this commitment to quality included three training institutes for CDRC mediators and staff, as well as numerous basic and advanced mediation trainings and in-services conducted by local centers throughout the state. In addition, during fiscal year 2001-2002, CDRCP trainers and workshop presenters were integral to providing a 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, 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. Three training institutes for mediators and staff were held in Rochester, Saratoga Springs and New York City. Over 200 volunteer mediators and CDRC staff participated.

The training institutes provided seminars addressing the following areas of interest: essential advanced skills, 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 a conducive environment for mediations. These presentations provided mediators with references and ways to create, encourage and support both a positive process and outcome.

The training sessions that addressed issues of domestic violence provided information and a forum for increasing awareness, confronting the issues involved, and ensuring adequate screening for domestic violence. 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. Participants have responded favorably to the trainings, and 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 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.

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 2001-2002, grant awards from the Unified Court System to not-for-profit agencies totaled \$4,196,769. An additional \$2,124,544 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 2001-2002, the average state Community Dispute Resolution Center program grant cost for each case screened and accepted as appropriate for dispute resolution services was \$140. The state cost per conciliation, mediation, and arbitration was \$232, and the state cost per person served in a conciliation, mediation, or arbitration process was \$99. These costs reflect the expense to the state pursuant to grants made by the CDRCP and do not include expenses paid by local organizations through matching revenues. A history of each not-for-profit agency's grants for fiscal years 1997-98 through 2001-2002 can be found in Table 7. Table 8 is a summary of the costs incurred per case and per person for fiscal years 1999-2000 through 2001-2002.

2001-2002 Local Revenue		
REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
UCS Judicial District	2,124,544	47.5%
Municipalities	1,495,220	33.4%
Fees for Service	888,803	19.9%
DSS Funding	510,000	11.0%
Donations/Grants	362,249	8.1%
Youth Bureaus	307,598	6.9%
State Funding	241,430	5.4%
School Districts	180,193	4.0%
Sponsor Agency	167,437	3.7%
United Way	101,767	2.3%
Other	77,156	1.7%
In-Kind	65,018	1.5%
IOLA	52,335	1.2%
Total Local Revenue	<u>4,477,837</u>	51.6%
CDRCP Grant Awards	4,196,769	48.4%
Total Funding	<u>8,674,606</u>	100%

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

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.courts.state.ny.us/adr>) has grown to include resources for ADR practitioners and Community Dispute Resolution Center administrators across the state. These resources include:

ELECTRONIC CASE MANAGEMENT

During fiscal year 2001-2002, the National Association for Community Mediation (NAFCM), in cooperation with the William and Flora Hewlett Foundation, funded an initiative to implement electronic case management in community mediation programs. The New York State CDRCs have taken advantage of this grant opportunity to purchase and implement the Dispute Resolution Case Management System (DRCMS). DRCMS helps manage cases without extensive paperwork. CDRCP staff worked with the Unified Court System's Division of Technology and developed a process that allows centers to securely transfer case profile information electronically to the UCS.

APPENDIX A

LOCAL PROGRAM SUMMARIES

This next section includes a listing of program information, by Judicial District, of every agency that contracts with the CDRCP to provide dispute resolution services.

Local Program Summaries - First & Second Judicial Districts

SAFE HORIZON

Contract Provider: Safe Horizon

Counties Served: New York and Kings Counties

Director: Elizabeth Clements

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$1,030,016

2001-2002 CDRCP Grant: \$ 409,815

2001-2002 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: 17

Total Number of Full Time Equivalent Positions: 16.8

Total Number of Mediators: 216

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; Matrimonial Fee Disputes, etc.

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

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: Our Program receives cases from the Police, District Attorneys, Legal Aid and Legal Services; Community Boards; Elected Officials; Community-based organizations; Religious Organizations; Attorney General's Office; Dept. of Mental Health; Social Services Organizations, etc.

(cont'd on next page)

Local Program Summaries - First & Second Judicial Districts

SAFE HORIZON

Trainings Offered: Basic Mediation; Advanced Mediation; Custody & Visitation Mediation; Facilitation; Multi-Party Mediation; Special Education Mediation; Early Intervention Mediation; Lemon Law Arbitration. Additionally, as part of our outreach program, we provide numerous dispute resolution workshops to community and youth groups.

Certified Trainer(s): Lela Porter Love; Joseph (Josh) Stulberg; Carol Liebman (all of whom are outside contractors), and staff member Elizabeth Clemants.

Additional Program Information: Our dispute resolution services are provided in court, court-annexed and community-based settings. We have also developed on-site mediation services for residents of supported housing developments, and transitional housing for formerly homeless persons.

Local Program Summaries - First Judicial District

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$177,195

2001-2002 CDRCP Grant: \$56,175

Local Funding Sources: NYC Criminal Justice Coordinator; Interest on Lawyer Acct. Fund; NYC Board of Education; NYS Office of Alcoholism & Substance Abuse Services.

Total Number of Staff: 2

Total Number of Full Time Equivalent Positions: 2

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: We receive referrals from the New York City Criminal Court Dispute Referral Center.

Involvement in Schools: In 2001-2002 conflict management trainings were conducted for 1,350 students in 6 schools.

Other Referral Sources: Center receive 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, Work Experience Program. (WHIC is a Community Agency).

Local Program Summaries - First Judicial District

PROJECT RESOLVE

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

County Served: New York City (Southern Manhattan)

Director: Carol Stewart

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$241,000

2001-2002 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 receive 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: Outside consultants and trainers.

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.

