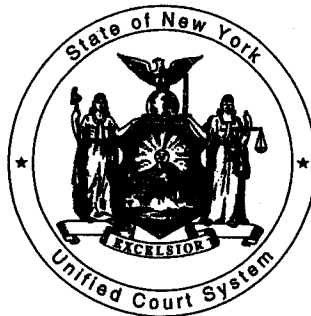




OFFICE OF ALTERNATIVE DISPUTE RESOLUTION PROGRAMS

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

2003-2004 ANNUAL REPORT



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September 30, 2004

Hon. George 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, 2003 to March 31, 2004.

The Community Dispute Resolution Centers Program, in its 23rd 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 that reads "Jonathan Lippman". The signature is written in a cursive style with a long, sweeping underline.

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, Law of 1984. The Office of Court Administration maintains offices in Cohoes and New York City that provide public education and information related to alternative dispute resolution. The primary function of the CDRCP is to administer, fund, and oversee the statewide network of community-based dispute resolution programs. As a condition of receiving court funding, local centers are monitored for compliance with state program procedures and guidelines.

This report is submitted pursuant to section 849-g of the Judiciary Law. It chronicles the work of the CDRCP during the fiscal year 2003-04 (April 1, 2003 through March 31, 2004).

BRIEF OVERVIEW

April 1, 2003 through March 31, 2004

PROGRAM DESCRIPTION

The Community Dispute Resolution Centers Program (CDRCP) is a component of the New York State Unified Court System's (NYS UCS) Office of Alternative Dispute Resolution Programs (Office of ADR Programs). The CDRCP administers, funds and oversees New York's network of community-based, not-for-profit dispute resolution centers. These centers serve as a community resource where individuals can discuss and resolve their disputes.

After center staff carefully screen each case, neutral third-party mediators, trained in accordance with CDRCP standards, help the parties work together to develop mutually agreeable outcomes. This process gives people in conflict the opportunity to resolve their own disagreements, prevent minor matters from escalating into more serious offenses, and address 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 2003-2004, the centers contracting with the CDRCP determined that 51,025 cases involving 120,365 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 29,292 mediations, conciliations and arbitrations serving 68,808 people. Parties reached voluntary agreements in 83% of the cases that were mediated or conciliated.

Of the 51,025 cases that were appropriate for dispute resolution, 13,919 were commercial complaints filed with the Better Business Bureau (BBB) of Western New York by individuals against businesses in 50 counties of NYS. These BBB commercial cases, handled through a unique telephone and online conciliation process, supplement the work of the CDRCs and are detailed in statistical Table 19.

The balance of this narrative, as well as all statistical tables—except Table 1 (All Cases Statewide Including BBB), Table 8 (Cost Analysis), and Table 19 (BBB

commercial complaints)—will focus on the remaining CDRCP caseload of 37,106 cases. This workload constitutes an increase of 1% over the last fiscal year and is detailed in the new statistical Table 2. (All Cases Statewide Including BBB).

Of the 37,106 cases screened appropriate for dispute resolution by the CDRCs, 21,050 conciliations, mediations and arbitrations serving 52,324 people were conducted. Parties reached voluntary agreements in 75% of the cases that were mediated or conciliated.

Centers reported that disputants paid to one another a total of \$7,053,883 through mediated agreements or arbitration awards. The average payment per case was \$2,096. The average single-hearing mediation or arbitration took 17 days from intake to final disposition; Multiple-hearing cases took 57 days on average. (More complex cases, such as custody, visitation, and some civil disputes, are often handled in multiple sessions.)

Centers continued to help families in New York State resolve highly emotional family disputes, including 10,511 child custody, visitation or support cases; 636 divorce or separation cases; and 1,920 PINS (Persons In Need of Supervision) or pre-PINS cases.

A total of 8,802 cases (24% of the overall caseload) involved disputes among family members and domestic partners, including cases between parties who are married, separated or divorced from one another.

REFERRAL PROFILES

Centers seek referrals from agencies, courts and other governmental organizations, as well as private and individual sources, in an effort to intervene in disputes as early as possible. Over the past seven years, there have been some shifts in the sources of these referrals statewide.

Most significantly, Family Court referrals increased from 9% of the caseload in 1997-98 to 23% in 2003-2004. For the most part these have been parenting matters (custody, visitation, or support) or PINS cases.

Word-of-mouth referrals doubled—from 600 to nearly 1,200—and City Court referrals dropped from 31% of the caseload in 1997-98

Programs and Partnerships

to 24% in 2003-2004. Otherwise, the patterns have remained fairly consistent. In 2003-2004, about 50% of the cases came from the courts, 13% from public and private agencies, 10% from law enforcement, and 6% from schools. About 12% of cases are self-referred. (See Table 6 for details, including a graph of the top 5 sources over the past 7 years.)

CLIENT PROFILES

Centers serve women, men and children of all ages, races, and ethnic backgrounds, at all employment, income, and educational levels. In addition to the 24% of the caseload involving family members, the most common relationships were: consumer-merchant (14%), ex-boy/girlfriend (12%), landlord-tenant (11%), client-agency (8%), and neighbors (7%).

PROGRAMS & PARTNERSHIPS

Over the past several years, CDRC programs have expanded significantly through collaborative partnerships among courts, government and non-governmental agencies. The following is a brief summary of these partnerships.

FAMILY COURT

CDRCs serving 53 counties contract with the Unified Court System to provide Family Court mediation services. These programs primarily handle child custody and visitation issues. For a complete listing of counties in which Family Court mediation is available, please refer to Tables 14 and 17.

Cases from Family Court generally require substantial time and resources on the part of the dispute resolution centers to provide quality screening, scheduling, and delivery of mediation services. Contractual funding, typically from District Administrative Judges' offices, allows centers to hire staff specifically responsible for screening cases, educating parties about the mediation process, and scheduling cases with specially trained mediators.

During fiscal year 2003-2004, specially funded centers screened a total of 11,845

Family Court cases, of which 5,485 were conciliated or mediated. Centers without special funding for Family Court cases screened an additional 602 cases, of which 343 were conciliated or mediated. Statewide, a total of 12,447 Family Court cases were screened, of which 5,828 were either conciliated or mediated. (Details in Table 14)

2003-2004 Family Court Mediation Services

Family Court Services	Cases Screened	Cases Conciliated/Mediated
Special Funding	11,845	5,485
Other Funding	602	343
Total	12,447	5,828

CUSTODY AND VISITATION MEDIATION

Custody and visitation cases are the largest category of family-related issues being handled by CDRCs throughout the state. CDRCs handled 7,410 child custody, 2,438 child visitation, and 494 child support issues between separating parents. This total amounts to 10,342 cases, of which 3,907 were resolved, and 866 were mediated without an agreement. Parties declined services in 2,199 cases, did not show up for mediation in 322 cases, and were unable to be contacted in 1,825 cases. In addition, 988 cases were unamenable for mediation services and 255 cases did not result in a mediation for various other reasons.

PERSONS IN NEED OF SUPERVISION (PINS) AND PARENT-CHILD MEDIATION

A PINS petition may be filed in Family Court when a child under the age of 18 allegedly does not attend school, is dangerous or out of control, or disobeys his or her parents, guardians or other authorities. A parent or other person legally responsible for the care of the child may file a PINS petition, as may a school or other authorized agency.

Programs and Partnerships

Attempts may be made to set aside or "divert" the case before or after a formal PINS petition is filed in the Family Court. Diversion usually includes referrals to various community or governmental programs, including mediation, for services that improve the situation.

Mediation between young people and their parents or other legally responsible adults can be implemented at either the diversion stage or after a formal PINS petition is filed. In 2003-2004, 1,920 of the PINS cases referred to the CDRCP were screened as appropriate for mediation. The process promotes communication between the parties and provides an opportunity for them to find cooperative solutions to the problems that frequently emerge in relationships between young people and adults. Mediation addresses the adults' concerns and provides young people with a "voice" in the process and ultimate outcome.

CHILD PERMANENCY MEDIATION

A child-protective agency may file a petition in Family Court when it appears that a child less than 18 years of age has been abused or neglected or is in danger of being abused or neglected. The court then holds hearings to decide if the allegations are true and, if so, what action the court should take to protect the child.

Possible dispositions include: releasing the child to the parents or guardian on the condition that they not commit further neglectful or abusive acts; releasing the child to the parents or guardian with supervision and services provided by child-protective agencies; or placing the child in foster care while services are provided to the parents to allow for a possible return of the child in the future. Most children do eventually return home; however, if all reasonable efforts to reunite a child with her parents have been exhausted, an authorized child-protective agency or a child's foster parents may file a petition and ask the court to permanently terminate a parent's rights to the child so that the child may be adopted.

Mediation can be used at any stage of a proceeding to provide biological or foster

parents, as well child-protective, legal and social service professionals, with an opportunity to develop an outcome that is in the child's best interests. The mediation process can help overcome impasses that delay the timely resolution of these cases.

During 2003-2004, the Office of ADR Programs, in cooperation with the New York State Office of Children and Family Services (OCFS) and the Permanent Judicial Commission on Justice for Children, provided grants to several child permanency mediation pilot programs throughout the state. CDRCs implemented these programs in Albany, Chemung, Monroe, Oneida, Rockland and Westchester Counties. In addition, the CDRC in Otsego County instituted a child permanency mediation program with the support of the Administrative Judge for the Sixth Judicial District. Similar programs are operating in Erie County and New York City.

The pilot programs were designed by representatives from the local Family Courts, departments of Social Services, bar associations, and other interested individuals and organizations. Each local advisory group developed policies and protocols for its program.

The Office of ADR Programs provides technical assistance and statewide training for child permanency mediators. The Unified Court System and OCFS are collaborating on a formal evaluation of the pilot programs.

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 CDRCs for more information about mediation services. Petition intake coordinators do not offer legal advice.

Programs and Partnerships

SUPREME COURT

DIVORCE MEDIATION

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

CUSTODY AND VISITATION MEDIATION

A number of CDRCs provide child custody and visitation mediation services to litigants with matrimonial actions in Supreme Court in the following counties: Broome, Cayuga, Livingston, Monroe, Nassau, Orange, Oswego, Richmond, Seneca, Sullivan, Wayne, and Yates Counties. During 2003-04, CDRCs screened 89 Supreme Court-referred cases that involved child custody and visitation issues.

TRAINING & CONSULTATION

In addition to providing dispute resolution services for cases on direct or self referral, many CDRCs offer a variety of ADR-related educational services in their communities, including dispute resolution training and consulting services to help agencies, organizations and institutions design customized conflict management and dispute resolution systems.

JUVENILE JUSTICE INITIATIVES AND EDUCATIONAL PROGRAMS

In fiscal year 2003-2004, over 7,200 individuals under 21 years of age participated in mediations through their local CDRCs. Referral sources for these mediations and other alternative dispute resolution services for youth included schools, courts, departments of probation, police departments, other service

agencies, and community members. Of the 2,301 cases referred by schools, parties entered into voluntary agreements in 93% of the 1,980 mediated and conciliated cases.

These initiatives encourage young people to meet with their peers and parents, as well as education, legal and social service professionals, to address issues of conflict, truancy, and offenses that negatively impact the community. The programs encourage accountability and support healthy individual development and relationships. They also foster responsible citizenship, violence prevention, and safe communities.

These CDRC programs include peer mediation, parent/child mediation, conflict resolution and anger management education, alternative suspension programs, PINS diversion and mediation, victim or community impact panels, victim-offender dialogue, family-group or accountability conferencing, community service reparations, mentoring, and youth court coordination. Each of these programs is recognized as an effective response to promote cooperative awareness and choices, build social skills, and facilitate opportunities for constructive conflict resolution.

The schools, agencies and organizations involved in these initiatives with CDRCs often provide financial support through service contracts, program funding grant awards, and shared resources. Others may collaborate in the planning and development of programs or by providing opportunities for outreach, networking and referrals. The agencies and organizations working in cooperation with the CDRCs include local, state and federal offices of the juvenile justice system, departments of correction, law enforcement, departments of education, Boards of Cooperative Educational Services (BOCES), departments of health, probation departments, youth bureaus, departments of social services, professional associations and related foundations.

Young people are also served through ongoing 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 training for parents, youth, school staff and the community.

CDRCs also provide assistance developing programs and materials that meet requirements of the Safe Schools Act and that address issues of safety, tolerance and respect, such as bullying prevention. These initiatives build social skills and promote non-violent dispute 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.

NEW YORK STATE ATTORNEY-CLIENT FEE DISPUTE RESOLUTION PROGRAM

Pursuant to Part 137 of the Rules of the Chief Administrator, this program provides arbitration and mediation services in disputes over fees between clients and attorneys in most civil cases. The program builds on the success of the Fee Arbitration Program for Domestic Relations Matters (Part 136), which continues to apply to fee disputes arising out of attorney-client relationships formed prior to January 1, 2002. Part 137 applies where representation commenced on or after January 1, 2002. The dispute resolution services are provided through local district administrative offices and bar associations throughout the state. The Office of ADR Programs assists local program providers by coordinating and conducting trainings and recruiting trainers, mediators and arbitrators from the CDRCs.

In fiscal year 2003-2004, there were 383 requests for arbitration under the Domestic Relations Fee Arbitration program (Part 136). A total of 328 arbitration hearings were held, 144 of which resulted in settlements. There were 178 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 150 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

the Bronx, Brooklyn, Manhattan, and Queens. In Staten Island, the CDRC—New York Center for Interpersonal Development—provides this service for the court. 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 2003-2004, the Court Dispute Referral Centers served 19,754 complainants, of whom 4,988 (25% of the total) were referred to mediation.

Although the mission of the Court Dispute Referral Centers is to divert disputes from Criminal Court, staff at these dispute referral centers—with the cooperation of the District Attorneys' offices—helped three percent (613) of the complainants prepare criminal complaints for prosecution and thereby immediately obtain *ex parte* temporary orders of protection. Of those cases prosecuted, over 96% involved victims of domestic violence. Ten percent of complainants were referred to Family Court, 15% were provided with information only, and 31% were referred back to the police. [See Table 18]

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 Court Appointed Special Advocates (CASA) program.

Programs and Partnerships

SURROGATE DECISION MAKING COMMITTEES

The Surrogate Decision Making Committee (SDMC) Program is available in every county of New York State and is administered by the Commission on Quality of Care for the Mentally Disabled. The specially trained volunteers who serve in this program make major medical treatment decisions on behalf of people who lack the capacity to make their own treatment decisions and who have no legally authorized and willing surrogate to make medical decisions on their behalf. Each panel of volunteers includes 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. CDRCs in Broome, Erie, Greene, Monroe, Nassau, Oneida, Rockland, and St. Lawrence Counties contract with the Commission to coordinate these programs regionally throughout the state.

Surrogate Decision Making Caseload April 1, 2003 through March 31, 2004

Accord, Binghamton	86
Center for Dispute Settlement, Rochester	137
Common Ground, Catskill	244
Dispute Settlement Center, BBB, Buffalo	154
Education Assistance Corp., Long Island	158
NNY Ctr. for Conflict Resolution, Ogdensburg	131
Peacemaker Program, Utica	156
Volunteer Counseling Service, New City	455
Total	1,521

COLLABORATION WITH THE NEW YORK STATE DISPUTE RESOLUTION ASSOCIATION (NYSDRA)

CDRCs contract with NYSDRA to provide the following alternative dispute resolution services throughout New York State.

AGRICULTURAL MEDIATION

In August 2001, the United States Department of Agriculture (USDA) certified the Office of ADR Programs to operate the New York State Agricultural Mediation Program (NYSAMP). New York is one of 30

states with USDA-certified agricultural mediation programs. NYSAMP assists in resolving disputes involving farm and housing loans, wetland determinations, conservation compliance, pesticide use, and other agricultural issues.

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

Staff of the State ADR Office, NYSDRA, the Cornell University School of Industrial and Labor Relations, NY FarmNet, and the USDA provide training to experienced community mediators who participate in NYSAMP.

NYSAMP coordinated 30 agricultural mediation cases in FY 2003-2004; 10 of them were handled through the CDRCs.

SPECIAL EDUCATION

Since 1995, all school districts in New York State have made special education mediation available to parents of children with disabilities. The CDRCs 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 2003-2004, this program processed 427 cases; 87% of these cases yielded an agreement.

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 CDRCs. This program continues to mediate disputes between administrators of the VESID program and applicants or eligible individuals who seek vocational rehabilitation services. Nine cases were processed during the fiscal year with an agreement in 66% of those cases mediated.

New York Community Mediators

EARLY INTERVENTION MEDIATION

The CDRCs, working pursuant to a contract between NYSDRA and the NYS Department of Health, mediate disputes among early intervention officials and parents of children who are under four years old and who have developmental delays or disabilities. 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 CDRCs, 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 experience chronic problems with recently purchased new or used vehicles and wheelchairs. The program also resolves excess wear and damage claims on leased cars. Between April 1, 2003 and March 31, 2004, 799 cases were filed and processed through this program.

MANUFACTURED HOMES MEDIATION

Since 1989, NYSDRA has contracted with the Manufactured Homes Unit of the New York State Division of Housing and Community Renewal to provide mediation through the CDRCs in disputes among park owners and tenants. A pilot program has added a new component to deal with leasing issues and STAR tax rebates.

NEW YORK STATE COMMUNITY MEDIATORS

Statewide, over 2,300 active mediators are certified by their local CDRC and volunteer to serve their communities. During fiscal year 2003-2004, community mediators provided 63,793 hours of pro bono mediation and arbitration services through their local community dispute resolution centers, conducting over 59,000 dispute resolution sessions.

Volunteer mediators come from all walks of life and bring a variety of personal, professional and community experience. The average length of service for these mediators is eight years. They often volunteer for a local dispute resolution center after being recommended by veteran mediators or becoming aware of the program through newspaper articles, advertisements or presentations.

Under the supervision of the dispute resolution center director, staff members review resumes and interview prospective mediators. A trainer who has been certified by the Office of ADR Programs conducts the classroom training in accordance with statewide guidelines. An extensive portion of the training is devoted to role-plays of simulated disputes and other experiential learning opportunities for prospective mediators. After completing a minimum of 30 hours of initial training, prospective mediators must also satisfactorily complete an apprenticeship.

SERVICE LENGTH OF ACTIVE MEDIATORS

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

TRAINER CERTIFICATION AND MEDIATOR QUALIFICATIONS

During 2002, the Office of ADR Programs developed and adopted new requirements for mediation trainers and mediators in the CDRCs. These new requirements became effective January 1, 2003.

New York Community Mediators

MEDIATOR TRAINING AND APPRENTICESHIP REQUIREMENTS

The Office of ADR Programs increased the requirement for initial training of community mediators from 25 to 30 hours so that mediators would receive adequate coverage of domestic violence screening, ethics, cultural diversity, and agreement drafting.

Another key enhancement was the requirement that newly trained mediators complete an apprenticeship. 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 of each mediator. The Program Director or his or her designee(s) may 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 the Office of ADR Programs recommended that all apprenticeship plans include certain components, it permits local centers to tailor their apprenticeship plans provided that center staff not only monitor the development of the newest mediators but also ensure that mediators are providing effective mediation services. A full copy of the new requirements is available in the CDRCP Program Manual on our website at the following website address: http://www.courts.state.ny.us/ip/adr/Info_for_Programs.shtml.

CONTINUING EDUCATION FOR MEDIATORS

CDRCP mediators must complete six hours per year of continuing education to maintain their certification. This may include in-service training scheduled by the local dispute resolution program, attendance at in-service trainings of other programs, conferences or trainings that meet the needs of the program. CDRCP mediators must also conduct—as lead or co-mediators—a minimum of three mediations per year.

SPECIAL-ISSUE MEDIATORS

CDRCP mediators must complete initial training plus at least 12 hours of appropriate training in the area of specialty. This requirement affects mediators who conduct child custody and visitation or support mediations, as well as mediations of child permanency, parent/child or PINS matters. In addition, mediators complete an additional six hours of training for handling cases referred from city, civil and district courts.

COMMUNITY MEDIATION TRAINER CERTIFICATION

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

In order to become certified, prospective trainers must submit an application that includes the trainer's resume and identifies the training manual and agenda that the trainer will use. The Office of ADR Programs must approve the training manual and agenda before the training will be observed, and the trainer must conduct the training in accordance with curriculum guidelines that the Office of ADR Programs developed in consultation with center staff, trainers and volunteer mediators. The trainer must be observed and approved by staff members of the Office of ADR Programs before being certified. Staff from the Office of ADR Programs also review training participants' evaluations to gauge the effectiveness of the trainer's presentation skills.

The Office of ADR Programs maintains a list of certified trainers. In order to retain certification, trainers must conduct at least twelve hours of training every two years, participate in a minimum of twenty-one hours

Fiscal And Administrative Management

of continuing education every three years, and conduct a minimum of three mediations per year. In addition, trainers are required to verify that they have conducted at least one training on behalf of a CDRC every three years. Those who fail to meet these requirements are removed from the roster of certified trainers.

The Office of ADR Programs has instituted a trainer recertification procedure, in which staff from the Office of ADR Programs will observe previously certified trainers at least once every five years.

FISCAL AND ADMINISTRATIVE MANAGEMENT

2003-2004 LOCAL REVENUE DISTRIBUTION

REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
Municipalities	\$818,541	7.2
Youth Bureau	641,914	5.7
Fees for Services	631,834	5.6
State Funding	605,325	5.4
Donations/Grants	531,831	4.7
DSS Funding	488,898	4.3
United Way	160,664	1.4
School Districts	156,407	1.4
In-Kind	104,587	0.9
IOLA	32,700	0.3
Total Local Rev.	\$4,172,701	36.9%
UCS CDRCP	4,458,426	39.4
UCS Judicial District	2,680,699	23.7
Total UCS Funds	7,139,125	63.1
Total Funding	\$11,311,826	100%

FISCAL MANAGEMENT

The NYS UCS contracts with not-for-profit agencies to provide dispute resolution services in every county of the state. Each year, the contract agencies submit a budget to the Chief Administrative Judge through the Office of ADR Programs. 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 to operate a CDRC. 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 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 2003-2004, grant awards from the Unified Court System's Office of ADR Programs to not-for-profit agencies totaled \$4,458,426. An additional \$2,606,656 was granted to CDRCs to provide Family Court litigants with mediation services regarding child custody and visitation, PINS, child permanency, and juvenile justice matters; this additional funding also supports CDRCs that provide mediation services to Supreme Court litigants with child custody and visitation matters.

During fiscal year 2003-2004, the average NYS UCS CDRC grant cost for each case screened and accepted as appropriate for dispute resolution services was \$138. The cost per conciliation, mediation, and arbitration was \$241, and the cost per person served in a conciliation, mediation, or arbitration was \$103. A history of each not-for-profit agency's grants for fiscal years 1999-2000 through 2003-2004 can be found in Table 7. Table 8 summarizes costs incurred per case and per person for fiscal years 2002-2003 and 2003-2004.¹

¹ Costs here and in Table 8 are for 51,025 cases, including 13,919 Better Business Bureau commercial cases. If BBB cases are excluded, the costs for 37,106 CDRC cases are \$192/case screened, \$429/conciliation mediation or arbitration (CMA), and \$136/person served in CMA.

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ADMINISTRATIVE MANAGEMENT

The Office of ADR Programs developed and distributed to the CDRCs a new CDRCP Program Manual during fiscal year 2003-2004. The Program Manual is available online at the web site for the Office of ADR Programs: <http://www.nycourts.gov/ip/adr/>. Office of ADR Programs' staff members monitor the CDRCs for compliance with the procedures and guidelines contained in the CDRCP program manual.

The CDRCs in New York State are required to submit summary case information to the UCS for every case screened for alternative dispute resolution services. Information about the nature and disposition of the dispute, referral sources, client demographics and other data about the case is submitted to the Office of ADR programs; this data does not identify parties. The Office of ADR Programs, the UCS Office of Budget and Finance, District Administrative Judges' Offices, and local courts use this information to make a variety of funding, management, referral and programmatic decisions that affect CDRCs.