Local Program Summaries - Second Judicial District

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 Mediation: 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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$734,447

2001-2002 CDRCP Grant: \$145,320

2001-2002 Family Court Mediation Grant: \$51,500

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: 17

Total Number of Full Time Equivalent Positions: 13.5

Total Number of Mediators: 64

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: Adam Berner, Beth Ornstein

Local Program Summaries - Third Judicial District

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$350,000

2001-2002 CDRCP Grant: \$117,200

2001-2002 Family Court Mediation Grant: \$85,000

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

Total Number of Staff: 8

Total Number of Full Time Equivalent Positions: 5.5

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.

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: Involved with several schools in the City of Albany and Albany County. 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: Looking to expand Small Claims and divorce mediation programs. Planning to establish 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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$164,200

2001-2002 CDRCP Grant: \$79,300

2001-2002 Family Court Mediation Grant: \$39,000

Local Funding Sources: United Way, Office of Children & Family Services, IOLA, training

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.75

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, Department 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

ULSTER-SULLIVAN MEDIATION, INC.

Contract Provider: Ulster-Sullivan Mediation, Inc.

Counties Served: Ulster and Sullivan

Director: Clare Danielsson, Ph.D.

Main Office: 25 Lucas Avenue, 2nd Floor, Kingston, New York 12401

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

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)

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$224,954

2001-2002 CDRCP Grant: \$91,568

2001-2002 Family Court Mediation Grant: \$70,500

Local Funding Sources: Schools, NYSDRA 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 does Kingston City Court. Sullivan County Family Court refers support, custody-visitation cases, Parent-Child mediation, and PINS cases which are reviewed by a DSS Assessment Committee in which we participate. Ulster Family Courts refers support cases for mediation the same day, and the Center contacts all custody/visitation petitioners as soon as they file for either initially or for a modification so that a mediation can be arranged prior to the first court appearance.

Involvement in Schools: The Center works with middle and high school peer mediation programs. Center staff provide dispute resolution services for students, staff and family members, as requested and 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: Clare Danielsson, Ph.D.

Local Program Summaries - Fourth Judicial District

TRI-COUNTY MEDIATION CENTER

Contract Provider: Catholic Charities of Montgomery County
Counties Served: Fulton, Montgomery, and Schoharie Counties
Director: Al Turo, Executive Director, Catholic Charities; Marsha Lawyer, Program Director of Mediation Services
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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$160,172
2001-2002 CDRCP Grant: \$88,676
2001-2002 Family Court Mediation Grant: \$12,500
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 provided peer mediation for five elementary schools in Montgomery County.

Other Referral Sources: The Center receives cases from the district attorney, Legal Aid, private attorneys, probation, businesses, Headstart, 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): None

Local Program Summaries - Fourth Judicial District

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

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

Counties Served: Saratoga, Warren & Washington County

Director: Carol Lynn Kachidurian

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

Satellite Office(s): Glens Falls Office: 35 Broad Street, Glens Falls, NY 12801

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$215,596

2001-2002 CDRCP Grant: \$111,196

2001-2002 Family Court Mediation Grant: \$64,000

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

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: In towns of Clifton Park, Greenfield Center, Stillwater, Waterford and Moreau individuals filing a small claims action are assigned a court date, given a mediation brochure, and the small claims court filing form is sent to our mediation office. Saratoga Springs City Court, Warren County Family Court and Saratoga County Family Court.

Involvement in Schools: We are in the process of redesigning our program to provide education, classroom curriculum development, and training for students, faculty, administration, staff and parents in school districts in Saratoga, Warren and Washington Counties 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 Training, Advanced Custody and Visitation Training, Mediation Training for Non-Volunteers.

Certified Trainers: The center hires trainers and consultants.

Local Program Summaries - Fourth Judicial District

CONFLICT RESOLUTION SERVICES

Contract Provider: Law, Order & Justice Center

County Served: Schenectady County

Main Office: 144 Barrett St., Schenectady, N.Y. 12305

Director: Betsy Henderson

Satellite Office(s): None

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$126,196

2001-2002 CDRCP Grant: \$57,600

2001-2002 Family Court Mediation Grant: \$40,000

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: 3.2

Total Number of Mediators: 57

Types of Cases Handled or Programs Offered: Neighborhood disputes: Property damage, Landlord-tenants, dogs, noise, harassment. Family conflicts: Parent-child, family, custody-visitation, divorce. Work site disputes: employee-employer, supervisor-employee. Multi-party disputes. Problem identification, goal-setting, strategic planning. Youth-related problems: mischief, truancy, communication between student-teacher, student-student, neighborhood resident-student, sibling, parent-child.

Referrals and Involvement in Courts: Staff attend Schenectady City Small Claims Court two mornings a week, Police Court one day a week, Family Court two mornings and two afternoons a week. We include volunteers in this court coverage in order to provide mediation on site when requested. Staff & Volunteers attend Town Courts: Niskayuna, Rotterdam, Scotia-Glenville, Duanesburg, and Princetown one night a month each and more frequently as needed.

Involvement in Schools: We teach Conflict Resolution Skills in three Schenectady City middle schools, high schools and one elementary school. In 1998-99 we expanded this program to include 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. Community members, e.g., friends, neighbors, employers.

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): Duke Fisher

Additional Program Information: Our program provides 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.

Local Program Summaries - Fourth Judicial District

**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

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., B-1, 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

Star-up Date For Family Court Mediation Program: 1993

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$222,022

2001-2002 CDRCP Grant: \$123,000

2001-2002 Family Court Grant: \$57,251

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.

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, Community Mediation, Family Mediation, Parent-Child Mediation, Peer-School Mediation, Special Education Mediation, Lemon Law Arbitration, Conflict in the Workplace Mediation, Fee Arbitration.

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

Additional Program Information: Programs work with the Akwesasne Indian Reservation and are involved with disputes originating in Canada in the Ogdensburg and Plattsburgh Offices.

Local Program Summaries - Fifth Judicial District

DISPUTE RESOLUTION CENTER OF HERKIMER COUNTY

Contract Provider: Catholic Charities of Herkimer County

County Served: Herkimer

Director: Annemarie Adams

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

Satellite Office(s): None

Start-Up Date for Community Dispute Resolution Center: 1985

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$160,882

2001-2002 CDRCP Grant: \$52,577

2001-2002 Family Court Mediation Grant: \$41,000

Local Funding Sources: Catholic Charities, Valley United Way, Fees for service of youth initiatives and training, County Youth At Risk, Parents Count, check recovery fees.

Total Number of Staff: 9

Total Number of Full Time Equivalent Positions: 8

Total Number of Mediators: 8

Types of Cases Handled or Programs Offered: Housing, Neighbor-Neighbor, Landlord-Tenant, Custody-Visitation, Child Support, School Mediations, Early Intervention, Parent-Child, Special Education, Mobile Home, Matrimonial Fee Disputes, Lemon Law Arbitration, Small Claims, Consumer-Merchant, Fraud/Bad Check, and Interpersonal.

Referrals and Involvement in Courts: Little Falls City Court, Herkimer County Family Court

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, Custody-Visitation.

Certified Trainer(s): Contract with certified trainers

Local Program Summaries - Fifth Judicial District

JEFF-LEWIS MEDIATION CENTER

Contract Provider: Jeff-Lewis Mediation Center, Inc.

Counties Served: Jefferson and Lewis

Director: Roy Menton

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$132,356

2001-2002 CDRCP Grant: \$70,728

2001-2002 Family Court Mediation Grant: \$30,900

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

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.5

Total Number of Mediators: 26

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: Our 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): Contract with Certified Trainers

Local Program Summaries - Fifth Judicial District

PEACEMAKER PROGRAM, INC.

Contract Provider: Peacemaker Program, Inc.

County Served: Oneida

Director: Julie Gilbert Rosicky, Executive Director

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, Basement Level, Elizabeth St., Utica, NY 13501 and Rome Office, 302 North James 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(ies) Served with Family Court Mediation Program(s): Oneida

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$116,675

2001-2002 CDRCP Grant: \$55,315

2001-2002 Family Court Mediation Grant: \$36,360

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: 4

Total Number of Full Time Equivalent Positions: 4

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; Juvenile Peer issues, School Issues, Special Education, Early Intervention; Victim-Offender, Violations, Misdemeanors, and selected Felonies; Consumer-Merchant, Breach of Contract, Housing and Mobile Home Disputes; Neighbor and other Community Disputes, Property Disputes, Workplace disputes, Individual-Matrimonial Fee Disputes, Lemon Law Arbitration, and Surrogate Decision Making Program.

Referrals and Involvement with Courts: Utica and Rome City Court Small Claims cases; Oneida County Family Court Custody, Visitation and Support cases.

Other Referral Sources: City of Utica, Civil Service Employee Association, Family Nurturing Center of Central New York, Mohawk Valley Community Action, Legal Aid Society of Central New York, YWCA, Oneida County Bar Association, Oneida County Department of Social Services, Oneida County Office for the Aging, Resource Center for Independent Living.

Trainings Offered: Organizational conflict management, workplace conflict management skills, Basic Community, Custody-Visitation and Small Claims mediation.

Certified Trainers: by contract

Local Program Summaries - Fifth & Sixth Judicial Districts

NEW JUSTICE CONFLICT RESOLUTION SERVICES

Contract Provider: New Justice Conflict Resolution, Services, Inc.

Counties Served: Onondaga, Oswego, Cortland, Madison

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$578,863

2001-2002 CDRCP Grant: \$256,423

2001-2002 Family Court Mediation Grant: \$146,017

Local Funding Sources: Onondaga and Cortland Youth Bureaus, Onondaga / Cortland / Madison
BOCES (NYS Dept. of Education), NYS Division of Criminal Justice Services, Onondaga County
Probation Department, Onondaga Co. Dept. of Social Services, United Way of Central New York,
For-Fee Services, 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, Working with
school districts in middle & high schools.

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

Local Program Summaries - Sixth Judicial District

ACCORD

Contract Provider: Accord Center for Dispute Resolution, Inc.

Counties Served: Broome and Tioga

Director: Donna Rehak

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$343,511

2001-2002 CDRCP Grant: \$123,703

2001-2002 Family Court Mediation Grant: \$106,350.

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: Direct weekly referrals of Small Claims cases from Binghamton City Court and the Town of Union Court. Direct daily referrals from the Broome and Tioga County Family Courts and occasional direct referrals from magistrates in outlying areas of Broome and Tioga Counties.

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 select-ed 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 as needed.

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

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$222,059

2001-2002 CDRCP Grant: \$77,372

2001-2002 Family Court Mediation Grant: \$110,400

Local Funding Sources: IOLA, Training Fees, Catholic Charities Allocation, Divorce Mediations, 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: 43

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, Conciliation, Peer Mediation and various training opportunities 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 Trainers: 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

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$641,686

2001-2002 CDRCP Grant: \$150,867

2001-2002 Family Court Mediation Grant: \$145,724

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

Total Number of Staff: 16

Total # of Full Time Equivalent Positions: 16

Total Number of Mediators: 85

Types of Cases Handled or Programs Offered: Community; Court (small claims and minor criminal); Visitation-Custody; Victim-Offender conferencing; Mobile Home; Lemon Law; Special Education; VESID, Agricultural mediation; Youth & Family programs: Parent-Teen Mediation; CHOICES (anger management & violence prevention); SPARC (peer mediation); conflict resolution training for youth Interface Program: design and facilitation of multi-party, environmental and public policy disputes; organizational mediation and training.

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. Staff are in Family Court twice monthly for Initial Appearances and assist with petition intakes three days a week in Chemung and Tompkins Family Court.

Involvement in Schools: Provided peer mediation training for nine different districts; on site in secondary schools for Ithaca City District supporting peer mediation, providing one-on-one anger management sessions.