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

- Downloadable copies of the CDRCP annual reports, as well as newsletters for the CDRCP and Office of ADR Programs
- 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 CDRCs in the state
- A comprehensive summary of ADR pilot program initiatives throughout the state

ELECTRONIC CASE MANAGEMENT

A standard computerized database at the local level has been developed in collaboration with the CDRCs and the UCS Division of Technology (DOT). The resulting process allows centers to securely transfer their summary case information electronically via a secure internet connection to storage at the DOT site in Rensselaer. The CDRCs in New York State have taken advantage of grants from the National Association for Community Mediation, (NAFCM), funded by the William and Flora Hewlett Foundation, to implement electronic case management with the Dispute Resolution Case Management System (DRCMS). This technology streamlines the tasks of analyzing data and reporting trends.

Staff members from the Office of ADR Programs provide support and technical assistance for the DRCMS as necessary, and the system is updated periodically to reflect changing practices within the CDRCP network.

APPENDIX A

LOCAL PROGRAM SUMMARIES

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

SAFE HORIZON

Contract Provider: Safe Horizon

Counties Served: New York and Kings Counties

Director: Elizabeth Clemants

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

Satellite Offices:

New York County: Midtown Community Court: 314 W. 54th St., New York, N.Y. 10019; *Kings County: Brooklyn Mediation Program:* 210 Joralemon St., Room 618, Brooklyn, N.Y. 11201; *East N.Y. Mediation Program:* 3021 Atlantic Avenue, Brooklyn, N.Y. 11208; *Red Hook Mediation Program:* 88 Visitation Place, Brooklyn, N.Y. 11231

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

Start-Up Date for Family Court Mediation Program Grant: Kings County Custody-Visitation (1998) and PINS (1999); New York County PINS (2003)

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$1,043,682

2003-2004 CDRCP Grant: \$444,506

2003-2004 Family Court Mediation Grant: \$231,009

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

Total Number of Staff: 18

Total Number of Full Time Equivalent Positions: 16

Total Number of Mediators: 183

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

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

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

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

SAFE HORIZON

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

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

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

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

WASHINGTON HEIGHTS-INWOOD COALITION

Contract Provider: Washington Heights Inwood Coalition Mediation Project
County Served: New York City (Northern Manhattan)
Director: Mary Ely Pena Gratereaux
Main Office: 652 W. 187th St., New York, N.Y. 10033
Satellite Office: None

Start-Up Date for Community Dispute Resolution Center: April 1981
Start-Up Date for Family Court Mediation Program Grant: N/A

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$190,118
2003-2004 CDRCP Grant: \$60,459

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

Total Number of Staff: 3
Total Number of Full Time Equivalent Positions: 3
Total Number of Mediators: 12

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord-Tenant; Consumer-Merchant; Extended Family-Immediate Family; Ex-boy Friend-Girlfriend; Separated; Employer-Employee; Room-House mate; Married; Divorced; Acquaintance; Strangers; Special Education Mediation; Others.

Referrals and Involvement in Courts: Referrals are recieved from the New York City Criminal Court Dispute Referral Center.

Involvement in Schools: In 2003-2004, conflict management trainings were conducted for 2,040 students in 10 schools.

Other Referral Sources: Center receives cases from police, churches, other community agencies, clients and community residents.

Trainings Offered: Basic Mediation Training (offered in both English and Spanish)
Certified Trainer: Mary Ely Peña Gratereaux

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

PROJECT RESOLVE

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

County Served: New York City (Southern Manhattan)

Director: Jorge Irizarry-Vizcarrondo

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

Satellite Office: None

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$187,653

2003-2004 CDRCP Grant: \$11,020

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: 35

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

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

Involvement in Schools: None

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

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

Certified Trainer: Consultants

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

NYCID.STATEN ISLAND COMMUNITY RESOLUTION CENTER

Contract Provider: New York Center for Interpersonal Development

County Served: Richmond County

Executive Director: Dominick J. Brancato

Director of Conflict Resolution Services: Candace Gonzalez

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$394,819

2003-2004 CDRCP Grant: \$157,163

2003-2004 Family Court Mediation Grant: \$80,697

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

Total Number of Staff: 20

Total Number of Full Time Equivalent Positions: 13.5

Total Number of Mediators: 75

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord-Tenant, custody-visitation, Lemon Law Arbitration, Special Education, Early Intervention, Multi-Party, Parent-Teen, Peer Mediation, Small Claims Mediation and Community Facilitation.

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

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

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

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

Certified Trainer(s): Adam Berner

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$364,135

2003-2004 CDRCP Grant: \$29,389

2003-2004 Family Court Mediation Grant: \$116,490

Local Funding Sources: United Way, IOLA, Member items, Clear Channel Communications, Troy Saving Bank Foundation, Howard & Bush Foundation, Stewarts, National CASA Association, NYS Bar Foundation, Albany County Probation, Albany County DCYF.

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 6.5

Total Number of Mediators: 80

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

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

Involvement in Schools: Center is involved with several schools in Albany and Rensselaer Counties. Work includes Safe Schools training and workshops, peer mediation, diversity training, anger management and violence prevention, and drug prevention. Most work has occurred in the elementary school levels.

Other Referral Sources: Albany District Attorney's Office, Legal Aid Society of NENY, Schools, United Tenants of Albany, Police Departments, Department of Children, Youth and Families, private attorneys, neighborhood associations, municipal departments.

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

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: 1982

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$210,926

2003-2004 CDRCP Grant: \$83,605

2003-2004 Family Court Mediation Grant: \$42,139

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

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 4

Total Number of Mediators: 42

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

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

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

Other Referral Sources: Center receives cases from police, district attorney, attorneys, churches, Dept. of Social Services, probation, businesses, and other non-profit community service agencies.

Trainings Offered: Community Mediation, Custody-Visitation, Parent-Child, Peer Mediation, Conflict Resolution, Group Facilitation, Co-Parenting Education.

Certified Trainer: Richard Mandell

DISPUTE RESOLUTION CENTER

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

Counties Served: Sullivan and Ulster

Executive Director: Rosalyn Magidson

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

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

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: please refer to agency listing for Orange and Putnam Counties under Ninth Judicial District.

2003-2004 CDRCP Grant: please refer to agency listing for Orange and Putnam Counties under Ninth Judicial District section.

2003-2004 Family Court Mediation Grant: \$75,620

Local Funding Sources: School Districts, Sullivan County Youth Bureau, Sullivan County Community College, trainings, and facilitations.

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, Support Cases, Parent-Child Mediation, Family/Group Conferencing, Divorce Mediation, Multi-Party Mediation, Community Meeting Facilitation, Mobile Home, Special Education, Lemon Law Arbitration, NYS Agricultural and Matrimonial Fee Arbitration.

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

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

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

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

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

TRI-COUNTY MEDIATION CENTER

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$165,588
2003-2004 CDRCP Grant: \$92,945
2003-2004 Family Court Mediation Grant: \$38,400
Local Funding Sources: Fulton County, Schoharie County, Fees for Service, IOLA, Montgomery County, Mohawk Valley Library Association, United Way, Department of Social Services.

Total Number of Staff: 6
Total Number of Full Time Equivalent Positions: 4.12
Total Number of Mediators: 42

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 and Juvenile Conferencing.

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

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

Other Referral Sources: The Center receives cases from the district attorney, Legal Aid, private attorneys, probation, businesses, Head Start, the attorney general, law guardians, Department of Social Services, Board of Education, and Community Action programs.

Trainings Offered: Community Mediation and Custody-Visitation.

Certified Trainer(s): Consultants

LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

MEDIATION SERVICES OF SARATOGA, WARREN, & WASHINGTON

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

Counties Served: Saratoga, Warren & Washington County

Conflict Resolution Services Director: Carol Lynn Kachidurian

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

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

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

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

Warren County: 4-1-98

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$283,258

2003-2004 CDRCP Grant: \$117,233

2003-2004 Family & Small Claims Court Mediation Grants: \$82,458

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

Total Number of Staff: 5

Total Number of Full Time Equivalent Positions: Approx. 4.25

Total Number of Mediators: 40

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

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

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

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

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

Certified Trainers: Consultants

LAW, ORDER & JUSTICE CENTER CONFLICT RESOLUTION SERVICES

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$203,528
2003-2004 CDRCP Grant: \$62,941
2003-2004 Family Court Mediation Grant: \$68,959
Local Funding Sources: Schenectady County, local municipalities, Mediation Training Fees, Contributions, Consultation fees, Fund raising, and client fees.

Total Number of Staff: 5
Total Number of Full Time Equivalent Positions: 4
Total Number of Mediators: 71

Types of Cases Handled or Programs Offered: Family issues include: divorce, custody, visitation and support. Neighborhood and work site disputes include: landlord-tenant and employee-employer. Multi-party conflicts include: problem identification, goal-setting, strategic planning. Youth-related matters include: mischief, truancy, communication between student-teacher, and student-student. Other programs offered are: VESID, Lemon Law Arbitration, Special Education-Early Intervention Mediations, Parent-Child Mediation and Peer Mediation and Conflict Resolution workshops and trainings for schools, colleges and community agencies.

Referrals and Involvement in Courts: Schenectady City Small Claims Court, Police Court, Supreme Court and Family Court. Staff and volunteers provide court coverage to offer mediation on site for Town Courts of Niskayuna, Rotterdam, Scotia-Glenville, Duanesburg, and Princetown.

Involvement in Schools: Conflict Resolution Skills are taught in Schenectady City, Schalmont and Scotia-Glenville School Districts. Additionally we provide peer mediation training and coordination at the Schenectady High School and three Middle Schools.

Other Referral Sources: Agency referrals, e.g., YWCA, DSS, DA's Office, Community Police, Law Guardians, Attorneys, Schools, Churches, Colleges, Municipal Housing, Youth Aid Bureau and community members.

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

Certified Trainer(s): Consultants

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

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

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

Satellite Offices:

Clinton County: 22 US Oval, Suite 201, Plattsburgh, N.Y. 12903

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

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

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

Start-Up Date for Community Dispute Resolution Center: 1984

Start-Up Date for Family Court Mediation Program: 1993

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$264,452

2003-2004 CDRCP Grant: \$145,604

2003-2004 Family Court Grant: \$72,417

Local Funding Sources: BOCES Training Agreement (Public Schools)

Number of Staff: 6

Total Number of full time equivalent positions: 3

Total Number of Mediators: 60

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

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

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

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

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

Additional Program Information: Programs with the Akwesasne Indian Reservation.

DISPUTE RESOLUTION CENTER OF HERKIMER COUNTY

Contract Provider: Catholic Charities of Herkimer County

County Served: Herkimer

Dispute Resolution Services Director: Annemarie Adams

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

Start-Up Date for Community Dispute Resolution Center: 1985

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$164,280

2003-2004 CDRCP Grant: \$54,454

2003-2004 Family Court Mediation Grant: \$43,497

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

Total Number of Staff: 4

Total Number of Full Time Equivalent Positions: 3.4

Total Number of Mediators: 7

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

Referrals and Involvement in Courts: Little Falls City Court, Herkimer County Family Court and local Town & Village Courts.

Involvement in Schools: Treaty Conflict Resolution Program- grades 2-12; Conflict resolution refresher workshops- grades 4,5,6,7; peer mediation training- grades 4,5,6,7,8,9,10,11,12; High School orientation programs—grade 7; Health Fairs—grades K-12; Summer leadership conferences—grades 7,8; staff development training—staff, administrators, support staff, parents, and community organizations, SAVE legislation violence prevention training. Total number of schools: 19 in 12 school districts.

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

Trainings Offered: Community and Family Mediation, Peer Mediation, Conflict Resolution and Violence Prevention, SAVE Legislation Compliance, Special Education, and Custody-Visitation.

Certified Trainer(s): Consultants

LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

JEFF-LEWIS MEDIATION CENTER

Contract Provider: Jeff-Lewis Mediation Center, Inc.

Counties Served: Jefferson and Lewis

Executive Director: Linya Bell

Main Office: 200 Washington Street, Suite 207, Watertown, N.Y. 13601

Satellite Office(s): Lewis County: 5420 Shady Avenue, Lowville, N.Y. 12267 (mediation site only; local phone calls forwarded to Watertown office)

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$194,443

2003-2004 CDRCP Grant: \$74,930

2003-2004 Family Court Mediation Grant: \$38,813

Local Funding Sources: Augsbury Institute for Youth and Families, Fees for Services, School Districts, Youth Bureau, NYS Office for Children & Family Services, NYS Division of Criminal and Justice Services, United Way

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 5.2

Total Number of Mediators: 20

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

Referrals and Involvement in Courts: Town and Village Courts, City Court and Family Court. Youth Court referrals from police and probation departments.

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

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

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

Certified Trainer(s): Consultants

LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

PEACEMAKER PROGRAM, INC.

Contract Provider: Peacemaker Program, Inc.

County Served: Oneida

Executive Director: Brenda E. Kenyon

Main Office: 270 Genesee St., Utica, N.Y. 13502

Satellite Office(s): Rome City Court, (Space provided for hearings and intake only) 100 West Court St., Rome, NY 13440; Utica City Court, (Space provided for hearings and intake only) 411 Oriskany St. West, Utica, NY 13502; Oneida County Family Court: Utica Office, Oneida County Court House, Elizabeth St., Utica, NY 13501 and Rome Office, 301 West Dominick Street, Rome, NY 13440

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$245,771

2003-2004 CDRCP Grant: \$86,221

2003-2004 Family Court Mediation Grant: \$55,590

Local Funding Sources: NYS Dispute Resolution Association, Inc., including case fees generated through contracts, IOLA; Private Donations; NYS Civil Service Employee Association, United Way, City of Utica, Community Foundation of Oneida and Herkimer Counties, Inc.

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 5.75

Total Number of Mediators: 28

Types of Cases Handled or Programs Offered: Small Claims, Child Custody-Visitation and Support, Parent-Child, Family Issues, Interpersonal disputes, Divorce; School Issues, Special Education, Early Intervention; Victim-Offender, Consumer-Merchant, Breach of Contract, Housing and Mobile Home Disputes; Neighbor and other Community Disputes, Property Disputes, Workplace disputes, Individual-Matrimonial Fee Disputes, Permanency Mediation, Lemon Law Arbitration, VESID and Surrogate Decision Making Program.

Referrals and Involvement with Courts: Utica and Rome City Courts, Oneida County Family Court and Oneida County Supreme Court.

Other Referral Sources: City of Utica, Probation, Public Health, Civil Service Employee Assoc., Family Nurturing Center, Mohawk Valley Community Action, Legal Aid Society of Central New York, YWCA, Oneida County Bar Association, Dept. of Social Services, Office for the Aging, Resource Center for Independent Living, Attorney General's Office, and Public Defender.

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

Certified Trainers: Consultants

LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

NEW JUSTICE CONFLICT RESOLUTION SERVICES

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

Counties Served: Onondaga, Oswego, Cortland, Madison

Executive Director: John W. McCullough

Main Office: West Fayette Commons, 1153 West Fayette St., Syracuse, N.Y. 13204

Satellite Office(s):

Cortland County: The McNeil Bldg., 17-29 Main St., Suite 412, Cortland, N.Y. 13054;

Madison County: 121 Oneida St., P.O. Box 365, Oneida, N.Y. 13421;

Oswego County: 161 W. First Street, Oswego, N.Y. 13126.

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$635,919

2003-2004 CDRCP Grant: \$270,353

2003-2004 Family Court Mediation Grant: \$165,451

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

Total Number of Staff: 15

Total Number of Full Time Equivalent Positions: 13.15

Total Number of Mediators: 20

Types of Cases Handled or Programs Offered: Neighbor-Neighbor, Landlord-Tenant, Custody-
Visitation, Parent-Child, Small Claims, Special Education, Mobile Home, Matrimonial Fee
Disputes, Lemon Law Arbitration, Community Facilitation, Organizational Interventions, Youth
Court coordination.

Referrals and Involvement in Courts: City Court and Small Claims, Town and Village Courts,
Family Court (full-time office), District Attorney's Office.

Involvement in Schools: Peer Mediation Training-Staff Mediation Training, Classroom
Management Skills, Crisis Management Training, Anti-Violence Programming,

Other Referral Sources: Police, Schools, Private Attorneys, Public Agencies.

Trainings Offered: Community, Peer and Custody-Visitation mediation, Conflict Management
Techniques (classroom and workplace), Violence Prevention, Pro-Social Skills for at Risk Youth,
Family Conflict Resolution, Lemon Law Arbitration, Fee Dispute Arbitration.

Certified Trainer(s): John W. McCullough

ACCORD

Contract Provider: Accord Center for Dispute Resolution, Inc.

Counties Served: Broome and Tioga

Director: Richard E. Squire

Main Office: 30 West State St., 2nd Floor, Colonial Plaza, Binghamton, N.Y. 13901

Satellite Office(s): Tioga County: 16 Court Street, Owego, N.Y. 13827

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$368,539

2003-2004 CDRCP Grant: \$130,798

2003-2004 Family Court Mediation Grant: \$121,420

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, NAFCM, Tioga County Probation, Broome County United Way.

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 10

Total Number of Mediators: 71

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

Referrals and Involvement in Courts: Small Claims cases from Binghamton City Court and the Town of Union Court; Broome and Tioga County Family Courts and Town & Village Courts.

Involvement in Schools: Conduct student and staff trainings on a grant-funded or fee-for-service basis on conflict resolution and violence prevention topics. Accept referrals from schools of selected student-student conflicts. CHOICES mentoring with individual students offered in Tioga County schools.

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

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

Certified Trainer(s): Donna Rehak and consultants

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

Contract Provider: Catholic Charities of Delaware & Otsego Counties

Counties Served: Chenango and Delaware

Conflict Resolution Services Director: Jennifer L. Morris

Main Office: 26 Conkey Ave., Eaton Center, 3rd 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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$280,641

2003-2004 CDRCP Grant: \$79,196

2003-2004 Family Court Mediation Grant: \$117,123

Local Funding Sources: IOLA, Training Fees, Catholic Charities, Lemon Law Arbitration and Special Education and USDA Agricultural Mediation, Youth Programs, Spirit Foundation, New York Life Foundation and County Youth Bureau

Total Number of Staff: 7

Total Number of Full Time Equivalent Positions: 6

Total Number of Mediators: 60

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

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

Involvement in Schools: Peer Mediation Programs and Conflict Management Curriculum in addition to Peace Maker curriculum in grades 4-6, and various tailored training needs of school districts. We work with school districts providing training from elementary through college level.

Other Referral Sources: Sources include Chamber of Commerce, private and civic agencies, Clergy, law enforcement, Probation, Counselors, Attorneys, Legal Aid and government agencies including Department of Children and Families.

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

Certified Trainer(s): Donna Kankiewicz

LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT

COMMUNITY DISPUTE RESOLUTION CENTER, INC.

Contract Provider: Community Dispute Resolution Center, Inc.

Counties Served: Chemung, Schuyler & Tompkins

Executive Director: Judith A. Saul

Main Office: 120 West State Street, Ithaca, N.Y. 14850

Satellite Office(s): Chemung County: 215 E. Church St., Suite 103, 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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$455,611

2003-2004 CDRCP Grant: \$160,424

2003-2004 Family Court Mediation Grant: \$162,938

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

Total Number of Staff: 14

Total Number of Full Time Equivalent Positions: 13.2

Total Number of Mediators: 63

Types of Cases Handled or Programs Offered: Community, Court, Parenting, Youth and Family mediation, Child Permanency, Victim Offender conferencing, Peer mediation, Lemon Law, Mobile Home, Special Education, VESID, Early Intervention, Parents Apart, Conflict Resolution Training, Multi-party, environmental and public policy dispute facilitation .

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

Involvement in Schools: Provided peer mediation training for eight different districts; ongoing work with staff and administration of Ithaca City Schools and Elmira City School District, participation in Elmira City School District after-school programs.

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

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$196,257

2003-2004 CDRCP Grant: \$56,366

2003-2004 Family Court Mediation Grant: \$104,333

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

Total Number of Staff: 6

Total Number of Full Time Equivalent Positions: 5.1

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

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

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

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

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

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

Certified Trainers: Barbara Potter and consultants

CENTER FOR DISPUTE SETTLEMENT, INC.

Contract Provider: Center for Dispute Settlement, Inc.

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

Executive Director: Andrew Thomas

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

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

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

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

500 Maiden Lane, Rochester, N.Y. 14616

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

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

Steuben County: 22 Liberty St., Bath, N.Y. 14810

82 Main St. Hornell, N.Y. 14843

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

Yates County: County Court House, 145 Liberty St., Penn Yan, N.Y. 14527

Start-Up Date for Community Dispute Resolution Center: 1973

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$1,553,530

2003-2004 CDRCP Grant: \$514,034

2003-2004 Family Court Mediation Grant: \$396,159

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

Total Number of Staff: 36

Total Number of Full Time Equivalent Positions: 32.2

Total Number of Mediators: 185

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

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

(cont'd on next page)

CENTER FOR DISPUTE SETTLEMENT, INC.

Involvement in Schools: Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes along with technical support in all eight counties, annually conduct 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

DISPUTE SETTLEMENT CENTER

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

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

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

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

Satellite Office(s): *Erie County:* Buffalo City Court, 50 Delaware Avenue, Buffalo, N.Y. 14202 and Family Court, One Niagara Plaza, Buffalo, NY, 14202; *Allegany & Cattaraugus 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 & Wyoming Counties:* 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) with Family Court Mediation Program(s): Chautauqua, Erie, Genesee, Niagara.

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$950,232

2003-2004 CDRCP Grant: \$468,262

2003-2004 Family Court Mediation Grant: \$173,708

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

Total Number of Staff: 17

Total Number of Full Time Equivalent Positions: 15

Total Number of Mediators and Arbitrators: 205

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 mediation and Consumer/Merchant Dispute conciliation and arbitration; Surrogate Decision Making; NYS Agricultural mediation, Peacemaking Circles and Group Conferencing.

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

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

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

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

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

WESTCHESTER MEDIATION CENTER

Contract Provider: CLUSTER, Inc.

County Served: Westchester

Director: Jenny Besch

Main Office: 20 South Broadway, Suite 501, P.O. Box 1248, Yonkers, N.Y. 10702

Satellite Office(s): Thomas H. Slater Center, 2 Fisher Court, White Plains, N.Y. 10601; 105 Stevens Ave., Mt. Vernon, N.Y. 10550.

Start-Up Date for Community Dispute Resolution Center: 1984

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$580,723

2003-2004 CDRCP Grant: \$159,318

2003-2004 Family Court Mediation Program Grant: \$64,324

Local Funding Sources: Yonkers Public Schools, Westchester County Dept. of Probation, Westchester County Dept. of Social Services, Somers Middle School, Briarcliff High School, Westchester Teachers Center, TOW Foundation, Department of Labor, US Office of Juvenile Justice and Delinquency Prevention.

Total Number of Staff: 22

Total Number of Full Time Equivalent Positions: 21.5

Total Number of Mediators: 64

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

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

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

Other Referral Sources: Police, district attorney's office, Probation Dept., Dept. of Social Services, private and public agencies, and NYS Division of Housing.

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

Certified Trainer(s): Jenny Besch and consultants

DISPUTE RESOLUTION CENTER

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

Executive Director: Rosalyn Magidson

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

Satellite Office: Putnam County: 34 Gleneida Ave., 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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$747,005

2003-2004 CDRCP Grant: \$219,679

2003-2004 Family Court Mediation Grant: \$128,681

Local Funding Sources: Orange County Youth Bureau, Orange County Department of Social Services, School Districts, public and private organizations, Putnam County and NYS Legislative grant.

Total Number of Staff: 13

Total Number of Full Time Equivalent Positions: 10.5

Total Number of Mediators: 50

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

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

Involvement in Schools: The Dispute Resolution Center provides Peer Mediation and Conflict Resolution training in Elementary, Middle and High Schools.

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

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

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

MEDIATION CENTER OF DUTCHESS COUNTY, INC.