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; Visitation-Custody; Multi-Party Collaborative Problem-Solving; Facilitation.

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

Local Program Summaries - Sixth Judicial District

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$203,384

2001-2002 CDRCP Grant: \$53,308

2001-2002 Family Court Mediation Grant: \$98,044

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, 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, Comparative Mediation Processes, and Child Protection mediation.

Certified Trainers: Barbara Potter (staff), Duke Fisher (by contract)

Local Program Summaries - Seventh Judicial District

CENTER FOR DISPUTE SETTLEMENT, INC.

Contract Provider: Center for Dispute Settlement, Inc.

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

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

Ontario County: 120 N. Main Street, Canandagua, N.Y. 14424

Seneca County: 48 W. Williams St., 2nd Fl., Waterloo, N.Y. 13165

Steuben County: 22 Liberty St., 2nd Fl., Painted Post, N.Y. 14870

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

Yates County: 1 Kauka Business Park, 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.

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$1,484,180

2001-2002 CDRCP Grant: \$486,150

2001-2002 Family Court Mediation Grant: \$399,930

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

Total Number of Staff: 40

Total Number of Full Time Equivalent Positions: 35

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; Human Rights 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 Group Conferencing.

Referrals and Involvement in Courts: Satellite Offices in City of Rochester and Family Court Monroe County; all manner of referrals from 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: Offer Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes along with technical support in all eight counties, annually conduct three 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 a PINS (persons in need of supervision) mediation program in the Seventh Judicial District. CDS has implemented a Seventh Judicial District-wide Supreme Court Custody and Visitation Mediation Program.

Local Program Summaries - Eighth Judicial District

DISPUTE SETTLEMENT CENTER

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

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

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;

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): Erie, Niagara, Chautauqua

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$886,185

2001-2002 CDRCP Grant: \$444,150

2001-2002 Family Court Mediation Grant: \$157,884

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.

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 Contractor-Consumer 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, in the Eighth Judicial District

Involvement in Schools: The center provides training and technical assistance to schools in the Eighth Judicial District developing in-school peer mediation programs.

Other Referral Sources: Police departments, district attorneys offices, social services agencies, schools, local magistrates associations, district offices of state legislators, city and county government offices, Better Business Bureau serving Upstate New York, Council of Better Business Bureaus.

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

Certified Trainer(s): Judith A. Peter

Local Program Summaries - Ninth Judicial District

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 and 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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$634,736

2001-2002 CDRCP Grant: \$155,488

2001-2002 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 Department of Probation, Westchester County Department of Social Services, HUD via Westchester County, Mt. Vernon CDA, Portchester 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: 110

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord Tenant, School Mediation and Conflict Resolution, Early Intervention, Special Education Mediation, Lemon Law Arbitration, Victim Offender, Small Claims Court, Community Mediation, Custody-Visitation, Child Support, and Parent Child Mediation; Restorative Justice Group Conferencing.

Referrals and Involvement in Courts: White Plains, Port Chester, Scarsdale, Ossining, and Yorktown Courts, Yonkers Housing and Family Court, New Rochelle Family Court, Mt. Vernon Housing Court.

Involvement in Schools: Our School Mediation program is substantial and covers Peer Mediation and Conflict Resolution Training in middle schools and high schools. We are active in Yonkers, Greenberg, Portchester, Somers, Briarcliff and Bedford-Mt Kisco and conduct Conflict Resolution Workshops in a variety of settings throughout Westchester County.

Other Referral Sources: The Center receives cases from the police, the district attorney's office, PINS Probation officer, Department of Social Services and NYS Division of Housing. In addition the Center has developed linkages with other agencies to create mutual inter-agency referrals.

Trainings Offered: Community Mediation, Custody-Visitation, Parent-Child Mediation, Peer Mediation and Study Circle training.

Certified Trainer(s): None at present

Local Program Summaries - Ninth Judicial District

**DISPUTE RESOLUTION CENTER OF ORANGE & PUTNAM
COUNTIES**

Contract Provider: Dispute Resolution Center of Orange & Putnam Counties

Counties Served: Orange and Putnam

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$336,731

2001-2002 CDRCP Grant: \$146,500

2001-2002 Family Court Mediation Grant: \$117,403

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

Total Number of Staff: 14

Total Number of Full Time Equivalent Positions: 8

Total Number of Mediators: 56

Types of Cases Handled or Programs Offered: Custody-Visitation, Community Dispute Resolution, Mobile Home, Special Education, Lemon Law, Divorce Mediation, Parent-Child, Neighbor-Neighbor, Landlord-Tenant, Early Intervention, Small Claims, School Mediation & Peer Mediation, Youth Community Service, CASA coordination and Parents Apart program.

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

Involvement in Schools: Elementary, Middle and High Schools. The Dispute Resolution Center provides Peer Mediation and Conflict Management training in schools from 1st through 12th grades. DRC held training in 12 schools this past year and managed the After School Youth At Risk Program.

Other Referral Sources: Local and State Police agencies, human service agencies, Orange & Putnam County Probation Departments and schools.

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

Certified Trainers: Roz Magidson, Patricia Barnes and Richard Mandell

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

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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$312,539

2001-2002 CDRCP Grant: \$79,497

2001-2002 Family Court Mediation Grant: 45,486

Local Funding Sources: Dutchess County, Dutchess County Department of Probation and New York State Commission for Quality of Care, Dyson Foundation 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; Surrogate Decision Making; Multi-party Mediation, Lemon Law Arbitration; VESID mediation; and Victim/Offender mediation facilitation.

Referrals and Involvement in Courts: The Center accepts referrals from Dutchess County Family and local city and town courts. The Center provides on-sight mediators in the following courts: Beacon City Court, Pawling Court, Fishkill Town Court, Hyde Park Town Court, Poughkeepsie City Court, Town of LaGrange, Village of Wappingers Falls, Rhinebeck and Town of Poughkeepsie.