Contract Provider: The Mediation Center of Dutchess County, Inc.

County Served: Dutchess County

Executive Director: Jody B. Miller

Main Office: Family Partnership Building, 29 North Hamilton St., Poughkeepsie, N.Y. 12601

Satellite Office(s): None

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$306,148

2003-2004 CDRCP Grant: \$83,813

2003-2004 Family Court Mediation Grant: \$48,954

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

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

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

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

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

Trainings Offered: Community, family and peer mediation, and Alternative Responses to Conflict (ARC)

Certified Trainer: Jody Miller

VCS CENTER FOR CONFLICT RESOLUTION

Contract Provider: Volunteer Counseling Service
County Served: Rockland
Conflict Resolution Services Director: Myrnia Bass-Hargrove
Main Office: 77 South Main St., New City, N.Y. 10956
Satellite Office(s): None

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$122,831
2003-2004 CDRCP Grant: \$56,218
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: 57

Types of Cases Handled or Programs Offered: Neighbor-Neighbor; Landlord Tenant; School Mediations; Early Intervention; Parent-Child; Special Education; Mobile Home; Multi-party; Lemon Law Arbitration; Human Rights Mediation; Small Claims Mediation; Community Facilitation; etc.

Referrals and Involvement in Courts: Town & Village Courts. Volunteer mediators attend the Haverstraw and West Haverstraw Village Courts, Ramapo and Haverstraw Town Court, Orangetown, Chestnut Ridge, Clarkstown, Suffern, Stony Point and the Wesley Hills Courts on scheduled sessions. Court referrals are also made directly to the parties and our center is notified.

Involvement in Schools: The center provides all school districts in Rockland County with peer mediation training, and staff development in-service.

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

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

Certified Trainer: Consultants

MAP & COMMUNITY MEDIATION CENTERS

Contract Provider: EAC, Inc.

Counties Served: Nassau and Suffolk

Conflict Resolution Services Director: Robyn Schneider

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

Satellite Office: *Nassau County:* 175 Fulton Avenue, Suite 400, Hempstead, NY 11550

Suffolk County: 22 Lawrence Avenue, Suite 200, Smithtown, N.Y., 11788

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$688,325

2003-2004 CDRCP Grant: \$286,309

2003-2004 Family Court Mediation Grant: \$117,445

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

Total Number of Staff: 18

Total Number of Full Time Equivalent Positions: 12

Total Number of Mediators: 117

Types of Cases Handled or Programs Offered: Community, landlord tenant, family, 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; Surrogate Decision Making (SDMC) coordination and Conflict Resolution for Children with Special Needs (PALS).

Referrals and Involvement in Courts: Nassau County - Supreme and Family Courts, 2nd, 3rd and 4th District Courts, local Town and Village Courts. Suffolk County – Southampton, Southold and Easthampton Town and Village Courts, and 4th and 6th District Courts.

Involvement in Schools: Peer mediation services, conflict resolution, diversity and anger management workshops throughout Nassau and Suffolk for grades K-12.

Other Referral Sources: Police departments, District Attorney Office, Attorney General Office, NYS Dept. of Education, Dept. of Health, local community and civic groups, incorporated townships, Mental Health providers, public and private agencies, schools and legislators.

Trainings Offered: Community, small claims and custody/visitation mediation, peer mediation, mental health and housing mediation; conflict management and diversity workshop training.

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

QUEENS MEDIATION NETWORK

Contract Provider: Community Mediation Services, Inc.

County Served: Queens

Executive Director: Mark Kleiman, J.D.

Main Office: 89-64 163rd St., Jamaica, N.Y. 11432

Satellite Office(s): 144-80 Barclay Ave., Flushing, N.Y.; 46-35 Oceania Street, Bayside, N.Y. and 1288 Central Avenue, Far Rockaway, NY.

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

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$537,026

2003-2004 CDRCP Grant: \$213,623

2003-2004 Family Court Mediation Grant: \$133,673

Local Funding Sources: New York City

Total Number of Staff: 12

Total Number of Full Time Equivalent Positions: 9

Total Number of Mediators: 120

Types of Cases Handled or Programs Offered: Community, Landlord/Tenant, and Parent-Child Mediation, Lemon Law Arbitration, Custody-Visitation, Family Mediation, Special Education, VOMP (Victim Offender Mediation), DAT (Desk Appearance Ticket) arrest cases.

Referrals and Involvement in Courts: Criminal, Civil, Family and Housing Courts.

Involvement in Schools: Peer Mediation and School-Beacon Center after school programs; mediation services for parents, staff and administration; and Conflict Resolution Skills training.

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

Trainings Offered: Community Mediation, Parent-Child Mediation, Custody-Visitation, School Mediation, Spanish Mediation, Communication, Conflict Resolution, Anger Management, Trauma Response, and Collaborative Problem Solving for Organizations.

Certified Trainer(s): Mark Kleiman, J.D.

Additional Program Information: Training Institute, Design Mediation Trainings.

IMCR DISPUTE RESOLUTION CENTER

Contract Provider: Institute for Mediation and Conflict Resolution, Inc.

County Served: Bronx County

Executive Director: Stephen E. Slate

Main Office: 384 East 149th Street, Suite 330, Bronx, New York 10455

Satellite Office(s): NYFS, 1831 Bathgate Ave., Bronx, NY 10457; River Bay Corporation, 2049 Barton Avenue, Bronx, N.Y. 10475; Edenwald-Gunhill Neighborhood Center, 1150 East 229th Street, Bronx, NY 10466.

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

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

2003-2004 Annual Budget of Overall Dispute Resolution Center: \$522,775

2003-2004 CDRCP Grant: \$238,384

2003-2004 Family Court Mediation Grant: \$62,066

Local Funding Sources: New York City

Total Number of Staff: 10

Total Number of Full Time Equivalent Positions: 10

Total Number of Mediators: 164

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; Parent/Child and PINS Mediation; and Group Facilitation.

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.

Involvement in Schools: ICCCR at Columbia University Teachers College; Hostos Community College; Mercy College, MS 5, 15, 113; JH 123; JH 218; PS 30, 227; and others by request.

Other Referral Sources: Police; community agency; walk-ins; school; community board; social service and housing agency referrals.

Trainings Offered: Community and Custody/Visitation mediation; Training the Trainer, Cultural Diversity, etc.

Certified Trainer(s): Stephen E. Slate

APPENDIX B

STATISTICAL TABLES

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

Table 1 Statewide Workload Analysis-Both CDRC And BBB Commercial Cases*

Page 1 of 5

CASE DISPOSITION

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Resolved</u>	Cases	Percent	Cases	Percent	Percent Change
Mediated-Full Agreement	9,671	18%	9,765	19%	1%
Mediated-Partial Agreement	28	-%	223	-%	696%
Mediated-Verbal Agreement	1,938	4%	1,906	4%	-2%
Conciliated w/o face-to-face session	12,834	24%	12,101	24%	-6%
Arbitrated	858	2%	878	2%	2%
Facilitated	65	-%	353	1%	443%
Parties Resolved After Case Intake	7	-%	79	-%	1029%
Resolved Subtotal	25,401	48%	25,305	50%	0%
<u>Other Dispositions</u>	Cases	Percent	Cases	Percent	Percent Change
Med. No Agreement	4,095	8%	4,419	9%	8%
Complainant Declined	1,174	2%	1,329	3%	13%
Respondent Declined	2,976	6%	4,078	8%	37%
Both Declined	869	2%	4,882	10%	462%
Complainant Withdrew	1,730	3%	6,322	12%	265%
Complainant Failed to show	421	1%	289	1%	-31%
Respondent failed to show	1,426	3%	1,570	3%	10%
Both failed to show	1,110	2%	2,563	5%	131%
Unable to contact Complainant	532	1%	664	1%	25%
Unable to contact Respondent	6,312	12%	5,730	11%	-9%
Outreach Attempted-No Contact	1,181	2%	7,364	14%	524%
Screened Inappropriate-Referred Out	452	1%	1,292	3%	186%
Others	5,437	10%	1	-%	-100%
Other Dispositions	27,715	52%	25,720	50%	-7%
Total	53,116		51,025		-4%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRAL SOURCES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	9,176	17%	9,119	18%	-1%
Family Courts	7,382	14%	8,537	17%	16%
County Courts	31	-%	61	-%	97%
Supreme Courts	90	-%	116	-%	29%
Town/Village Courts	899	2%	1,032	2%	15%
Law Enforcement	4,753	9%	4,222	8%	-11%
Legal Aid/Public Defender	200	-%	356	1%	78%
Private Attorney	186	-%	223	-%	20%
Private Agency	16,926	32%	14,652	29%	-13%
Public Agency	4,980	9%	4,579	9%	-8%
Probation	239	-%	233	-%	-3%
Schools	2,494	5%	2,301	5%	-8%
Media	104	-%	157	-%	51%
Previous Party	408	1%	438	1%	7%
Self Referred/Word Of Mouth	3,653	7%	3,903	8%	7%
Others	1,595	3%	1,096	2%	-31%
Total	53,116		51,025		-4%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

* Community Dispute Resolution Centers cases as well as Better Business Bureau commercial cases

Table 1
Statewide Workload Analysis-Both CDRC And BBB Commercial Cases*
Page 2 of 5

<u>CASE TYPES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Administrative Hearing	1,468	3%	1,552	3%	6%
Civil - Housing	4,411	8%	4,229	8%	-4%
Civil - Large Claim	646	1%	880	2%	36%
Civil -Small Claims	24,137	45%	21,488	42%	-11%
Civil - Mobile Home	3	-%	14	-%	367%
DSS Conciliation	1,662	3%	1,669	3%	-%
Felony	61	-%	73	-%	20%
Juvenile Delinquency	998	2%	477	1%	-52%
Matrimonial	620	1%	636	1%	3%
Misdemeanor/Violation	6,988	13%	6,005	12%	-14%
Parenting Issues	8,863	17%	10,511	21%	19%
Peer Mediation	302	1%	573	1%	90%
Permanency	12	-%	16	-%	33%
PINS / Pre-Pins	2,006	4%	1,920	4%	-4%
Youth	69	-%	107	-%	55%
Other	870	2%	875	2%	1%
Total	53,116		51,025		-4%

<u>RELATIONSHIP OF PARTIES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Acquaintances	2,867	5%	2,670	5%	-7%
Boy/Girlfriend	351	1%	286	1%	-19%
Child in Common	75	-%	105	-%	40%
Client/Agency	3,022	6%	3,048	6%	1%
Consumer/Merchant	5,398	10%	5,577	11%	3%
Co-Workers	304	1%	204	-%	-33%
Divorced	1,883	4%	2,113	4%	12%
Domestic Partners	62	-%	84	-%	35%
Employer/Employee	512	1%	429	1%	-16%
Ex-boy/girlfriend	4,243	8%	5,096	10%	20%
Extended Family	520	1%	541	1%	4%
Friend	980	2%	851	2%	-13%
Immediate Family	3,340	6%	3,267	6%	-2%
Individual/Corporation	17,075	32%	14,510	28%	-15%
Landlord/Tenant	4,467	8%	4,304	8%	-4%
Lover-in-common	1	-%	6	-%	500%
Married	1,557	3%	1,530	3%	-2%
Member of Group	5	-%	1	-%	-80%
Neighbors	2,817	5%	2,630	5%	-7%
Parent/Child			127	-%	(New FY03-04)
Room/Housemates	259	-%	260	1%	-%
School/Parent	27	-%	10	-%	-63%
Separated	1,106	2%	1,140	2%	3%
Strangers	903	2%	886	2%	-2%
Other	1,342	3%	1,350	3%	1%
Total	53,116		51,025		-4%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

* Community Dispute Resolution Centers cases as well as Better Business Bureau commercial cases

Table 1
Statewide Workload Analysis-Both CDRC And BBB Commercial Cases*

Page 3 of 5

<u>NATURE OF DISPUTE</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Civil-Financial/Property/Contract</u>	Cases	Percent	Cases	Percent	Percent Change
Breach of Contract	23,682	45%	21,341	42%	-10%
Personal/Real Property	2,096	4%	2,131	4%	2%
<i>Civil-Financial/Property/Contract</i>	<i>25,778</i>	<i>49%</i>	<i>23,472</i>	<i>46%</i>	<i>-9%</i>
 <u>Parenting Plans</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Child Custody	6,086	11%	7,410	15%	22%
Child Visitation With Parents	2,162	4%	2,438	5%	13%
Child Support	482	1%	494	1%	2%
<i>Parenting Plans Subtotal</i>	<i>8,730</i>	<i>16%</i>	<i>10,342</i>	<i>20%</i>	<i>18%</i>
 <u>Housing</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Ejectment	19	-%	48	-%	153%
Eviction			1	-%	
Fee Dispute			1	-%	
Habitability			2	-%	
Holdover on Rental Property	2	-%	17	-%	750%
Housing Dispute	2,975	6%	2,720	5%	-9%
Lease Dispute	1	-%	1	-%	-%
Non-payment of Rent	40	-%	252	-%	530%
<i>Housing Subtotal</i>	<i>3,037</i>	<i>6%</i>	<i>3,042</i>	<i>6%</i>	<i>-%</i>
 <u>PINS/Pre-PINS</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Behavior Issues/Truancy (not PINS)	658	1%	633	1%	-4%
Persons In Need of Supervision (PINS)	1,320	2%	1,245	2%	-6%
<i>PINS/Pre-PINS Subtotal</i>	<i>1,978</i>	<i>4%</i>	<i>1,878</i>	<i>4%</i>	<i>-5%</i>
 <u>Permanency</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Child Permanency Issues	7	-%	4	-%	-43%
Compliance with Service Plan			1	-%	
<i>Permanency Subtotal</i>	<i>7</i>	<i>-%</i>	<i>5</i>	<i>-%</i>	<i>-29%</i>
 <u>Administrative Dispute</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Agricultural	1	-%	10	-%	900%
Early Intervention Program	90	-%	107	-%	19%
Lemon Law	755	1%	799	2%	6%
Special Education Mediation Prog.	533	1%	427	1%	-20%
VESID	14	-%	9	-%	-36%
<i>Administrative Dispute Subtotal</i>	<i>1,393</i>	<i>3%</i>	<i>1,352</i>	<i>3%</i>	<i>-3%</i>
 <u>Marital</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Divorce/Separation	485	1%	502	1%	4%
<i>Marital Subtotal</i>	<i>485</i>	<i>1%</i>	<i>502</i>	<i>1%</i>	<i>4%</i>

Notes:

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* Community Dispute Resolution Centers cases as well as Better Business Bureau commercial cases

Table 1
Statewide Workload Analysis-Both CDRC And BBB Commercial Cases*
Page 4 of 5

<u>NATURE OF DISPUTE (Continued)</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Civil Rights</u>	Cases	Percent	Cases	Percent	Percent Change
Housing Discrimination	1	-%			
Public Accommodations	19	-%	14	-%	-26%
Sexual Harassment	5	-%	6	-%	20%
Workplace Discrimination	78	-%	21	-%	-73%
<i>Civil Rights Subtotal</i>	103	-%	41	-%	-60%
 <u>Personal</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Interpersonal Dispute	2,714	5%	2,481	5%	-9%
<i>Personal Subtotal</i>	2,714	5%	2,481	5%	-9%
 <u>Violation/Misdemeanor</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Aggravated Assault	173	-%	265	1%	53%
Aggravated Harassment	364	1%	359	1%	-1%
Animal Complaint	47	-%	51	-%	9%
Assault	522	1%	420	1%	-20%
Burglary	24	-%	55	-%	129%
Criminal Misapplication of Property	18	-%	15	-%	-17%
Criminal Mischief	283	1%	184	-%	-35%
Criminal Possession of Stolen Property	27	-%	19	-%	-30%
Criminal Tampering	5	-%	1	-%	-80%
Criminal Trespass	70	-%	33	-%	-53%
Forgery	7	-%	10	-%	43%
Fraud/Bad Checks	535	1%	315	1%	-41%
Harassment	4,351	8%	3,554	7%	-18%
Larceny	11	-%	14	-%	27%
Menacing	84	-%	45	-%	-46%
Noise	585	1%	550	1%	-6%
Petty Larceny	260	-%	252	-%	-3%
Reckless Endangerment	22	-%	13	-%	-41%
Robbery	8	-%	11	-%	38%
Theft of Services	59	-%	61	-%	3%
Unauthorized Use of a Motor Vehicle	21	-%	16	-%	-24%
Vandalism	8	-%	14	-%	75%
Violation of Town/City Ordinance	9	-%	10	-%	11%
<i>Violation/Misdemeanor Subtotal</i>	7,493	14%	6,267	12%	-16%
 <u>Felony</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Arson	8	-%	15	-%	88%
Grand Larceny	20	-%	8	-%	-60%
<i>Felony Subtotal</i>	28	-%	23	-%	-18%
 <u>Other</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Other	1,370	3%	1,620	3%	18%
<i>Other Subtotal</i>	1,370	3%	1,620	3%	18%
Total	53,116		51,025		-4%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

* Community Dispute Resolution Centers cases as well as Better Business Bureau commercial cases

Table 1
Statewide Workload Analysis-Both CDRC And BBB Commercial Cases*
Page 5 of 5

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
<u>RETURNED TO MEDIATION</u>	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
Previous Party: New Matter	6,560	12%	6,642	13%	1%
Remediation Of Previous Matter	1,193	2%	1,912	4%	60%
Non-Compliance w/Previous Agreement	363	1%	282	1%	-22%
Not A Returning Party: New Matter	45,000	85%	42,189	83%	-6%
Total	53,116		51,025		-4%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
<u>REFERRED FOR ADDITIONAL SERVICES</u>	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
City Courts	1,967	4%	1,620	3%	-18%
Family Courts	2,399	5%	2,443	5%	2%
Supreme Courts	15	-%	21	-%	40%
Town/Village Courts	102	-%	122	-%	20%
County Courts	5	-%			
Law Enforcement	848	2%	1,123	2%	32%
Legal Aid/Public Defender	44	-%	46	-%	5%
Private Agency	196	-%	249	-%	27%
Private Attorney	86	-%	104	-%	21%
Probation	23	-%	16	-%	-30%
Public Agency	468	1%	353	1%	-25%
Schools	415	1%	686	1%	65%
Other Referral	60	-%	17	-%	-72%
No Referral Elsewhere	46,488	88%	44,225	87%	-5%
Total	53,116		51,025		-4%

ADDITIONAL INFORMATION

<u>Number Of Persons Served</u>	<u>FY2002-03</u>	<u>FY2003-04</u>	<u>Total</u>
Mediated, Conciliated, Arbitrated	68,108	68,808	136,916
Others	53,542	51,557	105,099
Total	121,650	120,365	242,015
<u>Avg. Days Case Open</u>			
Mediated, Conciliated, Arbitrated	21	20	20
Others	34	29	31
All Cases	27	24	25
<u>Single Session: # of Cases / Avg. Days Open</u>	14,562	14,519	29,081
	16	17	16
<u>Multi-Session: # of Cases / Avg. Days Open</u>	1,155	1,394	2,549
	59	57	58
<u>Average Session Minutes Per Case</u>	73	75	74
<u>Total Amount Agreed To/Awarded</u>	\$7,371,756	\$7,053,883	\$14,425,639
Total # of Cases With Money Agreements/Awards	3,701	3,365	7,066
Avg. Amount Agreed To/Awarded Per Case	\$1,992	\$2,096	\$2,042

Notes:

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* Community Dispute Resolution Centers cases as well as Better Business Bureau commercial cases

Table 2
Statewide Workload Analysis - Community Dispute Resolution Centers
Page 1 of 5

CASE DISPOSITION

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Resolved</u>	Cases	Percent	Cases	Percent	Percent Change
Mediated-Full Agreement	9,671	26%	9,765	26%	1%
Mediated-Partial Agreement	28	-%	223	1%	696%
Mediated-Verbal Agreement	1,938	5%	1,906	5%	-2%
Conciliated w/o face-to-face session	4,197	11%	3,859	10%	-8%
Arbitrated	858	2%	878	2%	2%
Facilitated	65	-%	353	1%	443%
Parties Resolved After Case Intake	7	-%	79	-%	1029%
<i>Resolved Subtotal</i>	16,764	45%	17,063	46%	2%
<u>Other Dispositions</u>	Cases	Percent	Cases	Percent	Percent Change
Med. No Agreement	4,095	11%	4,419	12%	8%
Complainant Declined	1,174	3%	1,329	4%	13%
Respondent Declined	2,976	8%	4,078	11%	37%
Both Declined	869	2%	4,882	13%	462%
Complainant Withdrew	1,730	5%	6,322	17%	265%
Complainant Failed to show	421	1%	289	1%	-31%
Respondent failed to show	1,426	4%	1,570	4%	10%
Both failed to show	1,110	3%	2,563	7%	131%
Unable to contact Complainant	532	1%	664	2%	25%
Unable to contact Respondent	1,406	4%	2,253	6%	60%
Outreach Attempted-No Contact	1,181	3%	3,887	10%	229%
Screened Inappropriate-Referred Out	452	1%	1,292	3%	186%
Others	2,723	7%	1	-%	-100%
<i>Other Dispositions</i>	20,095	55%	20,043	54%	0%
Total	36,859		37,106		1%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRAL SOURCES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	9,176	25%	9,119	25%	-1%
Family Courts	7,382	20%	8,537	23%	16%
County Courts	31	-%	61	-%	97%
Supreme Courts	90	-%	116	-%	29%
Town/Village Courts	899	2%	1,032	3%	15%
Law Enforcement	4,753	13%	4,222	11%	-11%
Legal Aid/Public Defender	200	1%	356	1%	78%
Private Attorney	186	1%	223	1%	20%
Private Agency	669	2%	733	2%	10%
Public Agency	4,980	14%	4,579	12%	-8%
Probation	239	1%	233	1%	-3%
Schools	2,494	7%	2,301	6%	-8%
Media	104	-%	157	-%	51%
Previous Party	408	1%	438	1%	7%
Self Referred/Word Of Mouth	3,653	10%	3,903	11%	7%
Others	1,595	4%	1,096	3%	-31%
Total	36,859		37,106		1%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 2
Statewide Workload Analysis - Community Dispute Resolution Centers
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<u>CASE TYPES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
Administrative Hearing	1,468	4%	1,552	4%	6%
Civil - Housing	4,411	12%	4,229	11%	-4%
Civil - Large Claim	646	2%	880	2%	36%
Civil -Small Claims	7,880	21%	7,569	20%	-4%
Civil - Mobile Home	3	-%	14	-%	367%
DSS Conciliation	1,662	5%	1,669	4%	-%
Felony	61	-%	73	-%	20%
Juvenile Delinquency	998	3%	477	1%	-52%
Matrimonial	620	2%	636	2%	3%
Misdemeanor/Violation	6,988	19%	6,005	16%	-14%
Parenting Issues	8,863	24%	10,511	28%	19%
Peer Mediation	302	1%	573	2%	90%
Permanency	12	-%	16	-%	33%
PINS / Pre-Pins	2,006	5%	1,920	5%	-4%
Youth	69	-%	107	-%	55%
Other	870	2%	875	2%	1%
Total	36,859		37,106		1%

<u>RELATIONSHIP OF PARTIES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
Acquaintances	2,867	8%	2,670	7%	-7%
Boy/Girlfriend	351	1%	286	1%	-19%
Child in Common	75	-%	105	-%	40%
Client/Agency	3,022	8%	3,048	8%	1%
Consumer/Merchant	5,398	15%	5,577	15%	3%
Co-Workers	304	1%	204	1%	-33%
Divorced	1,883	5%	2,113	6%	12%
Domestic Partners	62	-%	84	-%	35%
Employer/Employee	512	1%	429	1%	-16%
Ex-boy/girlfriend	4,243	12%	5,096	14%	20%
Extended Family	520	1%	541	1%	4%
Friend	980	3%	851	2%	-13%
Immediate Family	3,340	9%	3,267	9%	-2%
Individual/Corporation	818	2%	591	2%	-28%
Landlord/Tenant	4,467	12%	4,304	12%	-4%
Lover-in-common	1	-%	6	-%	500%
Married	1,557	4%	1,530	4%	-2%
Member of Group	5	-%	1	-%	-80%
Neighbors	2,817	8%	2,630	7%	-7%
Parent/Child			127	-%	(New FY03-04)
Room/Housemates	259	1%	260	1%	-%
School/Parent	27	-%	10	-%	-63%
Separated	1,106	3%	1,140	3%	3%
Strangers	903	2%	886	2%	-2%
Other	1,342	4%	1,350	4%	1%
Total	36,859		37,106		1%

Notes:

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Table 2
Statewide Workload Analysis - Community Dispute Resolution Centers
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<u>NATURE OF DISPUTE</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Civil-Financial/Property/Contract</u>	Cases	Percent	Cases	Percent	Percent Change
Breach of Contract	7,425	20%	7,422	20%	-%
Personal/Real Property	2,096	6%	2,131	6%	2%
<i>Civil-Financial/Property/Contract</i>	<i>9,521</i>	<i>26%</i>	<i>9,553</i>	<i>26%</i>	<i>-%</i>
 <u>Parenting Plans</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Child Custody	6,086	17%	7,410	20%	22%
Child Visitation With Parents	2,162	6%	2,438	7%	13%
Child Support	482	1%	494	1%	2%
<i>Parenting Plans Subtotal</i>	<i>8,730</i>	<i>24%</i>	<i>10,342</i>	<i>28%</i>	<i>18%</i>
 <u>Housing</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Ejectment	19	-%	48	-%	153%
Eviction			1	-%	
Fee Dispute			1	-%	
Habitability			2	-%	
Holdover on Rental Property	2	-%	17	-%	750%
Housing Dispute	2,975	8%	2,720	7%	-9%
Lease Dispute	1	-%	1	-%	-%
Non-payment of Rent	40	-%	252	1%	530%
<i>Housing Subtotal</i>	<i>3,037</i>	<i>8%</i>	<i>3,042</i>	<i>8%</i>	<i>-%</i>
 <u>PINS/Pre-PINS</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Behavior Issues/Truancy (not PINS)	658	2%	633	2%	-4%
Persons In Need of Supervision (PINS)	1,320	4%	1,245	3%	-6%
<i>PINS/Pre-PINS Subtotal</i>	<i>1,978</i>	<i>5%</i>	<i>1,878</i>	<i>5%</i>	<i>-5%</i>
 <u>Permanency</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Child Permanency Issues	7	-%	4	-%	-43%
Compliance with Service Plan			1	-%	
<i>Permanency Subtotal</i>	<i>7</i>	<i>-%</i>	<i>5</i>	<i>-%</i>	<i>-29%</i>
 <u>Administrative Dispute</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Agricultural	1	-%	10	-%	900%
Early Intervention Program	90	-%	107	-%	19%
Lemon Law	755	2%	799	2%	6%
Special Education Mediation Prog.	533	1%	427	1%	-20%
VESID	14	-%	9	-%	-36%
<i>Administrative Dispute Subtotal</i>	<i>1,393</i>	<i>4%</i>	<i>1,352</i>	<i>4%</i>	<i>-3%</i>
 <u>Marital</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Divorce/Separation	485	1%	502	1%	4%
<i>Marital Subtotal</i>	<i>485</i>	<i>1%</i>	<i>502</i>	<i>1%</i>	<i>4%</i>

Notes:

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Table 2
Statewide Workload Analysis - Community Dispute Resolution Centers
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<u>NATURE OF DISPUTE (Continued)</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
	Cases	Percent	Cases	Percent	Percent Change
<u>Civil Rights</u>					
Housing Discrimination	1	-%			
Public Accommodations	19	-%	14	-%	-26%
Sexual Harassment	5	-%	6	-%	20%
Workplace Discrimination	78	-%	21	-%	-73%
<i>Civil Rights Subtotal</i>	103	-%	41	-%	-60%
 <u>Personal</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Interpersonal Dispute	2,714	7%	2,481	7%	-9%
<i>Personal Subtotal</i>	2,714	7%	2,481	7%	-9%
 <u>Violation/Misdemeanor</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Aggravated Assault	173	-%	265	1%	53%
Aggravated Harassment	364	1%	359	1%	-1%
Animal Complaint	47	-%	51	-%	9%
Assault	522	1%	420	1%	-20%
Burglary	24	-%	55	-%	129%
Criminal Misapplication of Property	18	-%	15	-%	-17%
Criminal Mischief	283	1%	184	-%	-35%
Criminal Possession of Stolen Property	27	-%	19	-%	-30%
Criminal Tampering	5	-%	1	-%	-80%
Criminal Trespass	70	-%	33	-%	-53%
Forgery	7	-%	10	-%	43%
Fraud/Bad Checks	535	1%	315	1%	-41%
Harassment	4,351	12%	3,554	10%	-18%
Larceny	11	-%	14	-%	27%
Menacing	84	-%	45	-%	-46%
Noise	585	2%	550	1%	-6%
Petty Larceny	260	1%	252	1%	-3%
Reckless Endangerment	22	-%	13	-%	-41%
Robbery	8	-%	11	-%	38%
Theft of Services	59	-%	61	-%	3%
Unauthorized Use of a Motor Vehicle	21	-%	16	-%	-24%
Vandalism	8	-%	14	-%	75%
Violation of Town/City Ordinance	9	-%	10	-%	11%
<i>Violation/Misdemeanor Subtotal</i>	7,493	20%	6,267	17%	-16%
 <u>Felony</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Arson	8	-%	15	-%	88%
Grand Larceny	20	-%	8	-%	-60%
<i>Felony Subtotal</i>	28	-%	23	-%	-18%
 <u>Other</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Other	1,370	4%	1,620	4%	18%
<i>Other Subtotal</i>	1,370	4%	1,620	4%	18%
Total	36,859		37,106		1%

Notes:

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Table 2
Statewide Workload Analysis - Community Dispute Resolution Centers
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	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
<u>RETURNED TO MEDIATION</u>	Cases	Percent	Cases	Percent	
Previous Party: New Matter	6,560	18%	6,642	18%	1%
Remediation Of Previous Matter	1,193	3%	1,912	5%	60%
Non-Compliance w/Previous Agreement	363	1%	282	1%	-22%
Not A Returning Party: New Matter	28,743	78%	28,270	76%	-2%
Total	36,859		37,106		1%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
<u>REFERRED FOR ADDITIONAL SERVICES</u>	Cases	Percent	Cases	Percent	
City Courts	1,967	5%	1,620	4%	-18%
Family Courts	2,399	7%	2,443	7%	2%
Supreme Courts	15	-%	21	-%	40%
Town/Village Courts	102	-%	122	-%	20%
County Courts	5	-%			
Law Enforcement	848	2%	1,123	3%	32%
Legal Aid/Public Defender	44	-%	46	-%	5%
Private Agency	196	1%	249	1%	27%
Private Attorney	86	-%	104	-%	21%
Probation	23	-%	16	-%	-30%
Public Agency	468	1%	353	1%	-25%
Schools	415	1%	686	2%	65%
Other Referral	60	-%	17	-%	-72%
No Referral Elsewhere	30,231	82%	30,306	82%	-%
Total	36,859		37,106		1%

ADDITIONAL INFORMATION

<u>Number Of Persons Served</u>	<u>FY2002-03</u>	<u>FY2003-04</u>	<u>Total</u>
Mediated, Conciliated, Arbitrated	50,834	52,324	103,158
Others	38,302	40,203	78,505
Total	89,136	92,527	181,663
<u>Avg. Days Case Open</u>			
Mediated, Conciliated, Arbitrated	20	21	20
Others	31	30	30
All Cases	25	25	25
<u>Single Session: # of Cases / Avg. Days Open</u>	14,562	14,519	29,081
	16	17	16
<u>Multi-Session: # of Cases / Avg. Days Open</u>	1,155	1,394	2,549
	59	57	58
<u>Average Session Minutes Per Case</u>	73	75	74
<u>Total Amount Agreed To/Awarded</u>	\$7,371,756	\$7,053,883	\$14,425,639
Total # of Cases With Money Agreements/Awards	3,701	3,365	7,066
Avg. Amount Agreed To/Awarded Per Case	\$1,992	\$2,096	\$2,042

Notes:

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Community Dispute Resolution Centers Program
Client Demographic Analysis For All Programs, FY 2002-03 And FY 2003-04

AGE	FY2002-03				FY2003-04				2 Year Total			
	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties
	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total
Under 17	2,196	3,665	5,861	1,881	3,178	5,059	1,881	3,178	5,059	1,881	3,178	5,059
17 - 20	950	1,393	2,343	909	1,246	2,155	909	1,246	2,155	909	1,246	2,155
21 - 29	3,575	3,513	7,088	3,745	3,901	7,646	3,745	3,901	7,646	3,745	3,901	7,646
30 - 39	5,275	4,679	9,954	5,502	4,793	10,295	5,502	4,793	10,295	5,502	4,793	10,295
40 - 49	4,302	3,426	7,728	4,470	3,577	8,047	4,470	3,577	8,047	4,470	3,577	8,047
50 - 59	2,189	1,477	3,666	2,294	1,680	3,974	2,294	1,680	3,974	2,294	1,680	3,974
60 - 64	571	340	911	547	356	903	547	356	903	547	356	903
65+	923	427	1,350	859	397	1,256	859	397	1,256	859	397	1,256
Undetermined	19,102	21,011	40,113	19,196	21,163	40,359	19,196	21,163	40,359	19,196	21,163	40,359
Total	39,083	39,931	79,014	39,403	40,291	79,694	39,403	40,291	79,694	39,403	40,291	79,694
100%			100%	100%		100%	100%		100%	100%		100%
GENDER	FY2002-03				FY2003-04				2-Year Total			
	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties
	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total
Female	18,473	15,418	33,891	18,217	15,190	33,407	18,217	15,190	33,407	18,217	15,190	33,407
Male	13,137	16,495	29,632	13,373	16,421	29,794	13,373	16,421	29,794	13,373	16,421	29,794
Undetermined	7,473	8,018	15,491	7,813	8,680	16,493	7,813	8,680	16,493	7,813	8,680	16,493
Total	39,083	39,931	79,014	39,403	40,291	79,694	39,403	40,291	79,694	39,403	40,291	79,694
100%			100%	100%		100%	100%		100%	100%		100%
EMPLOYMENT STATUS	FY2002-03				FY2003-04				2-Year Total			
	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties	Complainants	Respondents	All Parties
	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total	% Of Total
Disability	792	468	1,260	781	497	1,278	781	497	1,278	781	497	1,278
Employed	13,481	11,488	24,969	14,376	12,032	26,408	14,376	12,032	26,408	14,376	12,032	26,408
Family Member Empl'd	204	143	347	266	183	449	266	183	449	266	183	449
Public Assistance	390	2,017	2,407	398	1,889	2,287	398	1,889	2,287	398	1,889	2,287
Social Security/Retired	1,005	474	1,479	1,152	511	1,663	1,152	511	1,663	1,152	511	1,663
Student	2,620	3,819	6,439	2,222	3,629	5,851	2,222	3,629	5,851	2,222	3,629	5,851
Unemployed	1,851	1,691	3,542	1,951	1,752	3,703	1,951	1,752	3,703	1,951	1,752	3,703
Undetermined	18,740	19,831	38,571	18,257	19,798	38,055	18,257	19,798	38,055	18,257	19,798	38,055
Total	39,083	39,931	79,014	39,403	40,291	79,694	39,403	40,291	79,694	39,403	40,291	79,694
100%			100%	100%		100%	100%		100%	100%		100%

"-%" = Less than 1%

TABLE 3 - Page 2 of 2
Community Dispute Resolution Centers Program
Client Demographic Analysis For All Programs, FY 2002-03 And FY 2003-04

ETHNICITY/RACE

	FY2002-03		FY2003-04		2-Year Total	
	Complainants		Respondents		All Parties	
	% Of		% Of		% Of	
	Total		Total		Total	
Asian	287	-	268	-	555	-
Black	4,912	12%	4,566	11%	9,478	11%
Hispanic	3,447	8%	3,057	7%	6,504	8%
Native	75	-	73	-	148	-
White	11,978	30%	12,170	30%	24,148	30%
Other	5,054	12%	5,081	12%	10,135	12%
Undetermined	13,330	34%	14,716	36%	28,046	35%
Total	39,083	100%	39,931	100%	79,014	100%
					293	-
					4,859	12%
					3,191	8%
					76	-
					12,860	32%
					411	1%
					17,713	44%
					39,403	100%
					295	-
					4,310	10%
					2,986	7%
					66	-
					12,837	31%
					383	-
					19,414	48%
					40,291	100%
					588	-
					9,169	11%
					6,177	7%
					142	-
					25,697	32%
					794	-
					37,127	46%
					79,694	100%
					1,143	-
					18,647	11%
					12,681	7%
					290	-
					49,845	31%
					10,929	6%
					65,173	41%
					158,708	100%

INCOME LEVEL

	FY2002-03		FY2003-04		2-Year Total	
	Complainants		Respondents		All Parties	
	% Of		% Of		% Of	
	Total		Total		Total	
Less than \$9,000	3,606	9%	4,362	10%	7,968	10%
\$9,001 - \$16,000	1,907	4%	1,347	3%	3,254	4%
\$16,001 - \$25,000	2,583	6%	1,849	4%	4,432	5%
\$25,001 - \$35,000	1,448	3%	948	2%	2,396	3%
\$35,001+	2,542	6%	2,638	6%	5,180	6%
Undetermined	26,997	69%	28,787	72%	55,784	70%
Total	39,083	100%	39,931	100%	79,014	100%
					3,173	8%
					2,040	5%
					2,514	6%
					1,600	4%
					2,591	6%
					27,485	69%
					39,403	100%
					3,675	9%
					1,549	3%
					1,775	4%
					1,191	2%
					2,668	6%
					29,433	73%
					40,291	100%
					6,848	8%
					3,589	4%
					4,289	5%
					2,791	3%
					5,259	6%
					56,918	71%
					79,694	100%
					14,816	9%
					6,843	4%
					8,721	5%
					5,187	3%
					10,439	6%
					112,702	71%
					158,708	100%

EDUCATION LEVEL

	FY2002-03		FY2003-04		2-Year Total	
	Complainants		Respondents		All Parties	
	% Of		% Of		% Of	
	Total		Total		Total	
1-8	962	2%	1,366	3%	2,328	2%
9 - 11	1,926	4%	2,532	6%	4,458	5%
12	4,842	12%	4,414	11%	9,256	11%
13 - 15	2,189	5%	1,563	3%	3,752	4%
16	1,382	3%	1,040	2%	2,422	3%
17+	625	1%	611	1%	1,236	1%
Undetermined	27,157	69%	28,405	71%	55,562	70%
Total	39,083	100%	39,931	100%	79,014	100%
					834	2%
					1,805	4%
					5,196	13%
					2,186	5%
					1,293	3%
					546	1%
					27,543	69%
					39,403	100%
					1,136	2%
					2,522	6%
					4,559	11%
					1,534	3%
					997	2%
					621	1%
					28,922	71%
					40,291	100%
					1,970	2%
					4,327	5%
					9,755	12%
					3,720	4%
					2,290	2%
					1,167	1%
					56,465	70%
					79,694	100%
					4,298	2%
					8,785	5%
					19,011	11%
					7,472	4%
					4,712	2%
					2,403	1%
					112,027	70%
					158,708	100%

"-%" = Less than 1%

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**Community Dispute Resolution Centers Program
Workload Summary By Program, FY 2003-04**

COUNTY	CASES	CONCILI- ATIONS	MEDIATED, AGREEMENT	MEDIATED, NO AGREEMENT	ARBITR- ATIONS	CONC./MED. ARB.	PERSONS SERVED	AVG. DAYS TO DISPOSITION	
								ALL CASES	CONC., MED. ARB. CASES
ALBANY COUNTY	475	4	246	92	31	373	1,183	26	25
ALLEGANY COUNTY	67	8	24	3	1	36	138	18	16
BRONX COUNTY	1,764	320	555	170	18	1,063	3,587	43	29
BROOME COUNTY	1,421	40	474	134	12	660	3,538	23	23
CATTARAUGUS COUNTY	201	15	61	7			410	21	25
CAYUGA COUNTY	72	1	25	8	2	36	183	46	47
CHAUTAUQUA COUNTY	875	22	198	84			1,869	15	10
CHEMUNG COUNTY	527	38	169	18	6	231	1,783	16	19
CHENANGO COUNTY	471	25	59	9			1,553	33	25
CLINTON COUNTY	582	120	144	53	4	321	1,291	5	7
COLUMBIA COUNTY	211	4	43	13	3	63	462	31	32
CORTLAND COUNTY	91	1	33	9			233	26	29
DELAWARE COUNTY	410	35	86	13	1	135	1,447	27	23
DUTCHESS COUNTY	911	4	142	89	12	247	2,071	53	36
ERIE COUNTY	1,587	109	514	150	171	944	3,606	23	25
ESSEX COUNTY	36	3	13	2			102	36	59
FRANKLIN COUNTY	16	1	4	1			32	22	21
FULTON COUNTY	187	1	48	33	2	84	402	21	26
GENESEE COUNTY	269	16	111	30			955	20	17
GREENE COUNTY	560	186	19	8	3	216	1,139	16	37
HAMILTON COUNTY	6						12	1	
HERKIMER COUNTY	566	188	94	5	10	297	1,308	22	26
JEFFERSON COUNTY	520	139	129	25	5	298	1,342	14	8
KINGS SAFE HORIZON	2,866	164	865	532	49	1,610	7,239	31	21
LEWIS COUNTY	46	9	11	1	1	22	109	22	12
LIVINGSTON COUNTY	367	36	199	26	1	262	1,125	35	39
MADISON COUNTY	72	9	10	4			210	11	15
MONROE COUNTY	849	43	291	86	47	467	2,238	60	60
MONTGOMERY COUNTY	227	7	78	39	6	130	574	20	22
NASSAU COUNTY	3,776	236	1,566	1,181	67	3,050	9,194	7	4
NIAGARA COUNTY	586	28	123	16	2	169	1,165	19	31
NY LGBT CENTER	45	4	11	4			135	65	67
NY SAFE HORIZON	1,399	79	413	223	70	785	3,231	41	16
NY WASHINGTON HEIGHTS	216	63	94	4			497	20	17

Column totals and averages appear on Page 2 of Table 4.

Note: "Persons Served" was set to 1 for each case in which the number of persons served was not reported.

TABLE 4 - Page 2 of 2

**Community Dispute Resolution Centers Program
Workload Summary By Program, FY 2003-04**

COUNTY	CASES	CONCILI- ATIONS	MEDIATED, AGREEMENT	MEDIATED, NO AGREEMENT	ARBITR- ATIONS	CONC./MED. ARB.	PERSONS SERVED	AVG. DAYS TO DISPOSITION	
								ALL CASES	CONC., MED. ARB. CASES
ONEIDA COUNTY	633	25	182	19	84	310	1,789	26	39
ONONDAGA COUNTY	1,373	133	424	58	27	642	3,920	22	28
ONTARIO COUNTY	200	8	80	13	11	112	502	35	49
ORANGE COUNTY	549	18	225	159	6	408	1,179	36	29
ORLEANS COUNTY	6	1	1	1			18	37	4
OSWEGO COUNTY	285	7	106	10			979	23	22
OTSEGO COUNTY	390	18	109	18	1	146	1,325	25	34
PUTNAM COUNTY	168	3	31	43	10	87	372	28	26
QUEENS COUNTY	1,978	311	578	228	17	1,134	4,254	27	28
RENSSELAER COUNTY	164		72	28			557	28	34
RICHMOND COUNTY	1,282	99	563	74	18	754	2,942	10	8
ROCKLAND COUNTY	178	3	54	48	25	130	390	17	15
SARATOGA COUNTY	247	3	54	35	6	98	560	38	40
SCHENECTADY COUNTY	397	17	100	57	2	176	983	25	16
SCHOHARIE COUNTY	31		10	5	1		72	16	20
SCHUYLER COUNTY	155	56	41	2			527	13	17
SENECA COUNTY	66	3	24	10			217	45	58
ST. LAWRENCE COUNTY	601	355	206	2	14	577	1,233	1	1
STEUBEN COUNTY	435	75	83	20	10	188	1,576	48	61
SUFFOLK COUNTY	680	4	299	183	62	548	1,676	13	9
SULLIVAN COUNTY	265	13	168	50			784	12	11
TIOGA COUNTY	144	13	41	6			381	17	13
TOMPKINS COUNTY	517	17	160	46			1,478	26	31
ULSTER COUNTY	1,108	47	159	60	2	268	3,213	23	19
WARREN COUNTY	15		3	1			30	72	55
WASHINGTON COUNTY	236	123	35	1			492	20	30
WAYNE COUNTY	184	5	87	15	3	110	820	35	42
WESTCHESTER COUNTY	2,398	541	1,077	139	54	1,811	5,417	26	26
WYOMING COUNTY	22		10				47	12	10
YATES COUNTY	125	3	60	16	1	80	431	23	22
Statewide Totals	37,106	3,859	11,894	4,419	878	21,050	92,527	25	21

Note: "Persons Served" was set to 1 for each case in which the number of persons served was not reported.