Involvement in School: Currently involved in Beacon, Poughkeepsie and Arlington schools teaching conflict resolution and providing peer mediation training.

Other Referral Sources: The Center accepts referrals from local and State Police Departments, the Dutchess County Department of Probation, schools, the Dutchess County Department of Social Services, the Family Partnership Center agencies, Family Services, Mental Health Association and Human Rights Commission.

Trainings Offered: Basic Community mediation, peer mediation, and Conflict Resolution and Diversity trainings.

Certified Trainer: Jody Miller-Community Dispute Resolution, Peer Mediation

Local Program Summaries - Ninth Judicial District

VCS CENTER FOR CONFLICT RESOLUTION

Contract Provider: Volunteer Counseling Service
County Served: Rockland
Director: Cort Engelken
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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$109,991
2001-2002 CDRCP Grant: \$51,448
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 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: By contract

Local Program Summaries - Tenth Judicial District

MAP & COMMUNITY MEDIATION CENTERS

Contract Provider: EAC, Inc.

Counties Served: Nassau and Suffolk

Director: Robyn Schneider

Main Office: *Nassau County*: 50 Clinton St., Suite 107, Hempstead, N.Y. 11550

Satellite Office: *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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$603,855

2001-2002 CDRCP Grant: \$271,566

2001-2002 Family Court Mediation Grant: \$98,723

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 make referrals directly to our center. 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 Counties 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: Basic mediation, small claims and custody/visitation mediation, peer mediation, mental health and housing mediation; conflict management and diversity workshops.

Certified Trainer(s): Robyn Schneider and Rodney Brown (Basic) and Elayne Greenberg (Custody-Visitation).

Local Program Summaries - Eleventh Judicial District

QUEENS MEDIATION NETWORK

Contract Provider: Community Mediation Services, Inc.

County Served: Queens

Director: Peg Reilly

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 1600 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

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$517,619

2001-2002 CDRCP Grant: \$197,525

2001-2002 Family Court Mediation Grant: \$123,600

Local Funding Sources: New York City

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: Community Mediation, 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 Court, Civil Court, Family Court and Housing Court.

Involvement in Schools: Peer Mediation, School-Beacon Center after school programs.

Other Referral Sources: Community Boards, Police Precincts and Schools.

Trainings Offered: Community Mediation, Parent-Child Mediation, Custody-Visitation, School Mediation, Spanish Mediation, Community, Collaborative Problem Solving for Organizations.

Certified Trainer(s): Mark Kleiman

Additional Program Information: Training Institute, Design Mediation Trainings.

Local Program Summaries - Twelfth Judicial District

IMCR DISPUTE RESOLUTION CENTER

Contract Provider: Institute for Mediation and Conflict Resolution

County Served: Bronx County

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: N/A

2001-2002 Annual Budget of Overall Dispute Resolution Center: \$447,521

2001-2002 CDRCP Grant: \$220,420

Local Funding Sources: New York City

Total Number of Staff: 8

Total # of Full Time Equivalent Positions: 8

Total Number of Mediators: 145

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; MS 113; JH 123; JH 218; PS 227; MS 15 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; college courses; 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 County

Peter Glassman, Esq., Director
Mediation Matters, Inc.
30 Watervliet Avenue
Albany, New York 12206
(518) 446-0356 / Fax (518) 446-0379
email: peter@mediationmatters.org

Allegany County

Julie Loesch, Esq., Director
Luci La Venture, Program Director
Dispute Settlement Center of
Allegany County
112 West State Street
Olean, New York 14760
(716) 373-5133 / (877) 475-5133
Fax (716) 373-3787
email: lalaven@eznet.net

Broome County

Donna Rehak, Director*
Beth Kurkoski, Coordinator
ACCORD
30 West State St., 2nd Floor
Colonial Plaza
Binghamton, New York 13901
(607) 724-5153 / Fax (607) 724-0059
email: accord@sny.rr.com

Cattaraugus County

Julie Loesch, Esq., Exec. Director
Luci La Venture, Program Director
Dispute Settlement Center of
Cattaraugus County
112 West State Street
Olean, New York 14760
(716) 373-5133 / (877) 475-5133
Fax (716) 373-3787
email: lalaven@eznet.net

Cayuga County

Andrew Thomas, Executive Director
Ed Pevear, Program Director
Center for Dispute Settlement, Inc.
95 Genesee Street, 2nd Floor
Auburn, New York 13021
(315) 252-4260 / Fax (315) 252-4290

Chautauqua County

Julie Loesch, Esq., Executive Director
Mary L. Jowsey, Program Director
Dispute Settlement Center of
Chautauqua County
200 East Third Street, 2nd Floor
Jamestown, New York 14701
(716) 483-7596 / Fax (716) 483-7615
Toll Free Within Upstate New York
(1-800-339-8539)
email: disputesettlement@madbbs.com

Chemung County

Judith Saul, Executive Director
Steve Jacobsen, Deputy Director
Community Dispute Resolution Ctr.
215 East Church St., Suite 204
Elmira, New York 14901
(607) 734-9087 / Fax (607) 735-9828

Chenango County

Donna Kankiewicz, Program Director*
Dispute Resolution Center
Eaton Center
26 Conkey Avenue
Norwich, New York 13815
(607) 336-5442 / Fax (607) 336-5330
email: dkdrcc@ascent.net

Clinton County

Kyle Blanchfield, J.D., Director
Michele Bowen, Coordinator
Northern New York Centers For
Conflict Resolution, Inc.
23 Brinkerhoff Street, B-1
Plattsburgh, New York 12901
(518) 563-1227 / Fax (518) 562-0118