TABLE 5
REFERRAL SOURCE BY COUNTY
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

Page 1 Of 3

	Adult/Child Protective	Business - Corporation	City Court	County Court	District Attorney	Division of Housing	Family Court	Legal Aid	Media	Police
ALBANY COUNTY	0	2	126	0	0	1	204	0	0	18
ALLEGANY COUNTY	0	0	8	3	0	0	2	3	0	2
BRONX COUNTY	8	2	87	0	1	8	166	1	0	38
BROOME COUNTY	0	1	225	0	0	0	176	2	6	97
CATTARAUGUS COUNTY	0	0	105	0	0	0	0	5	0	1
CAYUGA COUNTY	0	0	14	1	0	0	24	0	0	2
CHAUTAUQUA COUNTY	0	0	81	0	1	0	629	5	5	51
CHEMUNG COUNTY	0	0	8	0	0	1	346	29	0	1
CHENANGO COUNTY	1	0	75	0	0	1	313	3	0	10
CLINTON COUNTY	2	0	452	0	0	0	5	0	3	2
COLUMBIA COUNTY	1	0	30	0	0	0	83	1	0	6
CORTLAND COUNTY	1	0	0	0	0	1	6	0	0	0
DELAWARE COUNTY	3	0	5	0	0	0	314	3	1	6
DUTCHESS COUNTY	1	1	594	0	1	0	137	0	7	36
ERIE COUNTY	0	2	755	1	1	3	332	0	2	11
ESSEX COUNTY	1	0	0	0	0	0	1	1	0	6
FRANKLIN COUNTY	1	0	1	0	0	0	0	0	0	3
FULTON COUNTY	0	0	0	0	0	0	172	2	0	1
GENESEE COUNTY	0	0	102	2	0	0	135	0	4	2
GREENE COUNTY	0	0	2	0	0	0	30	0	0	7
HAMILTON COUNTY	0	0	0	0	0	0	0	0	0	0
HERKIMER COUNTY	0	184	0	0	0	149	97	8	0	1
JEFFERSON COUNTY	0	0	1	0	1	1	122	1	5	15
KINGS SAFE HORIZON	20	1	655	0	29	11	454	9	0	83
LEWIS COUNTY	0	0	0	0	0	0	17	0	0	2
LIVINGSTON COUNTY	1	0	0	0	0	0	70	0	0	3
MADISON COUNTY	0	0	1	0	0	0	3	17	4	0
MONROE COUNTY	0	0	26	24	66	1	216	0	3	37
MONTGOMERY COUNTY	2	0	38	0	0	1	101	9	1	5
NASSAU COUNTY	0	0	2,534	0	56	0	458	1	84	4
NIAGARA COUNTY	0	0	61	1	0	1	258	6	0	13
NY LGBT CENTER	0	0	0	0	0	0	0	5	1	9
NY SAFE HORIZON	11	1	607	0	14	5	148	3	0	19
NY WASH. HTS.-INWOOD COALITION	0	0	1	0	0	0	0	1	2	2
ONEIDA COUNTY	6	0	150	0	0	0	219	138	1	3
ONONDAGA COUNTY	6	0	276	0	57	0	516	3	1	19
ONTARIO COUNTY	0	0	1	3	1	0	58	0	0	0
ORANGE COUNTY	6	1	37	0	1	1	73	0	1	1
ORLEANS COUNTY	0	0	2	0	2	0	0	1	0	0
OSWEGO COUNTY	2	1	20	0	3	0	223	6	0	6
OTSEGO COUNTY	2	0	0	0	0	1	204	16	15	8
PUTNAM COUNTY	1	0	0	0	0	0	60	1	1	5
QUEENS COUNTY	6	0	103	0	55	2	263	1	0	79
RENSSELAER COUNTY	0	1	41	0	1	0	83	0	1	8
RICHMOND COUNTY	0	0	137	0	105	6	68	0	0	15
ROCKLAND COUNTY	0	0	4	0	35	0	0	0	0	6
SARATOGA COUNTY	0	0	188	0	1	0	7	1	1	11
SCHENECTADY COUNTY	3	0	169	0	0	0	69	3	0	14
SCHOHARIE COUNTY	0	0	0	0	0	0	8	4	0	0
SCHUYLER COUNTY	3	0	0	0	1	0	15	8	0	0
SENECA COUNTY	0	0	0	4	0	0	49	0	1	0
ST. LAWRENCE COUNTY	2	2	308	0	6	1	47	15	1	12
STEUBEN COUNTY	0	0	0	6	0	1	78	5	1	7
SUFFOLK COUNTY	0	0	401	0	6	1	2	0	0	4
SULLIVAN COUNTY	1	0	7	0	2	0	130	0	0	69
TIOGA COUNTY	0	0	0	0	0	0	36	3	0	1
TOMPKINS COUNTY	3	2	171	4	0	1	72	9	1	10
ULSTER COUNTY	0	0	38	0	5	0	794	7	0	17
WARREN COUNTY	0	0	0	0	0	0	2	1	0	6
WASHINGTON COUNTY	0	0	0	0	1	0	199	0	1	2
WAYNE COUNTY	0	0	0	6	0	1	82	0	0	3
WESTCHESTER COUNTY	2	0	472	1	0	0	96	0	2	96
WYOMING COUNTY	0	0	0	0	0	0	1	2	1	0
YATES COUNTY	0	0	0	5	0	0	64	0	0	0
Total	96	201	9,119	61	452	199	8,537	339	157	895

TABLE 5
REFERRAL SOURCE BY COUNTY
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

Page 2 Of 3

	Private Agency	Private Attorney	Probation	Public Agency	Public Defender	Previous Client	Religious Referral	School	Sheriff	State Police
ALBANY COUNTY	0	1	0	58	36	0	0	0	9	0
ALLEGANY COUNTY	2	18	1	0	18	0	0	0	2	0
BRONX COUNTY	948	1	0	0	30	0	4	0	22	0
BROOME COUNTY	4	2	20	4	644	0	67	0	6	0
CATTARAUGUS COUNTY	1	30	0	0	21	0	0	0	5	0
CAYUGA COUNTY	2	0	1	0	5	0	0	0	1	1
CHAUTAUQUA COUNTY	22	12	6	0	13	2	14	0	1	1
CHEMUNG COUNTY	2	0	7	0	53	0	0	0	8	0
CHENANGO COUNTY	2	7	0	0	7	0	3	0	5	0
CLINTON COUNTY	0	1	2	0	28	0	4	0	2	0
COLUMBIA COUNTY	0	2	9	31	9	1	5	0	0	0
CORTLAND COUNTY	2	8	1	0	24	1	1	0	4	0
DELAWARE COUNTY	1	0	2	0	5	0	2	0	9	0
DUTCHESS COUNTY	6	13	7	0	50	0	1	1	11	0
ERIE COUNTY	88	132	4	0	100	0	24	0	5	0
ESSEX COUNTY	0	1	2	0	2	0	6	0	0	0
FRANKLIN COUNTY	0	0	0	0	5	0	0	0	1	0
FULTON COUNTY	0	0	1	0	4	0	0	0	1	0
GENESEE COUNTY	4	1	2	0	2	0	7	0	1	0
GREENE COUNTY	0	3	8	1	479	1	1	0	1	1
HAMILTON COUNTY	0	1	0	0	0	0	0	0	1	0
HERKIMER COUNTY	3	6	4	0	31	0	26	2	1	0
JEFFERSON COUNTY	6	12	4	0	192	0	10	0	18	2
KINGS SAFE HORIZON	950	9	4	0	63	1	5	0	282	0
LEWIS COUNTY	1	0	0	0	21	0	1	0	0	0
LIVINGSTON COUNTY	2	3	0	0	37	0	99	0	5	5
MADISON COUNTY	1	4	3	0	13	0	3	0	0	1
MONROE COUNTY	49	33	6	5	140	0	7	1	25	6
MONTGOMERY COUNTY	0	1	1	0	40	0	1	0	0	0
NASSAU COUNTY	32	9	6	4	537	1	0	1	16	0
NIAGARA COUNTY	17	1	1	0	160	0	3	0	0	2
NY LGBT CENTER	0	13	2	0	1	0	0	0	0	0
NY SAFE HORIZON	159	2	8	0	134	0	1	0	30	2
NY WASH. HTS.-INWOOD COALITION	41	58	1	0	8	0	24	1	32	0
ONEIDA COUNTY	1	3	7	0	44	0	12	0	8	0
ONONDAGA COUNTY	124	1	11	0	193	4	1	0	11	2
ONTARIO COUNTY	0	13	0	0	27	0	0	0	2	2
ORANGE COUNTY	6	3	11	0	76	0	3	1	9	0
ORLEANS COUNTY	0	0	0	0	0	0	0	0	0	0
OSWEGO COUNTY	0	3	1	0	7	0	0	0	2	0
OTSEGO COUNTY	1	11	28	0	6	0	57	0	18	0
PUTNAM COUNTY	1	5	2	0	24	0	0	0	2	0
QUEENS COUNTY	982	126	1	0	30	2	0	0	72	0
RENSSELAER COUNTY	2	1	2	0	12	0	0	2	4	0
RICHMOND COUNTY	119	37	0	0	57	0	5	0	602	0
ROCKLAND COUNTY	0	1	0	0	25	0	0	0	2	0
SARATOGA COUNTY	0	0	5	0	12	0	2	0	0	0
SCHENECTADY COUNTY	1	2	7	0	16	3	0	0	22	0
SCHOHARIE COUNTY	0	0	1	0	6	0	0	0	2	0
SCHUYLER COUNTY	0	1	2	1	50	0	0	0	8	3
SENECA COUNTY	0	1	0	0	0	0	0	0	0	0
ST. LAWRENCE COUNTY	15	5	0	0	28	0	12	0	8	8
STEBEN COUNTY	3	14	3	0	158	0	5	0	5	1
SUFFOLK COUNTY	40	2	1	0	113	1	0	0	20	0
SULLIVAN COUNTY	2	0	4	0	28	0	0	5	4	3
TIOGA COUNTY	0	4	4	0	0	0	0	0	1	0
TOMPKINS COUNTY	1	1	7	45	12	0	0	0	7	0
ULSTER COUNTY	2	4	10	10	52	0	2	0	9	0
WARREN COUNTY	0	0	0	0	1	0	1	0	0	0
WASHINGTON COUNTY	0	0	0	0	28	0	1	0	0	0
WAYNE COUNTY	1	17	1	0	0	0	0	0	1	0
WESTCHESTER COUNTY	62	75	2	74	347	0	18	0	976	0
WYOMING COUNTY	0	5	0	0	8	0	0	0	0	0
YATES COUNTY	1	0	0	0	12	0	0	0	2	4
Total	3,709	719	223	233	4,284	17	438	14	2,301	44

TABLE 5
REFERRAL SOURCE BY COUNTY
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

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	Supreme Court	Village Courts	Walk-In	Word of Mouth	Other	Total
ALBANY COUNTY	1	0	0	8	11	475
ALLEGANY COUNTY	0	0	4	0	4	67
BRONX COUNTY	0	0	0	442	6	1,764
BROOME COUNTY	0	3	68	30	66	1,421
CATTARAUGUS COUNTY	0	0	27	0	6	201
CAYUGA COUNTY	0	1	8	10	2	72
CHAUTAUQUA COUNTY	0	0	4	14	14	875
CHEMUNG COUNTY	0	0	2	48	22	527
CHENANGO COUNTY	1	0	3	29	11	471
CLINTON COUNTY	0	0	47	27	7	582
COLUMBIA COUNTY	0	0	5	5	23	211
CORTLAND COUNTY	0	0	0	0	42	91
DELAWARE COUNTY	0	0	9	7	43	410
DUTCHESS COUNTY	1	1	2	8	33	911
ERIE COUNTY	0	0	10	85	32	1,587
ESSEX COUNTY	1	0	5	0	10	36
FRANKLIN COUNTY	0	0	0	0	5	16
FULTON COUNTY	0	0	0	0	6	187
GENESEE COUNTY	0	0	3	4	0	269
GREENE COUNTY	0	1	6	3	16	560
HAMILTON COUNTY	0	0	0	4	0	6
HERKIMER COUNTY	0	0	1	22	31	566
JEFFERSON COUNTY	2	0	1	73	54	520
KINGS SAFE HORIZON	0	0	2	266	22	2,866
LEWIS COUNTY	0	0	0	1	3	46
LIVINGSTON COUNTY	0	1	26	115	0	367
MADISON COUNTY	0	0	0	3	19	72
MONROE COUNTY	0	61	18	108	17	849
MONTGOMERY COUNTY	0	0	2	4	21	227
NASSAU COUNTY	0	13	2	12	6	3,776
NIAGARA COUNTY	0	0	30	29	3	586
NY LGBT CENTER	0	0	0	0	14	45
NY SAFE HORIZON	1	0	0	243	11	1,399
NY WASH. HTS.-INWOOD COALITION	0	0	0	12	33	216
ONEIDA COUNTY	0	0	0	37	4	633
ONONDAGA COUNTY	0	2	1	8	137	1,373
ONTARIO COUNTY	0	1	55	37	0	200
ORANGE COUNTY	0	12	188	57	62	549
ORLEANS COUNTY	0	0	1	0	0	6
OSWEGO COUNTY	0	3	1	0	7	285
OTSEGO COUNTY	0	0	2	4	17	390
PUTNAM COUNTY	0	1	51	9	5	168
QUEENS COUNTY	3	0	0	242	11	1,978
RENSSELAER COUNTY	0	0	1	0	5	164
RICHMOND COUNTY	0	2	0	108	21	1,282
ROCKLAND COUNTY	0	0	100	3	2	178
SARATOGA COUNTY	0	0	2	0	17	247
SCHENECTADY COUNTY	0	0	15	4	69	397
SCHOHARIE COUNTY	0	0	3	2	5	31
SCHUYLER COUNTY	0	0	0	56	7	155
SENECA COUNTY	0	2	0	4	5	66
ST. LAWRENCE COUNTY	6	0	6	118	1	601
STEUBEN COUNTY	0	0	119	9	20	435
SUFFOLK COUNTY	0	0	27	0	62	680
SULLIVAN COUNTY	0	1	7	2	0	265
TIOGA COUNTY	0	0	67	0	28	144
TOMPKINS COUNTY	0	1	7	163	0	517
ULSTER COUNTY	0	0	68	30	60	1,108
WARREN COUNTY	0	0	1	0	3	15
WASHINGTON COUNTY	0	0	2	0	2	236
WAYNE COUNTY	1	7	11	27	26	184
WESTCHESTER COUNTY	0	0	0	157	18	2,398
WYOMING COUNTY	0	0	5	0	0	22
YATES COUNTY	0	3	7	27	0	125
Total	17	116	1,032	2,716	1,187	37,106

Table 6

**Community Dispute Resolution Centers Program
Statewide Referral Comparisons By Fiscal Year**

Page 1 of 2

	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	Total
Adult/Child Protective	46	0%	108	0%	74	90	96	575
Business/Corporation	269	0%	482	1%	428	465	201	2,768
City Court	11,149	31%	12,449	34%	9,159	9,176	9,119	71,548
County Court	86	0%	192	0%	14	31	61	490
District Attorney	517	1%	572	1%	847	569	452	4,424
Division of Housing	110	0%	105	0%	94	170	199	925
Division of Human Rights	0	0%	4	0%	4	3	0	19
Family Court	3,354	9%	4,213	11%	7,066	7,382	8,537	42,527
Legal Aid	154	0%	212	0%	201	186	339	1,534
Media	308	0%	186	0%	184	104	157	1,347
Police	4,343	12%	2,951	8%	4,979	4,124	3,709	28,815
Private Agency	592	1%	560	1%	651	663	719	6,162
Private Attorney	201	0%	229	0%	203	186	223	1,635
Probation	314	0%	423	1%	241	239	233	1,843
Public Agency	6,749	18%	6,057	16%	3,975	4,717	4,284	34,592
Public Defender	5	0%	4	0%	10	14	17	75
Referred by Previous Client	105	0%	213	0%	528	408	438	2,459
Religious Referral	23	0%	88	0%	10	6	14	238
School	2,031	5%	1,743	4%	2,125	2,494	2,301	14,299
Sheriff	90	0%	92	0%	30	47	44	472
State Police	27	0%	34	0%	13	13	17	146
Supreme Court	0	0%	0	0%	169	90	116	490
Town & Village Courts	1,291	3%	1,188	3%	951	899	1,032	7,429
Walk-In	2,343	6%	2,281	6%	2,499	2,488	2,716	17,308
Word of Mouth	609	1%	654	1%	1,005	1,165	1,187	6,415
Other	926	2%	788	2%	1,002	1,130	895	6,786
Total	35,642	35,720	36,323	37,209	36,462	36,859	37,106	255,321

Table 6
 Community Dispute Resolution Centers Program
 Statewide Referral Comparisons By Fiscal Year
 Page 2 of 2

Top Five Referral Sources By Fiscal Year

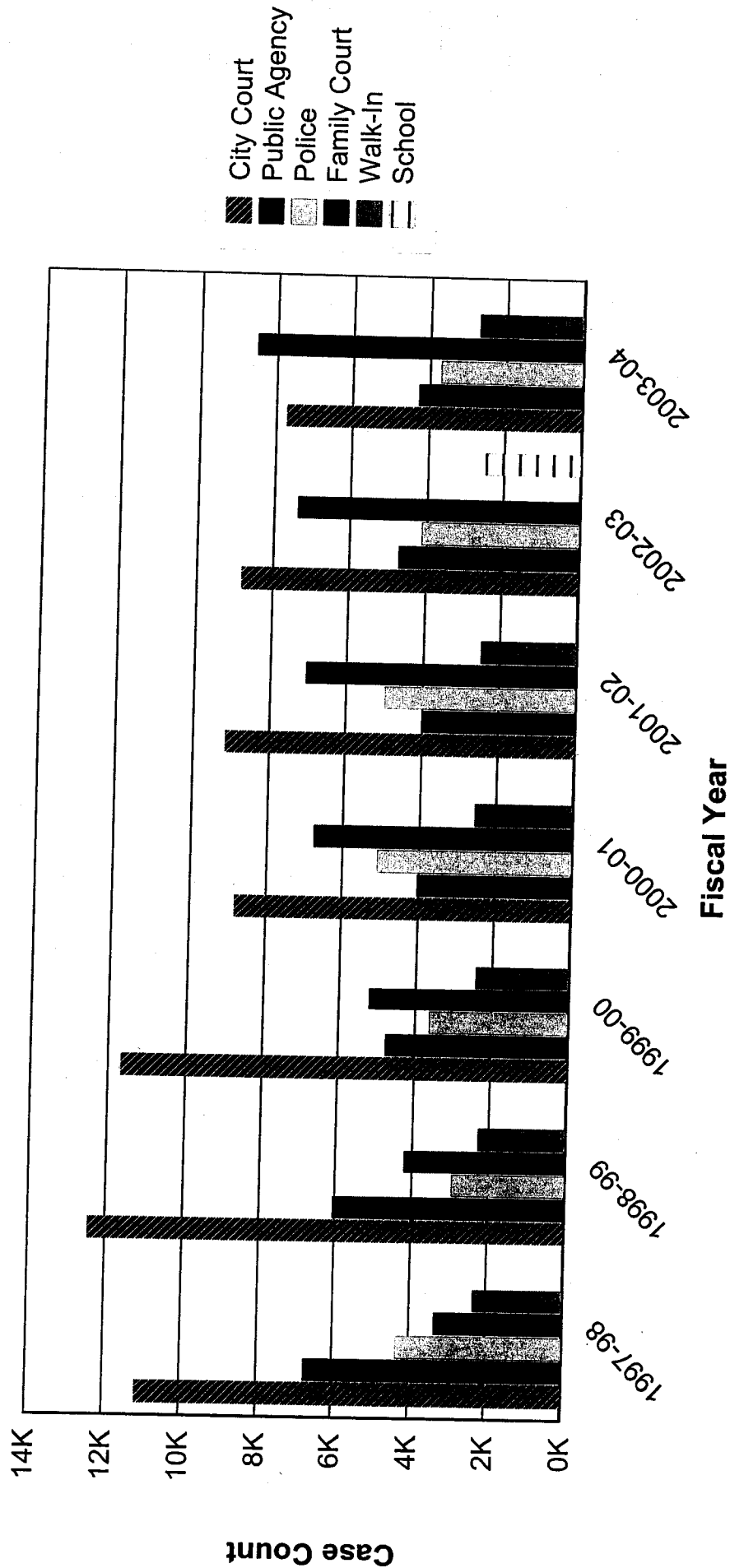


TABLE 7, Page 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
GRANT AMOUNTS BY FISCAL YEAR
(sorted by primary county)

CONTRACTOR	1999-00	2000-01	2001-02	2002-03	2003-04
ALBANY & RENSSELAER COUNTIES ¹ Mediation Matters, Inc.	\$63,328	\$79,518	\$123,000	\$125,900	\$129,389
BRONX COUNTY Institute for Mediation and Conflict Resolution, Inc.	\$197,032	\$206,000	\$220,420	\$231,441	\$238,384
BROOME & TIOGA COUNTIES Accord, A Center for Dispute Resolution, Inc.	\$114,940	\$120,100	\$123,703	\$126,620	\$130,798
CAYUGA COUNTY ² Cayuga County Dispute Resolution Center, Inc.	\$7,000	\$0	\$0	\$0	\$0
COLUMBIA & GREENE COUNTIES Common Ground Dispute Resolution, Inc.	\$73,300	\$76,600	\$79,300	\$81,170	\$83,605
DELAWARE & CHENANGO COUNTIES Catholic Charities of Delaware and Otsego Counties, Inc.	\$68,888	\$73,708	\$77,372	\$79,196	\$81,572
DUTCHESS COUNTY Mediation Center of Dutchess County, Inc.	\$70,000	\$72,524	\$79,497	\$81,372	\$83,813
ERIE, ALLEGANY, CHAUTAUQUA, NIAGARA, CATTARAUGUS WYOMING, GENESEE & ORLEANS COUNTIES Better Business Bureau Foundation, Inc.	\$406,048	\$423,000	\$444,150	\$454,623	\$468,262
FULTON, MONTGOMERY & SCHOHARIE COUNTIES Catholic Charities of Montgomery County, Inc.	\$85,300	\$86,092	\$88,676	\$90,767	\$92,945
HERKIMER COUNTY Catholic Charities of Herkimer County, Inc.	\$45,976	\$49,192	\$51,650	\$52,868	\$54,454
JEFFERSON & LEWIS COUNTIES Resolution Center of Jefferson and Lewis Counties	\$65,400	\$68,668	\$70,728	\$72,396	\$74,930
KINGS & NEW YORK COUNTIES Safe Horizon	\$373,544	\$390,300	\$409,815	\$430,306	\$444,506
MONROE, LIVINGSTON, ONTARIO, WAYNE, SENECA, STEUBEN, CAYUGA & YATES COUNTIES ² Center for Dispute Settlement, Inc.	\$443,000	\$463,000	\$486,150	\$497,613	\$514,034
NASSAU AND SUFFOLK COUNTIES EAC, Inc.	\$242,892	\$253,800	\$271,566	\$277,970	\$286,309
NEW YORK COUNTY Washington Heights-Inwood Coalition, Inc.	\$51,164	\$53,500	\$56,175	\$58,984	\$60,459
NEW YORK COUNTY Lesbian and Gay Community Service Center	\$0	\$2,667	\$10,668	\$10,668	\$11,020
ONEIDA COUNTY ³ The Justice Center of Oneida County, Inc.	\$75,908	\$79,400	\$26,467	\$0	\$0
The Peacemaker Program, Inc.	\$0	\$0	\$55,315	\$83,710	\$86,221
ONONDAGA, OSWEGO, CORTLAND & MADISON COUNTIES New Justice Conflict Resolution Services, Inc.	\$233,576	\$244,100	\$256,423	\$262,469	\$270,343

TABLE 7, Page 2
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
GRANT AMOUNTS BY FISCAL YEAR
(sorted by primary county)

CONTRACTOR	1999-00	2000-01	2001-02	2002-03	2003-04
ORANGE, PUTNAM, ULSTER, & SULLIVAN COUNTIES ⁴					
Dispute Resolution Center, Inc.	\$103,812	\$108,500	\$113,925	\$212,844	\$219,679
OTSEGO COUNTY					
Mediation Services, Inc.	\$47,668	\$49,820	\$53,308	\$54,565	\$56,366
QUEENS COUNTY					
Community Mediation Services, Inc.	\$179,996	\$188,100	\$197,525	\$207,401	\$213,623
RENSELAER COUNTY ¹					
Troy Area United Ministries, Inc.	\$48,728	\$37,682	\$0	\$0	\$0
RICHMOND COUNTY					
New York Center for Interpersonal Development, Inc.	\$132,412	\$138,400	\$145,320	\$152,585	\$157,163
ROCKLAND COUNTY					
Volunteer Counseling Service, Inc.	\$49,952	\$51,448	\$52,991	\$54,241	\$56,218
ST. LAWRENCE, FRANKLIN, ESSEX, CLINTON, & HAMILTON Northern NY Centers for Conflict Resolution, Inc.	\$129,272	\$130,708	\$138,551	\$141,818	\$145,604
SARATOGA, WARREN & WASHINGTON COUNTIES Catholic Charities of Saratoga, Warren and Washington Counties, Inc.	\$102,808	\$106,920	\$111,196	\$113,818	\$117,233
SCHENECTADY COUNTY					
Law, Order & Justice Center, Inc.	\$55,084	\$57,600	\$59,328	\$60,727	\$62,941
TOMPKINS, CHEMUNG, AND SCHUYLER COUNTIES Community Dispute Resolution Center, Inc.	\$136,652	\$142,800	\$150,867	\$154,424	\$159,237
ULSTER & SULLIVAN COUNTY ⁴					
Ulster/Sullivan Mediation, Inc.	\$85,064	\$88,900	\$91,568	\$0	\$0
WESTCHESTER COUNTY Cluster, Inc.	\$128,620	\$137,600	\$151,115	\$154,678	\$159,318
GRAND TOTAL	\$3,817,364	\$3,980,647	\$4,196,769	\$4,325,174	\$4,458,426

¹ Beginning January 1, 2001 Mediation Matters began providing services in Rensselaer County.

² In July 1999, the Center for Dispute Settlement began providing services in Cayuga County.