Columbia County

Dawn Wallant, Exec. Director
George Carroll, Case Manager
Common Ground Dispute Resolution
P.O. Box 34 454 Warren Street
Hudson, New York 12534
(518) 828-0047
email: cgdrinc@capital.net

Cortland County

John McCullough, Director
Ray Thurston, Program Director
McNeil Building
17-29 Main Street, Suite 412
Cortland, New York 13045
(607) 753-6952 / Fax (607) 753-6579
email: njco05@dreamscape.com

Delaware County

Donna Kankiewicz, Program Director
Dispute Resolution Center
Sherwood Road, P.O. Box 7
Delhi, New York 13753
(607) 746-6351 / Fax # (607) 746-7085

Dutchess County

Jody Miller, Director
The Mediation Center of Dutchess Co.
Family Partnership Building
29 North Hamilton Street
Poughkeepsie, New York 12601
(845) 471-7213 / Fax (845) 471-7264
email: jbmiller29@aol.com

Erie County

Julie Loesch, Esq., Director
Dispute Settlement Ctr., Regional Ofc.
741 Delaware Avenue, Suite 100
Buffalo, New York 14209
(716) 883-5050 / Fax (716) 883-5349
email: jloesch@upstatenybbb.org
Call Toll Free Within Upstate New York
(1-800-828-5000 ext. 200)

Essex County

Kyle Blanchfield, J.D., Director
Judy Good, Coordinator
Northern New York Center For
Conflict Resolution, Inc.
Town Hall 301 Main St., P.O. Box 135
Lake Placid, New York 12946
(518) 523-7234 / Fax # (518) 523-7211

Franklin County

Kyle Blanchfield, J.D., Director
Diane Dufresne, Coordinator
Northern New York Center For
Conflict Resolution, Inc.
9 Finney Boulevard
Malone, New York 12953
(518) 483-1550 / Fax (518) 483-9166

Fulton County

Marsha Lawyer, Program Director
Catholic Charities of Montgomery Co.
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4202 / Fax (518) 842-4245

Genesee County

Julie Loesch, Esq., Director
Dispute Settlement Ctr. of Genesee Co.
741 Delaware Avenue, Suite 100
Buffalo, New York 14209
(716) 883-5050 / Fax (716) 883-5349
email: jloesch@upstatenybbb.org
Call Toll Free Within Upstate New York
(1-800-828-5000 ext. 200)

Greene County

Dawn Wallant, Exec. Director
George Carroll, Coordinator
Common Ground Dispute Resolution
11 William Street, Suite 2
Catskill, New York 12414
(518) 943-0523 / Fax (518) 943-6241
email: cgdrinc@capital.net

Hamilton County

Kyle Blanchfield, J.D., Director
Toni E. Morrison, Coordinator
Northern New York Center For
Conflict Resolution, Inc.
Elm Lake Road, P.O. Box 471
Speculator, New York 12164
(518) 548-8213

Herkimer County

Annemarie Adams, Director
Community Dispute Resolution
Program
61 West Street
Ilion, New York 13357
(315) 894-9917 / Fax (315) 894-6313
email: adamsdrc@dreamscape.com

Jefferson County

Linya Bell, Exec. Director
Jeff-Lewis Mediation Center
7 Empsall Plaza Courtyard
Watertown, New York 13601
(315) 785-0333 / Fax (315) 785-0322
e-mail: mediate@imcnet.net

Lewis County

Linya Bell, Exec. Director
Jeff-Lewis Mediation Center
5420 Shady Avenue
Lowville, New York 13367
(315) 376-7991 / Fax (315) 785-0322
e-mail: mediate@imcnet.net

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Livingston County

Andrew Thomas, Executive Director
Letitia J. Rosenthal, District Director
Center for Dispute Settlement, Inc.
6 Court Street
Geneseo, New York 14454
(716) 243-7007 / Fax (716) 243-7006

Madison County

John McCullough, Director
James Wood, Coordinator
NEW JUSTICE Conflict
Resolution Services, Inc.
121 Oneida Street, P.O. Box 365
Oneida, New York 13421
(315) 361-4438
email: njma06@dreamscape.com

Monroe County

Andrew Thomas, Executive Director
Annette McMillian, Program Director
Center for Dispute Settlement, Inc.
300 State Street, Suite 301
Rochester, New York 14614
(716) 546-5110 / Fax (716) 546-4391
e-mail: andrew@cdsadr.org

Montgomery County

Marsha Lawyer, Program Director
Catholic Charities of Montgomery Co.
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4202 / Fax (518) 842-4245
e-mail:
mediation@catholiccharitiesmc.org

Nassau County

Robyn Schneider, Division Director
Pamela Smith, Mediation Coordinator
MAP Mediation Center
50 Clinton Street, Suite 608
Hempstead, New York 11550
(516) 489-7733 / Fax (516) 539-0160
e-mail: rschneider@eacinc.org

NEW YORK CITY CENTERS

Court Dispute Referral Centers

Michael E. Tarail, J.D., Ph.D., Dir.
Court Dispute Referral Centers
346 Broadway, 4th Floor
New York, New York 10013
(212) 374-7250 / Fax (212) 374-2640

Bronx County

Stephen Slate, Executive Dir.,
IMCR Dispute Resolution Center
384 East 149th St., Suite 330
Bronx, New York 10455
(718) 585-1190 / Fax (718) 585-1962
e-mail: imcrmed@nycr.net

Kings County

Elizabeth Clemants, Senior Director
email: eclemants@safehorizon.org
Kim Payne, Borough Director
Safe Horizon Brooklyn Mediation Ctr.
210 Joralemon Street, Room 618
Brooklyn, New York 11201
(718) 834-6671 / fax (718) 834-6681
e-mail: kpayne@safehorizon.org

East New York Mediation Program

9021 Atlantic Avenue
Brooklyn, N.Y. 11208
(718) 827-4700 / Fax (718) 348-1309

Red Hook Community Justice Center

88 Visitation Place
Brooklyn, New York 11231
(718) 923-8200 / Fax (718) 923-8223

Brooklyn Family Court Program

Peggy Noonan, Coordinator
283 Adams Street, Rm. 404
Brooklyn, New York 11201
(718) 222-8408 / Fax (718) 643-6615
e-mail: pnoonan@safehorizon.org

New York County

Elizabeth Clemants, Senior Director
email: eclemants@safehorizon.org
Gene Johnson, Borough Director
Safe Horizon Manhattan Mediation Ctr.
346 Broadway, Suite 400W
New York, New York 10013
(212) 577-1740 / Fax (212) 406-2637
email: gjohnson@safehorizon.org

Midtown Community Court

MCC Mediation Program
Francisco Negron, Coordinator
314 West 54th Street, 5th Floor
New York, New York 10019
(646) 264-1314 / Fax (212) 586-1144

Lesbian & Gay Community Services

Carol Stewart, Mediation Director
Project Resolve
208 West 13th Street
New York, New York 10014
(212) 620-7310 / Fax (212) 924-2657

Northern Manhattan

Mary Grateaux, Mediation Director
Washington Heights-Inwood Coalition
652 West 187th Street
New York, New York 10033
(212) 781-6722 / Fax (212) 740-8509
e-mail: whic.mediation@verizon.net

Queens County

Mark Kleiman, J.D., Exec. Director
Peg Reilly, Dir. Med. Svcs.
CMS Queens Mediation Network
89-64 163rd Street
Jamaica, New York 11432
(718) 523-6868 / Fax (718) 291-5769
e-mail: prcms@igc.org

Flushing - Queens County

Mary Ann Greene, Director
Beacon Center at JHS 189
144-80 Barclay Avenue
Flushing, N.Y. 11355
(718) 961-6014

Bayside - Queens County

Teresa Ombres, J.D., Director
Beacon Center at M.S. 158
46-35 Oceania Street
Bayside, New York 11361
(718) 523-6868 Ext. 268

Richmond County

Dominick Brancato, Exec. Director
Dana Berman, Mediation Program Dir.
Staten Island Community Dispute
Resolution Center
130 Stuyvesant Place, 5th Floor
Staten Island, New York 10301
(718) 815-4557 / Fax (718) 876-6068
e-mail: borstein@ypis.com

Niagara County

Julie Loesch, Esq., Director
Michele Tarbox, Program Director
Dispute Settlement Ctr. of Niagara Co.
1721 Military Road
Niagara Falls, New York 14304
(716) 297-3083 / Fax (716) 297-6285
email: niagaradsc@aol.com

Oneida County

Julie Gilbert Rosicky, Executive Director
Peacemaker Program, Inc.
1417 Genesee Street, 2nd Floor
Utica, New York 13501
(315) 724-1718 / Fax (315) 724-1375
e-mail: julie@peacemakerprogram.com

Onondaga County

John McCullough, Director
Nancy Phillips, ADR Director
NEW JUSTICE Conflict Resolution
Services, Inc.
1153 West Fayette Street
Syracuse, New York 13204
(315) 471-4676 / Fax (315) 475-0769
e-mail: njm001@dreamscape.com

Ontario County

Andrew Thomas, Executive Director
Ed Pevear, Program Director
Center for Dispute Settlement
120 North Main Street, Suite 38
Canandaigua, New York 14424
(585) 396-0840 / Fax (585) 396-5934

Orange County

Rosalyn Magidson, Director
The Dispute Resolution Center of
Orange & Putnam Counties
14 Scotchtown Ave., PO Box 510
Goshen, New York 10924
(845) 294-8082 / Fax (845) 294-7428
e-mail: rozmd@drcservices.org

Orleans County

Julie Loesch, Esq., Director
Dispute Settlement Center of
Orleans County
741 Delaware Avenue, Suite 100
Buffalo, New York 14209
1-800-828-5000, ext.200
e-mail: jloesch@upstatenycbb.org

Oswego County

John McCullough, Director
Elizabeth Hirsch, Coordinator
NEW JUSTICE Conflict
Resolution Services, Inc.
161B West First Street
Oswego, New York 13126
(315) 343-8370 / Fax (315) 343-8369

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Otsego County

Barbara Potter, Director
Mediation Services, Inc.
48 Dietz Street, Suite I-Front
Oneonta, New York 13820
(607) 433-1672 / Fax (607) 433-0361
e-mail: bpotter@citlink.net

Putnam County

Roz Magidson, Director
Patricia Barnes, Coordinator
Putnam County Mediation Program
51 Brewster Avenue
Carmel, New York 10512
(845) 225-9555 / Fax (845) 225-9568

Rensselaer County

Peter Glassman, Director
Leo Levy, Program Director
Mediation Matters, Inc.
258 Broadway
Troy, New York 12180
(518) 687-0056 / Fax (518) 687-0059

Rockland County

Myrnia Bass-Hargrove, Director
VCS Center for Conflict Resolution
Volunteer Counseling Service
77 South Main Street
New City, New York 10956
(845) 634-5729 / Fax (845) 634-7839
e-mail: vcsconres@aol.com

St. Lawrence County

Kyle Blanchfield, J.D., Director
Diane Dufresne, Coordinator
Northern New York Centers for
Conflict Resolution, Inc.
Robert C. McEwen U.S. Custom House
127 North Water Street
Ogdensburg, New York 13669
(315) 393-7079 / Fax (315) 393-7081

Saratoga County

Carol Kachidurian, Program Director
Saratoga Mediation Services
480 Broadway, LL-32
Saratoga Springs, N.Y. 12866
(518) 584-6361 / Fax (518) 583-9659
e-mail: mediate@albany.net