³ Beginning July 1, 2001, the Peacemaker Program, Inc. began providing services in Oneida County

⁴ Beginning April 1, 2002 Dispute Resolution Center began providing services in Ulster and Sullivan Counties

TABLE 8
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
STATEWIDE NYS UCS COST ANALYSIS

CATEGORY	2002-03	2003-04
Total CDRCP Base Grants	<u>\$4,325,175</u>	<u>\$4,458,426</u>
Other Special Program Funding		
Family Court	\$2,234,050	\$2,336,484
Supreme Court	\$181,153	\$185,124
City Court	<u>\$81,195</u>	<u>\$85,048</u>
Total Special Program Funding	<u>\$2,496,398</u>	<u>\$2,606,656</u>
Total CDRCP and Special Mediation Funding	<u><u>\$6,821,573</u></u>	<u><u>\$7,065,082</u></u>
Number of Cases Screened As Appropriate for ADR	53,116	51,025
Cost per Case Screened As Appropriate for ADR	\$128	\$138
Number of Conciliations, Mediations and Arbitrations	29,424	29,292
Cost per Conciliation, Mediation and Arbitration	\$232	\$241
Persons Served Through All Cases Screened Appropriate for a Dispute Resolution Process	121,650	120,365
Cost per Person Served	\$56	\$59
Persons Served Through A Mediation, Conciliation or Arbitration Process	68,108	68,808
Cost per Person Served	\$100	\$103

TABLE 9
CROSSTABULATION OF NATURE OF DISPUTE BY CASE DISPOSITION
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM, FY 2003-04

	Resolved	Med. No Agreement	Declined	No Show	No Contact	Unamenable	Other	Total
Assault	204 48%	23 5%	55 13%	43 10%	27 6%	32 7%	36 8%	420
Aggravated Assault	181 68%	15 5%	12 4%	12 4%	3 1%	33 12%	9 3%	265
Aggravated Harassment	110 30%	26 7%	86 23%	69 19%	18 5%	34 9%	16 4%	359
Agricultural	7 70%	1 10%	1 10%	0 -%	0 -%	1 10%	0 -%	10
Animal Complaint	21 41%	5 9%	17 33%	2 3%	1 1%	3 5%	2 3%	51
Arson	7 46%	0 -%	1 6%	0 -%	0 -%	0 -%	7 46%	15
Behavior/Truancy (not PINS)	257 40%	35 5%	164 25%	61 9%	63 9%	17 2%	36 5%	633
Breach of Contract	3,637 49%	1,602 21%	1,044 14%	375 5%	610 8%	79 1%	75 1%	7,422
Burglary	31 56%	8 14%	5 9%	2 3%	1 1%	0 -%	8 14%	55
Child Custody-Original	1,814 36%	393 7%	944 19%	166 3%	931 18%	545 11%	154 3%	4,947
Child Custody-Modify	905 36%	154 6%	567 23%	66 2%	503 20%	209 8%	59 2%	2,463
Child Visitation-Original	335 41%	98 12%	177 22%	27 3%	76 9%	71 8%	16 2%	800
Child Visitation-Modify	563 34%	160 9%	405 24%	48 2%	296 18%	124 7%	42 2%	1,638
Child Support-Original	126 51%	48 19%	26 10%	9 3%	13 5%	15 6%	8 3%	245
Child Support-Modify	133 53%	13 5%	60 24%	6 2%	6 2%	24 9%	7 2%	249
Child Permanency	3 60%	1 20%	0 -%	0 -%	0 -%	1 20%	0 -%	5
Crim. Misapp/Property	5 33%	3 20%	3 20%	2 13%	1 6%	1 6%	0 -%	15
Criminal Mischief	107 58%	6 3%	29 15%	13 7%	16 8%	4 2%	9 4%	184
Crim. Possess/Stolen Property	10 52%	0 -%	4 21%	0 -%	4 21%	1 5%	0 -%	19
Criminal Tampering	0 -%	0 -%	0 -%	0 -%	1100%	0 -%	0 -%	1
Criminal Trespass	15 45%	2 6%	11 33%	3 9%	1 3%	0 -%	1 3%	33
Divorce/Separation	200 39%	31 6%	165 32%	5 -%	36 7%	39 7%	26 5%	502
Early Intervention Program	72 67%	4 3%	29 27%	0 -%	0 -%	2 1%	0 -%	107
Forgery	2 20%	0 -%	5 50%	0 -%	2 20%	1 10%	0 -%	10
Fraud/Bad Checks	83 26%	5 1%	73 23%	6 1%	133 42%	6 1%	9 2%	315
Grand Larceny	1 12%	0 -%	2 25%	2 25%	1 12%	1 12%	1 12%	8
Harrassment	1,515 42%	262 7%	502 14%	793 22%	282 7%	112 3%	88 2%	3,554
Housing Issues	1,519 49%	301 9%	450 14%	207 6%	230 7%	267 8%	68 2%	3,042
Interpersonal Dispute	1,224 49%	150 6%	546 22%	150 6%	192 7%	108 4%	111 4%	2,481
Larceny	5 35%	2 14%	3 21%	2 14%	1 7%	1 7%	0 -%	14
Lemon Law	668 83%	2 -%	62 7%	1 -%	1 -%	3 -%	62 7%	799
Menacing	11 24%	4 8%	4 8%	15 33%	3 6%	6 13%	2 4%	45
Noise	245 44%	51 9%	90 16%	111 20%	33 6%	9 1%	11 2%	550
Personal/Real Property	920 43%	625 29%	309 14%	30 1%	188 8%	35 1%	24 1%	2,131
Persons In Need of	600 48%	100 8%	163 13%	149 11%	97 7%	100 8%	36 2%	1,245
Petty Larceny	136 53%	3 1%	39 15%	6 2%	33 13%	4 1%	31 12%	252
Public Accommodations	1 7%	0 -%	1 7%	0 -%	0 -%	0 -%	12 85%	14
Reckless Endangerment	9 69%	0 -%	1 7%	1 7%	0 -%	0 -%	2 15%	13
Robbery	3 27%	0 -%	6 54%	0 -%	0 -%	1 9%	1 9%	11
Sexual Harassment	3 50%	0 -%	2 33%	0 -%	0 -%	1 16%	0 -%	6
Special Education	250 58%	38 8%	110 25%	5 1%	11 2%	8 1%	5 1%	427
Theft of Services	20 32%	8 13%	18 29%	3 4%	7 11%	1 1%	4 6%	61
Unauthorized Use/Motor Veh.	6 37%	1 6%	1 6%	5 31%	2 12%	0 -%	1 6%	16
Vandalism	4 28%	3 21%	4 28%	0 -%	3 21%	0 -%	0 -%	14
VESID	4 44%	2 22%	2 22%	0 -%	1 11%	0 -%	0 -%	9
Violation-Town/City Ordinance	6 60%	0 -%	3 30%	0 -%	1 10%	0 -%	0 -%	10
Workplace Discrimination	9 42%	5 23%	5 23%	0 -%	0 -%	1 4%	1 4%	21
Other	723 44%	229 14%	214 13%	168 10%	59 3%	60 3%	167 10%	1,620
Total	16,710 45%	4,419 11%	6,420 17%	2,563 6%	3,887 10%	1,960 5%	1,147 3%	37,106

["-%" = Less than 1%]

Resolved: The dispute was resolved through conciliation, mediation, arbitration or parties' settlement.

Med. No Agree: A mediation session was held and the parties did not reach an agreement.

Declined: One of both parties declined to take part in the process.

No Show: One or both parties did not appear for a scheduled mediation or arbitration session.

No Contact: The program was unable to contact one or both parties.

Unamenable: Program staff determined the case was unamenable.

TABLE 10
CROSSTABULATION OF PARTY RELATIONSHIP BY CASE DISPOSITION
 Page B26COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM, FY 2003-04

	Resolved	Med. No Agreement	Declined	No Show	No Contact	Unamenable	Other	Total							
Acquaintances	1,563	58%	192	7%	386	14%	179	6%	190	7%	65	2%	95	3%	2,670
Boy/Girlfriend	141	49%	15	5%	45	15%	18	6%	31	10%	31	10%	5	1%	286
Child in Common	30	28%	9	8%	42	40%	9	8%	8	7%	5	4%	2	1%	105
Client/Agency	1,505	49%	449	14%	280	9%	336	11%	307	10%	59	1%	112	3%	3,048
Consumer/Merchant	2,973	53%	1,131	20%	784	14%	163	2%	346	6%	51	-%	129	2%	5,577
Co-Workers	94	46%	18	8%	32	15%	38	18%	11	5%	7	3%	4	1%	204
Divorced	803	38%	243	11%	571	27%	36	1%	233	11%	176	8%	51	2%	2,113
Domestic Partners	32	38%	11	13%	15	17%	2	2%	2	2%	16	19%	6	7%	84
Employer/Employee	179	41%	85	19%	95	22%	13	3%	36	8%	14	3%	7	1%	429
Ex-boy/girlfriend	1,902	37%	438	8%	919	18%	242	4%	979	19%	474	9%	142	2%	5,096
Extended Family	201	37%	44	8%	127	23%	30	5%	60	11%	56	10%	23	4%	541
Friend	490	57%	75	8%	88	10%	77	9%	59	6%	22	2%	40	4%	851
Immediate Family	1,435	43%	218	6%	663	20%	240	7%	413	12%	206	6%	92	2%	3,267
Individual/Corporation	307	51%	71	12%	122	20%	23	3%	21	3%	26	4%	21	3%	591
Landlord/Tenant	1,959	45%	605	14%	659	15%	381	8%	309	7%	295	6%	96	2%	4,304
Lover-in-common	3	50%	0	-%	1	16%	0	-%	0	-%	1	16%	1	16%	6
Married	621	40%	91	5%	415	27%	30	1%	182	11%	138	9%	53	3%	1,530
Member of Group	0	-%	0	-%	0	-%	0	-%	0	-%	0	-%	1	100%	1
Neighbors	1,034	39%	225	8%	533	20%	463	17%	239	9%	74	2%	62	2%	2,630
Parent/Child	43	33%	11	8%	44	34%	6	4%	6	4%	14	11%	3	2%	127
Room/Housemates	87	33%	26	10%	41	15%	74	28%	20	7%	6	2%	6	2%	260
School/Parent	5	50%	1	10%	3	30%	0	-%	1	10%	0	-%	0	-%	10
Separated	402	35%	105	9%	191	16%	28	2%	226	19%	160	14%	28	2%	1,140
Strangers	386	43%	210	23%	111	12%	33	3%	65	7%	14	1%	67	7%	886
Other	515	38%	146	10%	253	18%	142	10%	143	10%	50	3%	101	7%	1,350
Total	16,710	45%	4,419	11%	6,420	17%	2,563	6%	3,887	10%	1,960	5%	1,147	3%	37,106

["-" = Less than 1%]

Resolved: The dispute was resolved through conciliation, mediation, arbitration or parties' settlement.

Med. No Agree: A mediation session was held and the parties did not reach an agreement.

Declined: One of both parties declined to take part in the process.

No Show: One or both parties did not appear for a scheduled mediation or arbitration session.

No Contact: The program was unable to contact one or both parties.

Unamenable: Program staff determined the case was unamenable.

TABLE 11
CROSSTABULATION OF REFERRAL SOURCE BY CASE DISPOSITION
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM, FY 2003-04

	Resolved	Med. No Agreement	Declined	No Show	No Contact	Unamenable	Total
Adult/Child Protective	47 48%	10 10%	10 10%	10 10%	6 6%	13 13%	96
Business/Corporation	53 26%	2 -%	43 21%	2 -%	99 49%	2 -%	201
City Court	4,465 48%	2,291 25%	1,229 13%	273 2%	583 6%	278 3%	9,119
County Court	32 52%	3 4%	17 27%	1 1%	3 4%	5 8%	61
District Attorney	185 40%	24 5%	115 25%	31 6%	66 14%	31 6%	452
Division of Housing	167 83%	5 2%	9 4%	11 5%	3 1%	4 2%	199
Family Court	3,166 37%	732 8%	1,675 19%	302 3%	1,642 19%	1,020 11%	8,537
Legal Aid	69 20%	3 -%	166 48%	2 -%	43 12%	56 16%	339
Media	29 18%	4 2%	60 38%	0 -%	27 17%	37 23%	157
Police	1,416 38%	270 7%	562 15%	960 25%	315 8%	186 5%	3,709
Private Agency	421 58%	30 4%	135 18%	17 2%	51 7%	65 9%	719
Private Attorney	83 37%	21 9%	69 30%	6 2%	20 8%	24 10%	223
Probation	101 43%	23 9%	47 20%	9 3%	9 3%	44 18%	233
Public Agency	2,256 52%	264 6%	580 13%	387 9%	420 9%	377 8%	4,284
Public Defender	10 58%	2 11%	2 11%	2 11%	0 -%	1 5%	17
Referred by Previous	215 49%	22 5%	110 25%	20 4%	43 9%	28 6%	438
Religious Referral	3 21%	1 7%	6 42%	0 -%	0 -%	4 28%	14
School	1,841 80%	139 6%	170 7%	52 2%	36 1%	63 2%	2,301
Sheriff	17 38%	1 2%	16 36%	2 4%	6 13%	2 4%	44
State Police	12 70%	1 5%	4 23%	0 -%	0 -%	0 -%	17
Supreme Court	55 47%	26 22%	25 21%	2 1%	2 1%	6 5%	116
Town & Village Courts	390 37%	221 21%	229 22%	31 3%	94 9%	67 6%	1,032
Walk-In	1,169 43%	192 7%	541 19%	342 12%	219 8%	253 9%	2,716
Word of Mouth	441 37%	60 5%	380 32%	43 3%	133 11%	130 10%	1,187
Other	341 38%	72 8%	220 24%	58 6%	67 7%	137 15%	895
Total	16,984 45%	4,419 11%	6,420 17%	2,563 6%	3,887 10%	2,833 7%	37,106

Resolved: The dispute was resolved through conciliation, mediation, arbitration or parties' settlement.

Med. No Agree: A mediation session was held and the parties did not reach an agreement.

Declined: One of both parties declined to take part in the process.

No Show: One or both parties did not appear for a scheduled mediation or arbitration session.

No Contact: The program was unable to contact one or both parties.

Unamenable: Program staff determined the case was unamenable.

["- %" = Less than 1%]

TABLE 12
CROSSTABULATION OF CASE TYPE BY CASE DISPOSITION
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM, FY 2003-04

	Resolved		Med. No Agreement		Declined		No Show		No Contact		Unamenable		Total
Administrative Hearing	1,132	72%	56	3%	222	14%	33	2%	22	1%	87	5%	1,552
Civil - Housing	2,017	47%	514	12%	723	17%	265	6%	345	8%	365	8%	4,229
Civil - Large Claim	445	50%	330	37%	48	5%	5	-%	21	2%	31	3%	880
Civil - Mobile Home	9	64%	3	21%	1	7%	0	-%	1	7%	0	-%	14
Civil -Small Claims	3,486	46%	1,739	22%	1,327	17%	249	3%	516	6%	252	3%	7,569
DSS Conciliation	813	48%	194	11%	90	5%	305	18%	258	15%	9	-%	1,669
Felony	9	12%	2	2%	9	12%	3	4%	5	6%	45	61%	73
Juvenile Delinquency	342	71%	15	3%	40	8%	14	2%	11	2%	55	11%	477
Matrimonial	267	41%	36	5%	195	30%	8	1%	46	7%	84	13%	636
Misdemeanor/Violation	2,634	43%	436	7%	942	15%	1,097	18%	567	9%	329	5%	6,005
Parenting Issues	3,953	37%	877	8%	2,228	21%	326	3%	1,842	17%	1,285	12%	10,511
Peer Mediation	521	90%	24	4%	16	2%	3	-%	1	-%	8	1%	573
Permanency	6	37%	2	12%	1	6%	0	-%	3	18%	4	25%	16
PINS / Pre-Pins	918	47%	136	7%	331	17%	214	11%	161	8%	160	8%	1,920
Youth	59	55%	8	7%	19	17%	4	3%	8	7%	9	8%	107
Other	373	42%	47	5%	228	26%	37	4%	80	9%	110	12%	875
Total	16,984	45%	4,419	11%	6,420	17%	2,563	6%	3,887	10%	2,833	7%	37,106

Administrative Hearings include: Agricultural Mediation, Lemon Law Arbitration, Special Education and Early Intervention Mediation, and VESID cases.

["-%" = Less than 1%]

Resolved: The dispute was resolved through conciliation, mediation, arbitration or parties' settlement.

Med. No Agree: A mediation session was held and the parties did not reach an agreement.

Declined: One of both parties declined to take part in the process.

No Show: One or both parties did not appear for a scheduled mediation or arbitration session.

No Contact: The program was unable to contact one or both parties.

Unamenable: Program staff determined the case was unamenable.

Table 13
Statewide Family Dispute Workload Analysis
Page 1 of 4

CASE DISPOSITION

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		Percent
<u>Resolved</u>	Cases	Percent	Cases	Percent	Change
Mediated-Full Agreement	3,168	29%	3,536	28%	12%
Mediated-Partial Agreement	15	-%	142	1%	847%
Mediated-Verbal Agreement	500	5%	467	4%	-7%
Conciliated w/o face-to-face session	667	6%	666	5%	-%
Arbitrated	4	-%	2	-%	-50%
Facilitated	14	-%	64	1%	357%
Parties Resolved After Case Intake	2	-%	31	-%	1450%
Resolved Subtotal	4,370	40%	4,908	39%	12%
<u>Other Dispositions</u>	Cases	Percent	Cases	Percent	Percent Change
Med. No Agreement	955	9%	1,015	8%	6%
Complainant Declined	384	4%	575	5%	50%
Respondent Declined	1,140	10%	1,656	13%	45%
Both Declined	290	3%	1,926	15%	564%
Complainant Withdrew	529	5%	2,499	20%	372%
Complainant Failed to show	57	1%	83	1%	46%
Respondent failed to show	119	1%	202	2%	70%
Both failed to show	269	2%	540	4%	101%
Unable to contact Complainant	189	2%	324	3%	71%
Unable to contact Respondent	403	4%	834	7%	107%
Outreach Attempted-No Contact	640	6%	2,006	16%	213%
Screened Inappropriate-Referred Out	313	3%	882	7%	182%
Others	1,223	11%	10	-%	-99%
Other Dispositions	6,511	60%	7,539	61%	16%
Total	10,881		12,447		14%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		Percent
<u>REFERRAL SOURCES</u>	Cases	Percent	Cases	Percent	Change
City Courts	68	1%	63	1%	-7%
Family Courts	7,102	65%	8,306	67%	17%
County Courts	5	-%	12	-%	140%
Supreme Courts	63	1%	90	1%	43%
Town/Village Courts	12	-%	25	-%	108%
Law Enforcement	94	1%	80	1%	-15%
Legal Aid/Public Defender	72	1%	43	-%	-40%
Private Attorney	75	1%	115	1%	53%
Private Agency	134	1%	177	1%	32%
Public Agency	1,002	9%	949	8%	-5%
Probation	178	2%	173	1%	-3%
Schools	321	3%	347	3%	8%
Media	15	-%	98	1%	553%
Previous Party	185	2%	229	2%	24%
Self Referred/Word Of Mouth	1,246	11%	1,495	12%	20%
Others	309	3%	245	2%	-21%
Total	10,881		12,447		14%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.
"-%" = less than 1%

Table 13
Statewide Family Dispute Workload Analysis
Page 2 of 4

<u>CASE TYPES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Parenting Issues	8,863	81%	10,511	84%	19%
Permanency	12	-%	16	-%	33%
PINS / Pre-Pins	2,006	18%	1,920	15%	-4%
Total	10,881		12,447		14%

<u>RELATIONSHIP OF PARTIES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Acquaintances	50	-%	87	1%	74%
Boy/Girlfriend	172	2%	163	1%	-5%
Child in Common	70	1%	100	1%	43%
Client/Agency	29	-%	40	-%	38%
Consumer/Merchant	15	-%	21	-%	40%
Co-Workers	11	-%	3	-%	-73%
Divorced	1,748	16%	1,937	16%	11%
Domestic Partners	31	-%	32	-%	3%
Employer/Employee	14	-%	30	-%	114%
Ex-boy/girlfriend	3,786	35%	4,674	38%	23%
Extended Family	271	2%	342	3%	26%
Friend	72	1%	64	1%	-11%
Immediate Family	2,622	24%	2,662	21%	2%
Individual/Corporation	4	-%	10	-%	150%
Landlord/Tenant	3	-%	5	-%	67%
Lover-in-common	1	-%	1	-%	-%
Married	903	8%	945	8%	5%
Neighbors	9	-%	8	-%	-11%
Parent/Child			120	1%	(New FY03-04)
Room/Housemates			2	-%	
School/Parent	22	-%	1	-%	-95%
Separated	975	9%	1,043	8%	7%
Strangers	3	-%	4	-%	33%
Other	70	1%	153	1%	119%
Total	10,881		12,447		14%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 13
Statewide Family Dispute Workload Analysis
Page 3 of 4

<u>NATURE OF DISPUTE</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
<u>Civil-Financial/Property/Contract</u>	Cases	Percent	Cases	Percent	
Breach of Contract			2	-%	
Personal/Real Property	3	-%	12	-%	300%
<i>Civil-Financial/Property/Contract</i>	3	-%	14	-%	367%
					<u>Percent Change</u>
<u>Parenting Plans</u>	Cases	Percent	Cases	Percent	
Child Custody	6,086	56%	7,410	60%	22%
Child Visitation With Parents	2,162	20%	2,438	20%	13%
Child Support	482	4%	494	4%	2%
<i>Parenting Plans Subtotal</i>	8,730	80%	10,342	83%	18%
					<u>Percent Change</u>
<u>PINS/Pre-PINS</u>	Cases	Percent	Cases	Percent	
Behavior Issues/Tuancy (not PINS)	658	6%	633	5%	-4%
Persons In Need of Supervision (PINS)	1,320	12%	1,245	10%	-6%
<i>PINS/Pre-PINS Subtotal</i>	1,978	18%	1,878	15%	-5%
					<u>Percent Change</u>
<u>Permanency</u>	Cases	Percent	Cases	Percent	
Child Permanency Issues	7	-%	4	-%	-43%
Compliance with Service Plan			1	-%	
<i>Permanency Subtotal</i>	7	-%	5	-%	-29%
					<u>Percent Change</u>
<u>Personal</u>	Cases	Percent	Cases	Percent	
Interpersonal Dispute	141	1%	180	1%	28%
<i>Personal Subtotal</i>	141	1%	180	1%	28%
					<u>Percent Change</u>
<u>Other</u>	Cases	Percent	Cases	Percent	
Other	22	-%	28	-%	27%
<i>Other Subtotal</i>	22	-%	28	-%	27%
Total	10,881		12,447		14%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 13
Statewide Family Dispute Workload Analysis
Page 4 of 4

NATURE OF DISPUTE (Continued)

FY 2002-2003

FY 2003-2004

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>RETURNED TO MEDIATION</u>	Cases	Percent	Cases	Percent	Percent Change
Previous Party: New Matter	1,314	12%	1,598	13%	22%
Remediation Of Previous Matter	721	7%	1,058	9%	47%
Non-Compliance w/Previous Agreement	282	3%	197	2%	-30%
Not A Returning Party: New Matter	8,564	79%	9,594	77%	12%
Total	10,881		12,447		14%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRED FOR ADDITIONAL SERVICES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	8	-%	9	-%	13%
Family Courts	2,280	21%	2,340	19%	3%
Supreme Courts	8	-%	8	-%	-%
Town/Village Courts			1	-%	
County Courts	1	-%			
Law Enforcement	17	-%	10	-%	-41%
Legal Aid/Public Defender	9	-%	4	-%	-56%
Private Agency	109	1%	135	1%	24%
Private Attorney	36	-%	34	-%	-6%
Probation	22	-%	14	-%	-36%
Public Agency	94	1%	116	1%	23%
Schools	101	1%	86	1%	-15%
Other Referral	23	-%	11	-%	-52%
No Referral Elsewhere	8,173	75%	9,679	78%	18%
Total	10,881		12,447		14%

ADDITIONAL INFORMATION

<u>Number Of Persons Served Through:</u>	<u>FY 2002-2003</u>	<u>FY 2003-2004</u>	Percent Change
Mediation, Conciliation or Arbitration	14,944	16,814	13%
Other Dispositions	14,792	18,719	27%
<i>All Cases</i>	<i>29,736</i>	<i>35,533</i>	<i>19%</i>
<u>Average Days From Intake To Disposition For:</u>			
Mediation, Conciliation or Arbitration	33	31	-5%
Other Dispositions	32	32	-%
Single-Session Cases	27	26	-7%
Multi-Session Cases	58	51	-12%
<i>All Cases</i>	<i>34</i>	<i>31</i>	<i>-8%</i>
<u>Average Session Minutes Per Case</u>	106	108	2%
<u>Total Amount Agreed To/Awarded</u>	\$206,305	\$105,941	-49%
Total # of Cases With Money Agreements/Awards	54	47	-13%
Avg. Amount Agreed To/Awarded Per Case	\$3,820	\$2,254	-41%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

TABLE 14-A, Page 1 of 2
FAMILY CASES* IN CDRCs RECEIVING SPECIAL UCS FUNDING FOR FAMILY COURT DISPUTE RESOLUTION
FISCAL YEAR 2003-04

Judicial District / County	(1) Resolved	(2) Med. No Agreement	Party(ies) Declined	Party(ies) No Show	No Contact	Case Unamenable	Other	Total Cases	Resolution Rate (1/(1+2))
Third									
Albany	139	57	36	14	14	9	3	272	71%
Columbia	15	1	11	1	1	31	2	129	94%
Greene	14	6	16	1	1	1	4	47	70%
Rensselaer	44	10	13	5	5	6	15	94	81%
Sullivan	123	40	1	10	10	5	2	181	75%
Ulster	95	22	113	12	12	26	6	826	81%
District 3 Total	430	136	190	43	43	78	32	1,549	76%
Fourth									
Clinton	24	4	6			1		35	86%
Essex	7	2	4			1	2	17	78%
Franklin	2		1						
Fulton	43	33	56	11	11	7	3	3	100%
Saratoga	3		4	1	1	4	1	173	57%
Schenectady	25	8	51	6	6	11	3	14	100%
St. Lawrence	19		2					121	76%
Warren	2		1	1	1			21	100%
District 4 Total	125	47	125	19	19	24	9	4	100%
Fifth									
Herkimer	67	4	35	2	2	7		119	94%
Jefferson	128		115			1		247	100%
Lewis	9		10			1		21	100%
Oneida	142	13	47	9	9	47	20	303	92%
Onondaga	399	47	247	31	31	28	11	850	89%
Oswego	102	9	93	2	2	15	11	238	92%
District 5 Total	847	73	547	44	44	99	42	1,778	92%
Sixth									
Broome	187	22	69	14	14	32	19	391	89%
Chemung	186	17	127	10	10	66		452	92%
Chenango	51	4	36	3	3	34	19	345	93%
Cortland	10	2	2			1		18	83%
Delaware	104	12	52	8	8	9	4	364	90%
Madison	9	3	4	1	1	4	1	24	75%
Otsego	81	16	81	4	4	19	4	248	84%
Schuyler	86	2	26	1	1	3		122	98%
Tioga	43	5	7	2	2			57	90%
Tompkins	82	18	39	2	2	5		184	82%
District 6 Total	839	101	443	45	45	173	47	2,205	89%

* Parenting (Child Custody, Visitation and Support), Child Permanency, and matters which may involve a PINS (Person In Need of Supervision) petition.