Schenectady County

Laura Zelliger, Executive Director
Elizabeth Henderson, Program Director
Law, Order & Justice Center
Conflict Resolution Services
144 Barrett Street
Schenectady, N.Y. 12305
(518) 346-1281 / Fax (518) 346-1311
e-mail: loj@capital.net

Schoharie County

Marsha Lawyer, Program Director
Tri-County Mediation Center
795 East Main Street, Suite 5
Cobleskill, New York 12043
(518) 234-2568
e-mail: mediation@catholicchari-
tiessmc.org

Schuyler County

Judy Saul, Director
Community Dispute Resolution Center
208 Broadway
Montour Falls, New York 14865
(607) 535-7637 / Fax (607) 535-4443

Seneca County

Andrew Thomas, Executive Director
Ed Pevear, Program Director
Center for Dispute Settlement, Inc.
48 West Williams Street, 2nd Floor
Waterloo, New York 13165
(315) 539-4570 / Fax (315) 539-4571

Steuben County

Andrew Thomas, Executive Director
James Waight, Program Director
Center for Dispute Settlement, Inc.
22 Liberty Street
Bath, New York 14810
(607) 776-6976 / Fax (607) 776-7209

Suffolk County

Robyn Schneider, Division Director
Jenine Epstein, Mediation Coordinator
E.A.C., Inc.
Community Mediation Center
22 Lawrence Avenue
Smithtown, New York 11788
(631) 265-0490 / Fax (516) 265-0831
e-mail: epsteineac@aol.com

Sullivan County

Roz Magidson, Exec. Director
Sandra Cuellar-Oxford, Coordinator
Ulster-Sullivan Mediation, Inc.
14 St. John Street, P.O. Box 786
Monticello, New York 12701
(845) 794-3377 / Fax (845) 796-2913

Tioga County

Donna Rehak, Director
Barbara Bohling, Coordinator
ACCORD
16 Court St., P.O. Box 493
Owego, New York 13827
(607) 687-8222 / Fax (607) 687-8266
e-mail: tcaccord@pronetisp.net

Tompkins County

Judith Saul, Director
Steve Jacobsen, Deputy Director
Community Dispute Resolution Ctr.
120 West State Street,
Ithaca, New York 14850
(607) 273-9347 / Fax (607) 275-9225
e-mail: cdrc@cdrc.org

Ulster County

Roz Magidson, Exec. Director
Joy Ann Savino, Program Coordinator
Ulster-Sullivan Mediation, Inc.
25 Lucas Avenue, 2nd Floor
Kingston, New York 12401
(845) 331-6136 / Fax (845) 331-6021

Warren & Washington Counties

Carol Kachidurian, Program Director
April Wood, Coordinator
Warren / Washington Mediation Svcs.
35 Broad Street
Glens Falls, N.Y. 12801
(518) 793-6212 / Fax (518) 793-9499

Wayne County

Andrew Thomas, Executive Director
Ed Prevear, Program Director
Center for Dispute Settlement, Inc.
54 Broad Street
Lyons, New York 14489
(315) 946-5451 / Fax (315) 946-5461

Westchester County

Jenny Besch, Mediation Director
CLUSTER
Westchester Mediation Center
20 South Broadway, Suite 501
Box 1248
Yonkers, New York 10702
(914) 963-6500 / Fax (914) 963-4566
e-mail: jmb212@hotmail.com

Wyoming County

Julie Loesch, Esq., Director
Luci LaVenture, Program Director
Dispute Resolution Ctr. of Wyoming Co.
112 West State Street
Olean, New York 14760
(716) 373-5133 / (877) 475-5133
Fax (716) 373-3787
e-mail: lalaven@eznet.net

Yates County

Andrew Thomas, Executive Director
Ed Prevear, Program Director
Center for Dispute Settlement, Inc.
1 Keuka Business Park
Penn Yan, New York 14527
(315) 531-8413 / Fax (315) 536-2389

APPENDIX D

DEFINITION OF TERMS

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**

Appendix E - Staff Listing

Daniel M. Weitz, Esq.
State ADR Coordinator
25 Beaver Street, 8th Floor
New York, NY 10004
(212) 428-2863
E-mail: dweitz@courts.state.ny.us

Thomas L. Buckner
Principal Court Analyst
98 Niver Street
Cohoes, NY 12047
(518) 238-2888
E-mail: tbuckner@courts.state.ny.us

Frank Woods
Principal Court Analyst
98 Niver Street
Cohoes, NY 12047
(518) 238-2888
E-mail: fwoods@courts.state.ny.us

Yvonne E. Taylor
Court Analyst
98 Niver Street
Cohoes, NY 12047
(518) 238-2888
E-mail: ytaylor@courts.state.ny.us

Amy M. Sheridan
Court Analyst
25 Beaver Street, 8th Floor
New York, NY 10004
(212) 428-2892
E-mail: asherida@courts.state.ny.us

Mark V. Collins
Assistant State ADR Coordinator
98 Niver Street
Cohoes, NY 12047
(518) 238-2888
E-mail: mcollins@courts.state.ny.us

Jeremy A. Kropp, Esq.
Associate Counsel
98 Niver Street
Cohoes, NY 12047
(518) 238-2699
E-mail: jkropp@courts.state.ny.us

Sheila M. Murphy
Senior Court Analyst
25 Beaver Street, 8th Floor
New York, NY 10004
(212) 428-2862
E-mail: smmurphy@courts.state.ny.us

Alice J. Rudnick
Court Analyst
98 Niver Street
Cohoes, NY 12047
(518) 238-2888
E-mail: arudnick@courts.state.ny.us

Cynthia L. Begg
Junior Court Analyst
98 Niver Street
Cohoes, NY 12047
(518) 238-2699
E-mail: cbegg@courts.state.ny.us