TABLE 14-A, Page 2 of 2
 FAMILY CASES* IN CDCRs RECEIVING SPECIAL UCS FUNDING FOR FAMILY COURT DISPUTE RESOLUTION
 FISCAL YEAR 2003-04

Judicial District / County	(1) Resolved	(2) Med. No Agreement	Party(ies) Declined	Party(ies) No Show	No Contact	Case Unamenable	Other	Total Cases	Resolution Rate (1/(1+2))
Seventh									
Cayuga	12	6	4	5	5		1	30	67%
Livingston	151	23	33	5	5	9	3	231	87%
Monroe	205	67	96	30	30	3	29	484	75%
Ontario	55	11	13	4	4	9		95	83%
Seneca	25	9	10	2	2	5		55	74%
Steuben	35	7	47	3	3	7	5	129	83%
Wayne	58	14	13	2	2	4	21	115	81%
Yates	57	16	17	5	5	7	9	112	78%
District 7 Total	598	153	233	56	56	44	68	1,251	80%
Eighth									
Chautauqua	178	79	199	2	2	73	39	681	69%
Erie	232	49	39	21	21	27	12	423	83%
Genesee	88	9	25	5	5	9	7	144	91%
Niagara	102	14	111	13	13	101	21	451	88%
District 8 Total	600	151	374	41	41	210	79	1,699	80%
Ninth									
Dutchess	21	11	99	3	3	21	1	166	66%
Orange	86	31	39	42	42	2	1	207	74%
Putnam	10	6	32	1	1	7	7	72	63%
Westchester	110	20	18	5	5	28		186	85%
District 9 Total	227	68	188	51	51	58	9	631	77%
Tenth									
Nassau	82	18	179	6	6	147	21	568	82%
District 10 Total	82	18	179	6	6	147	21	568	82%
Twelfth									
Bronx	260	30	19	72	72	24		407	90%
Kings	304	100	21	119	119	120	14	733	75%
Queens	134	65	95	25	25	53	20	440	67%
Richmond	83	14	26	4	4	18	36	196	86%
District 12 Total	781	209	161	220	220	215	70	1,776	79%
Statewide Totals	4,529	956	2,440	525	1,970	1,048	377	11,845	83%

* Parenting (Child Custody, Visitation and Support), Child Permanency, and matters which may involve a PINS (Person In Need of Supervision) petition.

TABLE 14-B, Page 1 of 1
FAMILY CASES* IN CDRCs NOT RECEIVING SPECIAL UCS FUNDING FOR FAMILY COURT DISPUTE RESOLUTION
FISCAL YEAR 2003-04

	<u>(1)</u> <u>Resolved</u>	<u>(2) Med. No</u> <u>Agreement</u>	<u>Party(ies)</u> <u>Declined</u>	<u>Party(ies)</u> <u>No Show</u>	<u>No</u> <u>Contact</u>	<u>Case</u> <u>Unamenable</u>	<u>Other</u>	<u>Total</u> <u>Cases</u>	<u>Resolution</u> <u>Rate (1/(1+2))</u>
Third	6	4	2					13	60%
	6	4	2					13	60%
Fourth									
Hamilton			1					1	
Montgomery	43	22	30	5		6	1	115	66%
Washington	129	1	31			33	4	206	99%
	172	23	62	5	5	39	5	322	88%
Eighth									
Allegany	8	1	1			1	2	13	89%
Cattaraugus	7	1	3			1		12	88%
Wyoming	5		2					7	100%
	20	2	6			2	2	32	91%
Ninth									
Rockland	3		1					4	100%
	3		1					4	100%
Tenth									
Suffolk	2	1						4	67%
	2	1						4	67%
Twelfth									
New York	81	29	49	10	10	32	8	227	74%
	81	29	49	10	10	32	8	227	74%
Statewide Totals	284	59	120	15	36	73	15	602	83%

TABLE 14-C, Page 1 of 1
ALL FAMILY CASES* IN CDRCs FOR FAMILY COURT DISPUTE RESOLUTION
FISCAL YEAR 2003-04

	<u>(1)</u> <u>Resolved</u>	<u>(2) Med. No</u> <u>Agreement</u>	<u>Party(ies)</u> <u>Declined</u>	<u>Party(ies)</u> <u>No Show</u>	<u>No</u> <u>Contact</u>	<u>Case</u> <u>Unamenable</u>	<u>Other</u>	<u>Total</u> <u>Cases</u>	<u>Resolution</u> <u>Rate (1/(1+2))</u>
Special UCS Funding	4,529	956	2,440	525	1,970	1,048	377	11,845	83%
No Special UCS Funding	284	59	120	15	36	73	15	602	83%
Statewide Totals	4,813	1,015	2,560	540	2,006	1,121	392	12,447	83%

*Family cases include Parenting Issues (Child Custody, Visitation and Support) matters, Child Permanency issues, and matters which may involve a PINS (Person In Need of Supervision) petition.

Table 15
All New York City Programs: 2-Year Workload Analysis

Page 1 of 5

CASE DISPOSITION

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Resolved</u>	Cases	Percent	Cases	Percent	Percent Change
Mediated-Full Agreement	2,497	25%	2,309	24%	-8%
Mediated-Partial Agreement			77	1%	
Mediated-Verbal Agreement	787	8%	693	7%	-12%
Conciliated w/o face-to-face session	1,064	11%	1,040	11%	-2%
Arbitrated	213	2%	172	2%	-19%
Facilitated	8	-%	198	2%	2375%
Resolved Subtotal	4,569	45%	4,489	47%	-2%
<u>Other Dispositions</u>	Cases	Percent	Cases	Percent	Percent Change
Med. No Agreement	1,167	12%	1,235	13%	6%
Complainant Declined	166	2%	189	2%	14%
Respondent Declined	461	5%	656	7%	42%
Both Declined	159	2%	817	9%	414%
Complainant Withdrew	476	5%	1,099	12%	131%
Complainant Failed to show	218	2%	187	2%	-14%
Respondent failed to show	727	7%	790	8%	9%
Both failed to show	910	9%	1,572	16%	73%
Unable to contact Complainant	59	1%	53	1%	-10%
Unable to contact Respondent	106	1%	162	2%	53%
Outreach Attempted-No Contact	303	3%	449	5%	48%
Screened Inappropriate-Referred Out	9	-%	354	4%	3833%
Others	717	7%	1	-%	-100%
Other Dispositions	5,478	55%	5,061	53%	-8%
Total	10,047		9,550		-5%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRAL SOURCES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	1,413	14%	1,590	17%	13%
Family Courts	1,061	11%	1,099	12%	4%
Supreme Courts	1	-%	2	-%	100%
Town/Village Courts	3	-%	2	-%	-33%
Law Enforcement	3,880	39%	3,409	36%	-12%
Legal Aid/Public Defender	37	-%	23	-%	-38%
Private Attorney	10	-%	16	-%	60%
Private Agency	211	2%	247	3%	17%
Public Agency	359	4%	400	4%	11%
Schools	1,258	13%	1,040	11%	-17%
Media	9	-%	3	-%	-67%
Previous Party	32	-%	39	-%	22%
Self Referred/Word Of Mouth	1,349	13%	1,431	15%	6%
Others	424	4%	249	3%	-41%
Total	10,047		9,550		-5%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 15
All New York City Programs: 2-Year Workload Analysis
Page 2 of 5

<u>CASE TYPES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Administrative Hearing	551	5%	501	5%	-9%
Civil - Housing	1,096	11%	1,118	12%	2%
Civil - Large Claim	460	5%	710	7%	54%
Civil -Small Claims	1,042	10%	702	7%	-33%
Civil - Mobile Home	1	-%	1	-%	-%
DSS Conciliation			1	-%	
Felony	21	-%	49	1%	133%
Juvenile Delinquency	362	4%	126	1%	-65%
Matrimonial	43	-%	41	-%	-5%
Misdemeanor/Violation	4,200	42%	3,792	40%	-10%
Parenting Issues	788	8%	1,139	12%	45%
Peer Mediation	107	1%	277	3%	159%
PINS / Pre-Pins	1,030	10%	864	9%	-16%
Youth	15	-%	40	-%	167%
Other	331	3%	189	2%	-43%
Total	10,047		9,550		-5%

<u>RELATIONSHIP OF PARTIES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
Acquaintances	992	10%	837	9%	-16%
Boy/Girlfriend	110	1%	63	1%	-43%
Client/Agency	410	4%	408	4%	-%
Consumer/Merchant	375	4%	522	5%	39%
Co-Workers	162	2%	130	1%	-20%
Divorced	110	1%	142	1%	29%
Domestic Partners	12	-%	27	-%	125%
Employer/Employee	94	1%	81	1%	-14%
Ex-boy/girlfriend	565	6%	860	9%	52%
Extended Family	145	1%	109	1%	-25%
Friend	549	5%	422	4%	-23%
Immediate Family	1,274	13%	1,030	11%	-19%
Individual/Corporation	451	4%	300	3%	-33%
Landlord/Tenant	1,337	13%	1,415	15%	6%
Lover-in-common	1	-%	6	-%	500%
Married	142	1%	113	1%	-20%
Neighbors	1,878	19%	1,761	18%	-6%
Parent/Child			46	-%	(New FY03-04)
Room/Housemates	193	2%	196	2%	2%
Separated	94	1%	116	1%	23%
Strangers	223	2%	134	1%	-40%
Other	930	9%	832	9%	-11%
Total	10,047		9,550		-5%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 15
All New York City Programs: 2-Year Workload Analysis
Page 3 of 5

<u>NATURE OF DISPUTE</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Civil-Financial/Property/Contract</u>	Cases	Percent	Cases	Percent	Percent Change
Breach of Contract	1,029	10%	1,043	11%	1%
Personal/Real Property	217	2%	169	2%	-22%
<i>Civil-Financial/Property/Contract</i>	<i>1,246</i>	<i>12%</i>	<i>1,212</i>	<i>13%</i>	<i>-3%</i>
 <u>Parenting Plans</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Child Custody	640	6%	844	9%	32%
Child Visitation With Parents	125	1%	251	3%	101%
Child Support	8	-%	6	-%	-25%
<i>Parenting Plans Subtotal</i>	<i>773</i>	<i>8%</i>	<i>1,101</i>	<i>12%</i>	<i>42%</i>
 <u>Housing</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Ejectment	19	-%	48	1%	153%
Eviction			1	-%	
Habitability			2	-%	
Holdover on Rental Property	2	-%	17	-%	750%
Housing Dispute	742	7%	633	7%	-15%
Non-payment of Rent	40	-%	252	3%	530%
<i>Housing Subtotal</i>	<i>803</i>	<i>8%</i>	<i>953</i>	<i>10%</i>	<i>19%</i>
 <u>PINS/Pre-PINS</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Behavior Issues/Truancy (not PINS)	361	4%	250	3%	-31%
Persons In Need of Supervision (PINS)	657	7%	596	6%	-9%
<i>PINS/Pre-PINS Subtotal</i>	<i>1,018</i>	<i>10%</i>	<i>846</i>	<i>9%</i>	<i>-17%</i>
 <u>Administrative Dispute</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Early Intervention Program	2	-%	9	-%	350%
Lemon Law	175	2%	156	2%	-11%
Special Education Mediation Prog.	325	3%	242	3%	-26%
VESID	1	-%			
<i>Administrative Dispute Subtotal</i>	<i>503</i>	<i>5%</i>	<i>407</i>	<i>4%</i>	<i>-19%</i>
 <u>Marital</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Divorce/Separation	18	-%	17	-%	-6%
<i>Marital Subtotal</i>	<i>18</i>	<i>-%</i>	<i>17</i>	<i>-%</i>	<i>-6%</i>
 <u>Civil Rights</u>	 Cases	 Percent	 Cases	 Percent	 Percent Change
Public Accommodations	17	-%	1	-%	-94%
Sexual Harassment	1	-%	4	-%	300%
Workplace Discrimination	5	-%	2	-%	-60%
<i>Civil Rights Subtotal</i>	<i>23</i>	<i>-%</i>	<i>7</i>	<i>-%</i>	<i>-70%</i>

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 15
All New York City Programs: 2-Year Workload Analysis
Page 4 of 5

<u>NATURE OF DISPUTE (Continued)</u>		<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Personal</u>		Cases	Percent	Cases	Percent	Percent Change
Interpersonal Dispute		1,026	10%	948	10%	-8%
<i>Personal Subtotal</i>		<i>1,026</i>	<i>10%</i>	<i>948</i>	<i>10%</i>	<i>-8%</i>
<u>Violation/Misdemeanor</u>		Cases	Percent	Cases	Percent	Percent Change
Aggravated Assault		48	-%	39	-%	-19%
Aggravated Harassment		235	2%	251	3%	7%
Animal Complaint		2	-%	3	-%	50%
Assault		346	3%	267	3%	-23%
Burglary		2	-%	6	-%	200%
Criminal Misapplication of Property		10	-%	10	-%	-%
Criminal Mischief		43	-%	31	-%	-28%
Criminal Possession of Stolen Property		3	-%	10	-%	233%
Criminal Trespass		5	-%	4	-%	-20%
Forgery		3	-%	4	-%	33%
Fraud/Bad Checks		18	-%	10	-%	-44%
Harassment		3,074	31%	2,627	28%	-15%
Larceny		2	-%	6	-%	200%
Menacing		36	-%	27	-%	-25%
Noise		475	5%	431	5%	-9%
Petty Larceny		34	-%	75	1%	121%
Reckless Endangerment		5	-%	3	-%	-40%
Robbery		6	-%	4	-%	-33%
Theft of Services		12	-%	5	-%	-58%
Vandalism		2	-%	1	-%	-50%
Violation of Town/City Ordinance				1	-%	
<i>Violation/Misdemeanor Subtotal</i>		<i>4,361</i>	<i>43%</i>	<i>3,815</i>	<i>40%</i>	<i>-13%</i>
<u>Felony</u>		Cases	Percent	Cases	Percent	Percent Change
Arson		1	-%	1	-%	-%
Grand Larceny		14	-%	5	-%	-64%
<i>Felony Subtotal</i>		<i>15</i>	<i>-%</i>	<i>6</i>	<i>-%</i>	<i>-60%</i>
<u>Other</u>		Cases	Percent	Cases	Percent	Percent Change
Other		261	3%	238	2%	-9%
<i>Other Subtotal</i>		<i>261</i>	<i>3%</i>	<i>238</i>	<i>2%</i>	<i>-9%</i>
Total		10,047		9,550		-5%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>RETURNED TO MEDIATION</u>	Cases	Percent	Cases	Percent	Percent Change
Previous Party: New Matter	1,727	17%	1,928	20%	12%
Remediation Of Previous Matter	128	1%	136	1%	6%
Non-Compliance w/Previous Agreement	32	-%	31	-%	-3%
Not A Returning Party: New Matter	8,160	81%	7,455	78%	-9%
Total	10,047		9,550		-5%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

Table 15
All New York City Programs: 2-Year Workload Analysis
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<u>REFERRED FOR ADDITIONAL SERVICES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	Cases	Percent	Cases	Percent	
City Courts	835	8%	927	10%	11%
Family Courts	883	9%	918	10%	4%
Supreme Courts	6	-%			
Town/Village Courts	1	-%			
County Courts	1	-%			
Law Enforcement	822	8%	1,100	12%	34%
Legal Aid/Public Defender	14	-%	13	-%	-7%
Private Agency	124	1%	163	2%	31%
Private Attorney	4	-%	8	-%	100%
Public Agency	84	1%	102	1%	21%
Schools	370	4%	544	6%	47%
Other Referral	12	-%	2	-%	-83%
No Referral Elsewhere	6,891	69%	5,773	60%	-16%
Total	10,047		9,550		-5%

ADDITIONAL INFORMATION

<u>Number Of Persons Served Through:</u>	<u>FY 2002-2003</u>	<u>FY 2003-2004</u>	<u>Percent Change</u>
Mediation, Conciliation or Arbitration	13,162	12,669	-4%
Other Dispositions	9,691	9,216	-5%
<i>All Cases</i>	<i>22,853</i>	<i>21,885</i>	<i>-4%</i>
 <u>Average Days From Intake To Disposition For:</u>			
Mediation, Conciliation or Arbitration	21	23	6%
Other Dispositions	43	43	-%
Single-Session Cases	17	17	-1%
Multi-Session Cases	60	54	-10%
<i>All Cases</i>	<i>31</i>	<i>31</i>	<i>1%</i>
 <u>Average Session Minutes Per Case</u>	 88	 90	 3%
 <u>Total Amount Agreed To/Awarded</u>	 \$721,586	 \$438,250	 -39%
Total # of Cases With Money Agreements/Awards	141	163	16%
Avg. Amount Agreed To/Awarded Per Case	\$5,118	\$2,689	-47%

Notes:

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"-%" = less than 1%

Table 16
All Programs Outside New York City: 2-Year Workload Analysis
Page 1 of 5

CASE DISPOSITION

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>Resolved</u>	Cases	Percent	Cases	Percent	Percent Change
Mediated-Full Agreement	7,174	27%	7,456	27%	4%
Mediated-Partial Agreement	28	-%	146	1%	421%
Mediated-Verbal Agreement	1,151	4%	1,213	4%	5%
Conciliated w/o face-to-face session	3,133	12%	2,819	10%	-10%
Arbitrated	645	2%	706	3%	9%
Facilitated	57	-%	155	1%	172%
Parties Resolved After Case Intake	7	-%	79	-%	1029%
<i>Resolved Subtotal</i>	12,195	45%	12,574	46%	3%
<u>Other Dispositions</u>	Cases	Percent	Cases	Percent	Percent Change
Med. No Agreement	2,928	11%	3,184	12%	9%
Complainant Declined	1,008	4%	1,140	4%	13%
Respondent Declined	2,515	9%	3,422	12%	36%
Both Declined	710	3%	4,065	15%	473%
Complainant Withdrew	1,254	5%	5,223	19%	317%
Complainant Failed to show	203	1%	102	-%	-50%
Respondent failed to show	699	3%	780	3%	12%
Both failed to show	200	1%	991	4%	396%
Unable to contact Complainant	473	2%	611	2%	29%
Unable to contact Respondent	1,300	5%	2,091	8%	61%
Outreach Attempted-No Contact	878	3%	3,438	12%	292%
Screened Inappropriate-Referred Out	443	2%	938	3%	112%
Others	2,006	7%	1	-%	-100%
<i>Other Dispositions</i>	14,617	55%	14,982	54%	2%
Total	26,812		27,556		3%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRAL SOURCES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	7,763	29%	7,529	27%	-3%
Family Courts	6,321	24%	7,438	27%	18%
County Courts	31	-%	61	-%	97%
Supreme Courts	89	-%	114	-%	28%
Town/Village Courts	896	3%	1,030	4%	15%
Law Enforcement	873	3%	813	3%	-7%
Legal Aid/Public Defender	163	1%	333	1%	104%
Private Attorney	176	1%	207	1%	18%
Private Agency	458	2%	486	2%	6%
Public Agency	4,621	17%	4,179	15%	-10%
Probation	239	1%	233	1%	-3%
Schools	1,236	5%	1,261	5%	2%
Media	95	-%	154	1%	62%
Previous Party	376	1%	399	1%	6%
Self Referred/Word Of Mouth	2,304	9%	2,472	9%	7%
Others	1,171	4%	847	3%	-28%
Total	26,812		27,556		3%

Notes:

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Table 16
All Programs Outside New York City: 2-Year Workload Analysis
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<u>CASE TYPES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
Administrative Hearing	917	3%	1,051	4%	15%
Civil - Housing	3,315	12%	3,111	11%	-6%
Civil - Large Claim	186	1%	170	1%	-9%
Civil - Small Claims	6,838	26%	6,867	25%	-%
Civil - Mobile Home	2	-%	13	-%	550%
DSS Conciliation	1,662	6%	1,668	6%	-%
Felony	40	-%	24	-%	-40%
Juvenile Delinquency	636	2%	351	1%	-45%
Matrimonial	577	2%	595	2%	3%
Misdemeanor/Violation	2,788	10%	2,213	8%	-21%
Parenting Issues	8,075	30%	9,372	34%	16%
Peer Mediation	195	1%	296	1%	52%
Permanency	12	-%	16	-%	33%
PINS / Pre-Pins	976	4%	1,056	4%	8%
Youth	54	-%	67	-%	24%
Other	539	2%	686	2%	27%
Total	26,812		27,556		3%

<u>RELATIONSHIP OF PARTIES</u>	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		<u>Percent Change</u>
	<u>Cases</u>	<u>Percent</u>	<u>Cases</u>	<u>Percent</u>	
Acquaintances	1,875	7%	1,833	7%	-2%
Boy/Girlfriend	241	1%	223	1%	-7%
Child in Common	75	-%	105	-%	40%
Client/Agency	2,612	10%	2,640	10%	1%
Consumer/Merchant	5,023	19%	5,055	18%	1%
Co-Workers	142	1%	74	-%	-48%
Divorced	1,773	7%	1,971	7%	11%
Domestic Partners	50	-%	57	-%	14%
Employer/Employee	418	2%	348	1%	-17%
Ex-boy/girlfriend	3,678	14%	4,236	15%	15%
Extended Family	375	1%	432	2%	15%
Friend	431	2%	429	2%	-%
Immediate Family	2,066	8%	2,237	8%	8%
Individual/Corporation	367	1%	291	1%	-21%
Landlord/Tenant	3,130	12%	2,889	10%	-8%
Married	1,415	5%	1,417	5%	-%
Member of Group	5	-%	1	-%	-80%
Neighbors	939	4%	869	3%	-7%
Parent/Child			81	-%	(New FY03-04)
Room/Housemates	66	-%	64	-%	-3%
School/Parent	27	-%	10	-%	-63%
Separated	1,012	4%	1,024	4%	1%
Strangers	680	3%	752	3%	11%
Other	412	2%	518	2%	26%
Total	26,812		27,556		3%

Notes:

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Table 16
All Programs Outside New York City: 2-Year Workload Analysis

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NATURE OF DISPUTE

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
	Cases	Percent	Cases	Percent	Percent Change
<u>Civil-Financial/Property/Contract</u>					
Breach of Contract	6,396	24%	6,379	23%	-%
Personal/Real Property	1,879	7%	1,962	7%	4%
<i>Civil-Financial/Property/Contract</i>	<i>8,275</i>	<i>31%</i>	<i>8,341</i>	<i>30%</i>	<i>1%</i>
 <u>Parenting Plans</u>					Percent Change
Child Custody	5,446	20%	6,566	24%	21%
Child Visitation With Parents	2,037	8%	2,187	8%	7%
Child Support	474	2%	488	2%	3%
<i>Parenting Plans Subtotal</i>	<i>7,957</i>	<i>30%</i>	<i>9,241</i>	<i>34%</i>	<i>16%</i>
 <u>Housing</u>					Percent Change
Fee Dispute			1	-%	
Housing Dispute	2,233	8%	2,087	8%	-7%
Lease Dispute	1	-%	1	-%	-%
<i>Housing Subtotal</i>	<i>2,234</i>	<i>8%</i>	<i>2,089</i>	<i>8%</i>	<i>-6%</i>
 <u>PINS/Pre-PINS</u>					Percent Change
Behavior Issues/Truancy (not PINS)	297	1%	383	1%	29%
Persons In Need of Supervision (PINS)	663	2%	649	2%	-2%
<i>PINS/Pre-PINS Subtotal</i>	<i>960</i>	<i>4%</i>	<i>1,032</i>	<i>4%</i>	<i>8%</i>
 <u>Permanency</u>					Percent Change
Child Permanency Issues	7	-%	4	-%	-43%
Compliance with Service Plan			1	-%	
<i>Permanency Subtotal</i>	<i>7</i>	<i>-%</i>	<i>5</i>	<i>-%</i>	<i>-29%</i>
 <u>Administrative Dispute</u>					Percent Change
Agricultural	1	-%	10	-%	900%
Early Intervention Program	88	-%	98	-%	11%
Lemon Law	580	2%	643	2%	11%
Special Education Mediation Prog.	208	1%	185	1%	-11%
VESID	13	-%	9	-%	-31%
<i>Administrative Dispute Subtotal</i>	<i>890</i>	<i>3%</i>	<i>945</i>	<i>3%</i>	<i>6%</i>
 <u>Marital</u>					Percent Change
Divorce/Separation	467	2%	485	2%	4%
<i>Marital Subtotal</i>	<i>467</i>	<i>2%</i>	<i>485</i>	<i>2%</i>	<i>4%</i>

Notes:

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Table 16
All Programs Outside New York City: 2-Year Workload Analysis
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<u>NATURE OF DISPUTE (Continued)</u>		<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
	Cases	Percent	Cases	Percent	Percent Change	
<u>Civil Rights</u>						
Housing Discrimination	1	-%				
Public Accommodations	2	-%	13	-%	550%	
Sexual Harassment	4	-%	2	-%	-50%	
Workplace Discrimination	73	-%	19	-%	-74%	
<i>Civil Rights Subtotal</i>	<i>80</i>	<i>-%</i>	<i>34</i>	<i>-%</i>	<i>-58%</i>	
<u>Personal</u>		Cases	Percent	Cases	Percent	Percent Change
Interpersonal Dispute	1,688	6%	1,533	6%	-9%	
<i>Personal Subtotal</i>	<i>1,688</i>	<i>6%</i>	<i>1,533</i>	<i>6%</i>	<i>-9%</i>	
<u>Violation/Misdemeanor</u>		Cases	Percent	Cases	Percent	Percent Change
Aggravated Assault	125	-%	226	1%	81%	
Aggravated Harassment	129	-%	108	-%	-16%	
Animal Complaint	45	-%	48	-%	7%	
Assault	176	1%	153	1%	-13%	
Burglary	22	-%	49	-%	123%	
Criminal Misapplication of Property	8	-%	5	-%	-38%	
Criminal Mischief	240	1%	153	1%	-36%	
Criminal Possession of Stolen Property	24	-%	9	-%	-63%	
Criminal Tampering	5	-%	1	-%	-80%	
Criminal Trespass	65	-%	29	-%	-55%	
Forgery	4	-%	6	-%	50%	
Fraud/Bad Checks	517	2%	305	1%	-41%	
Harassment	1,277	5%	927	3%	-27%	
Larceny	9	-%	8	-%	-11%	
Menacing	48	-%	18	-%	-63%	
Noise	110	-%	119	-%	8%	
Petty Larceny	226	1%	177	1%	-22%	
Reckless Endangerment	17	-%	10	-%	-41%	
Robbery	2	-%	7	-%	250%	
Theft of Services	47	-%	56	-%	19%	
Unauthorized Use of a Motor Vehicle	21	-%	16	-%	-24%	
Vandalism	6	-%	13	-%	117%	
Violation of Town/City Ordinance	9	-%	9	-%	-%	
<i>Violation/Misdemeanor Subtotal</i>	<i>3,132</i>	<i>12%</i>	<i>2,452</i>	<i>9%</i>	<i>-22%</i>	
<u>Felony</u>		Cases	Percent	Cases	Percent	Percent Change
Arson	7	-%	14	-%	100%	
Grand Larceny	6	-%	3	-%	-50%	
<i>Felony Subtotal</i>	<i>13</i>	<i>-%</i>	<i>17</i>	<i>-%</i>	<i>31%</i>	
<u>Other</u>		Cases	Percent	Cases	Percent	Percent Change
Other	1,109	4%	1,382	5%	25%	
<i>Other Subtotal</i>	<i>1,109</i>	<i>4%</i>	<i>1,382</i>	<i>5%</i>	<i>25%</i>	
Total	26,812		27,556		3%	

Notes:

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Table 16
All Programs Outside New York City: 2-Year Workload Analysis
Page 5 of 5

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>RETURNED TO MEDIATION</u>	Cases	Percent	Cases	Percent	Percent Change
Previous Party: New Matter	4,833	18%	4,714	17%	-2%
Remediation Of Previous Matter	1,065	4%	1,776	6%	67%
Non-Compliance w/Previous Agreement	331	1%	251	1%	-24%
Not A Returning Party: New Matter	20,583	77%	20,815	76%	1%
Total	26,812		27,556		3%

	<u>FY 2002-2003</u>		<u>FY 2003-2004</u>		
<u>REFERRED FOR ADDITIONAL SERVICES</u>	Cases	Percent	Cases	Percent	Percent Change
City Courts	1,132	4%	693	3%	-39%
Family Courts	1,516	6%	1,525	6%	1%
Supreme Courts	9	-%	21	-%	133%
Town/Village Courts	101	-%	122	-%	21%
County Courts	4	-%			
Law Enforcement	26	-%	23	-%	-12%
Legal Aid/Public Defender	30	-%	33	-%	10%
Private Agency	72	-%	86	-%	19%
Private Attorney	82	-%	96	-%	17%
Probation	23	-%	16	-%	-30%
Public Agency	384	1%	251	1%	-35%
Schools	45	-%	142	1%	216%
Other Referral	48	-%	15	-%	-69%
No Referral Elsewhere	23,340	87%	24,533	89%	5%
Total	26,812		27,556		3%

ADDITIONAL INFORMATION

<u>Number Of Persons Served Through:</u>	<u>FY 2002-2003</u>	<u>FY 2003-2004</u>	<u>Percent Change</u>
Mediation, Conciliation or Arbitration	37,672	39,655	5%
Other Dispositions	28,611	30,987	8%
<i>All Cases</i>	<i>66,283</i>	<i>70,642</i>	<i>7%</i>

Average Days From Intake To Disposition For:

Mediation, Conciliation or Arbitration	20	21	6%
Other Dispositions	26	26	-%
Single-Session Cases	16	17	1%
Multi-Session Cases	60	59	-1%
<i>All Cases</i>	<i>22</i>	<i>23</i>	<i>2%</i>

<u>Average Session Minutes Per Case</u>	67	70	4%
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<u>Total Amount Agreed To/Awarded</u>	\$6,650,170	\$6,615,633	-1%
Total # of Cases With Money Agreements/Awards	3,560	3,202	-10%
Avg. Amount Agreed To/Awarded Per Case	\$1,868	\$2,066	11%

Notes:

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TABLE 17, Page 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY OF SPECIAL PURPOSE ADR PROGRAMS BY JUDICIAL DISTRICT

Judicial District	Program Type	County	2001-02	2002-03	2003-04
First	Family Court	New York	\$0	\$30,129	\$60,258
		<i>District Total</i>	\$0	\$30,129	\$60,258
Second	Family Court	Kings	\$123,600	\$129,780	\$134,412
		Richmond	\$51,500	\$54,075	\$54,075
		<i>District Total</i>	\$175,100	\$183,855	\$188,487
Third	City Court	Albany (Albany)	\$15,000	\$15,450	\$15,836
		Ulster (Kingston)	\$8,000	\$8,400	\$8,610
		Rensselaer (Troy)	\$8,000	\$8,400	\$8,610
		Columbia (Hudson)	\$5,500	\$5,665	\$5,807
	Family Court	Albany	\$55,000	\$56,650	\$58,066
		Columbia	\$12,500	\$13,250	\$13,581
		Greene	\$20,000	\$21,218	\$21,748
		Rensselaer	\$32,500	\$33,475	\$34,312
		Sullivan	\$25,000	\$26,250	\$26,906
		Ulster	\$37,500	\$38,625	\$39,591
		<i>District Total</i>	\$219,000	\$227,383	\$233,067
Fourth	City Court	St. Lawrence (Ogdensburg)	\$6,000	\$6,180	\$6,334
		Clinton (Plattsburgh)	\$11,751	\$12,100	\$12,402
		Saratoga (Saratoga Springs)	\$12,500	\$25,000	\$27,449
	Family Court	Clinton	\$14,500	\$14,935	\$15,308
		Essex	\$14,000	\$14,420	\$14,780
		Franklin	\$5,500	\$11,000	\$11,275
		Fulton	\$12,500	\$25,000	\$25,625
		Montgomery	\$0	\$0	\$13,125
		Saratoga	\$26,000	\$26,780	\$27,449
		Schenectady	\$30,000	\$30,900	\$31,672
		St. Lawrence	\$5,500	\$11,000	\$11,275
		Warren	\$26,000	\$26,780	\$25,625
		<i>District Total</i>	\$335,000	\$36,050	\$36,951
	Supreme Court		\$199,251	\$240,145	\$259,270

(Continued on Page 2 of Table 17)

TABLE 17, Page 2
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY OF SPECIAL PURPOSE ADR PROGRAMS BY JUDICIAL DISTRICT

Judicial District	Program Type	County	2001-02	2002-03	2003-04
Fifth	Family Court	Herkimer	\$41,000	\$42,230	\$43,286
		Jefferson	\$25,500	\$30,000	\$31,000
		Lewis	\$5,400	\$7,500	\$7,813
		Oneida	\$52,919	\$54,500	\$55,590
		Onondaga	\$54,000	\$60,000	\$62,000
		Oswego	\$26,000	\$30,000	\$30,700
		<i>District Total</i>	<i>\$204,819</i>	<i>\$224,230</i>	<i>\$230,389</i>
Sixth	Family Court	Broome	\$78,350	\$80,701	\$82,719
		Chemung	\$69,874	\$84,812	\$86,932
		Chenango	\$56,800	\$58,504	\$59,967
		Cortland	\$54,350	\$62,638	\$64,198
		Delaware	\$53,600	\$52,450	\$56,588
		Madison	\$7,725	\$8,000	\$8,200
		Otsego	\$98,044	\$101,000	\$103,525
		Schuyler	\$10,300	\$10,609	\$10,874
		Tioga	\$28,000	\$36,840	\$37,761
		Tompkins	\$65,550	\$67,517	\$69,205
		<i>District Total</i>	<i>\$572,593</i>	<i>\$563,071</i>	<i>\$579,969</i>
Seventh	Family Court	Cayuga	\$26,780	\$29,360	\$18,860
		Livingston	\$37,130	\$31,198	\$38,027
		Monroe	\$103,035	\$148,470	\$165,749
		Ontario	\$25,200	\$28,042	\$30,852
		Seneca	\$22,030	\$25,365	\$15,888
		Steuben	\$55,660	\$27,690	\$28,495
		Wayne	\$17,750	\$28,410	\$19,475
		Yates	\$28,780	\$17,535	\$28,813
		Monroe	\$45,595	\$47,880	\$50,000
		<i>District Total</i>	<i>\$361,960</i>	<i>\$383,950</i>	<i>\$396,159</i>
	Supreme Court				

(Continued on Page 3 of Table 17)

TABLE 17, Page 3
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY OF SPECIAL PURPOSE ADR PROGRAMS BY JUDICIAL DISTRICT

Judicial District (Continued)	Program Type	County	2001-02	2002-03	2003-04
Eighth	Family Court	Chautauqua	\$45,229	\$48,919	\$37,108
		Erie	\$68,501	\$74,889	\$67,840
		Genesee	\$0	\$0	\$20,588
		Niagara	\$41,270	\$44,841	\$47,329
		<i>District Total</i>	<i>\$155,000</i>	<i>\$168,649</i>	<i>\$172,865</i>
Ninth	Family Court	Dutchess	\$45,486	\$47,760	\$48,954
		Orange	\$53,104	\$55,000	\$56,375
		Putnam	\$30,888	\$32,542	\$33,356
		Westchester	\$59,850	\$61,261	\$64,982
		<i>District Total</i>	<i>\$38,000</i>	<i>\$38,000</i>	<i>\$38,950</i>
Tenth	Family Court	Orange	<i>\$227,328</i>	<i>\$234,563</i>	<i>\$242,617</i>
		Nassau	\$49,361	\$58,222	\$58,222
		<i>District Total</i>	<i>\$49,362</i>	<i>\$59,223</i>	<i>\$59,223</i>
Eleventh	Family Court	Nassau	<i>\$98,723</i>	<i>\$117,445</i>	<i>\$117,445</i>
		Queens	\$123,600	\$129,780	\$129,780
		<i>District Total</i>	<i>\$123,600</i>	<i>\$129,780</i>	<i>\$129,780</i>
Twelfth	Family Court	Bronx	\$0	\$23,327	\$56,608
			\$0	\$23,327	\$56,608
		<i>Total</i>	<i>\$2,287,374</i>	<i>\$2,496,398</i>	<i>\$2,606,656</i>

Table 18
CRIMINAL COURT OF THE CITY OF NEW YORK
FY 2003-2004 Court Dispute Referral Centers Activity Report

CDRC STATISTICS				NEW YORK				BRONX				BROOKLYN				QUEENS				CITYWIDE			
		Non DV	DV	Total		Non DV	DV	Total		Non DV	DV	Total		Non DV	DV	Total		Non DV	DV	Total			
				#	%			#	%			#	%			#	%			#	%	#	%
Referred to	Service	#	#	#	%	#	#	#	%	#	#	#	%	#	#	#	%	#	#	#	%		
ADR	Mediation Arbitration Conciliation	757	0	757	20%	808	0	808	14%	2,198	25	2,223	34%	1,200	0	1,200	33%	4,963	25	4,988	25%		
Criminal Complaint	Prosecute, etc. ¹	4	0	4	0%	530	1	530	9%	20	58	78	1%	0	1	1	0%	25	588	613	3%		
District Attorney	Docketed Cases ²	154	81	235	6%	374	118	374	6%	203	79	282	4%	101	41	142	4%	714	319	1,033	5%		
Police	Arrest, etc. ³	951	413	1,364	36%	1,725	612	1,725	30%	939	1,153	2,092	32%	575	344	919	25%	3,578	2,522	6,100	31%		
Family Court	Protective Orders, etc. ⁴	82	170	252	7%	1,000	942	1,000	17%	80	405	485	7%	36	278	314	9%	256	1,795	2,051	10%		
Civil Court	L & T Small Claims	135	29	164	4%	87	17	87	2%	97	8	105	2%	109	41	150	4%	411	95	506	3%		
Info. Only	No Referral	459	55	514	14%	898	301	898	15%	779	224	1,003	15%	366	98	464	13%	2,201	678	2,879	15%		
Other Referrals	See Footnote ⁵	391	86	477	13%	378	46	378	7%	206	107	313	5%	269	147	416	12%	1,198	386	1,584	8%		
Totals		2,933	834	3,767	100%	5,800	2,565	5,800	100%	4,522	2,059	6,581	100%	2,656	950	3,606	100%	13,346	6,408	19,754	100%		

Court Dispute Referral Centers ("CDRC's") provide information and referral services to members of the public who complain about other individuals with whom they are in an interpersonal dispute, and no arrest has been made. The Centers interview every complainant in person and provide options as to what to do about the dispute. Referrals are made to the above organizations and services. Matters are divided into DV (Domestic Violence) and other than Domestic Violence.

¹Includes matters: referred for prosecution on advice of ADA.

²Includes matters: cases already docketed, felony alleged, etc.

³Includes matters: referred to NYPD for arrest, to make or amend police complaint, matter under police investigation, etc.

⁴Includes matters: referred for Orders of Protection, custody & visitation, child support, juvenile offenders, PINS, etc.

⁵Includes matters: regarding NYCHA, other shelter, legal aid and attorney referrals, mentally ill complainants, consumer complaints, etc.

Table 19
Better Business Bureau Commercial Cases: 2-Year Workload Analysis

Page 1 of 1

CASE DISPOSITION						
			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
<u>Resolved</u>			Cases	Percent	Cases	Percent
Conciliated w/o face-to-face session			8,637	53%	8,242	59%
<i>Resolved Subtotal</i>			8,637	53%	8,242	59%
						Percent Change
						-5%
						-5%
<u>Other Dispositions</u>			Cases	Percent	Cases	Percent
Unable to contact Respondent			4,906	30%	3,477	25%
Others			2,714	17%	2	-%
<i>Other Dispositions</i>			7,620	47%	5,677	41%
Total			16,257		13,919	
						Percent Change
						-29%
						-100%
						-25%
						-14%
REFERRAL SOURCES						
			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
<u>Private Agency</u>			Cases	Percent	Cases	Percent
			16,257	100%	13,919	100%
Total			16,257		13,919	
						Percent Change
						-14%
						-14%
CASE TYPES						
			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
<u>Civil -Small Claims</u>			Cases	Percent	Cases	Percent
			16,257	100%	13,919	100%
Total			16,257		13,919	
						Percent Change
						-14%
						-14%
RELATIONSHIP OF PARTIES						
			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
<u>Individual/Corporation</u>			Cases	Percent	Cases	Percent
			16,257	100%	13,919	100%
Total			16,257		13,919	
						Percent Change
						-14%
						-14%
NATURE OF DISPUTE						
			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
<u>Civil-Financial/Property/Contract</u>			Cases	Percent	Cases	Percent
Breach of Contract			16,257	100%	13,919	100%
<i>Civil-Financial/Property/Contract</i>			16,257	100%	13,919	100%
Total			16,257		13,919	
						Percent Change
						-14%
						-14%
						-14%
ADDITIONAL INFORMATION						
<u>Number Of Persons Served Through:</u>			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
Mediation, Conciliation or Arbitration			17,274		16,484	
Other Dispositions			15,240		11,354	
<i>All Cases</i>			32,514		27,838	
						Percent Change
						-5%
						-25%
						-14%
<u>Average Days From Intake To Disposition For:</u>			<u>FY 2002-2003</u>		<u>FY 2003-2004</u>	
Mediation, Conciliation or Arbitration			24		16	
Other Dispositions			25		25	
<i>All Cases</i>			31		20	
						Percent Change
						-32%
						-%
						-37%

Notes:

NYS Fiscal Years Are April 1 Through March 31. Data compiled July 7, 2004.

"-%" = less than 1%

APPENDIX C

**COMMUNITY DISPUTE
RESOLUTION CENTERS
BY COUNTY**

NYS Community Dispute Resolution Centers
New York State Unified Court System, Division of Court Operations
Office of Alternative Dispute Resolution Programs
98 Niver Street, Cohoes, NY 12047
(518) 238-2888 / FAX: (518) 238-2951
Web: www.nycourts.gov/ip/adr
E-mail: cdrcp@courts.state.ny.us

Program List

Albany County

Mediation Matters
Peter Glassman, Executive Director
30 Watervliet Avenue
Albany, NY 12206
Phone: (518) 446-0356 Fax: (518) 446-0379
Web: www.mediationmatters.org

Allegany County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
112 West State Street
Olean, NY 14760
Phone: (716) 373-5133 Fax: (716) 373-3787
Web: www.wnyadr.org

Bronx County

Institute for Mediation and Conflict Resolution
Stephen Slate, Executive Director
384 East 149th St., Suite 330
Bronx, NY 10455
Phone: (718) 585-1190 Fax: (718) 585-1962

Broome County

ACCORD, A Center for Dispute Resolution
Richard Squire, Executive Director
30 West State St., 2nd Floor
Binghamton, NY 13901
Phone: (607) 724-5153 Fax: (607) 724-0059

Cattaraugus County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
112 West State Street
Olean, NY 14760
Phone: (716) 373-5133 Fax: (716) 373-3787
Web: www.wnyadr.org

Cayuga County

Center for Dispute Settlement
Andrew Thomas, Executive Director
95 Genesee Street, 2nd Floor
Auburn, NY 13021
Phone: (315) 252-4260 Fax: (315) 252-4290
Web: www.cdsadr.org

Chautauqua County

(Dunkirk Office)
Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
323 Central Avenue, 4th Floor
Dunkirk, NY 14048
Phone: (716) 366-0410 Fax: (716) 366-4871
Web: www.wnyadr.org

Chautauqua County

(Jamestown Office)
Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
200 E. Third Street
Jamestown, NY 14701
Phone: (716) 483-7774 Fax: (716) 483-7615
Web: www.wnyadr.org

Chemung County

Community Dispute Resolution Center
Paula Smetanka, Assistant Director
215 East Church St., Suite 204
Elmira, NY 14901
Phone: (607) 734-9087 Fax: (607) 735-9828

Chenango County

Catholic Charities
Dispute Resolution Center
Jennifer Morris, Program Director
Eaton Center, 26 Conkey Avenue
Norwich, NY 13815
Phone: (607) 336-1982 Fax: (607) 336-5330

Clinton County

Northern NY Centers for Conflict Resolution
Kyle Blanchfield, Executive Director
22 U.S. Oval, Suite 201
Plattsburgh, NY 12903
Phone: (518) 563-1227 Fax:

Columbia County

Common Ground
Dawn Wallant, Executive Director
454 Warren Street
Hudson, NY 12534
Phone: (518) 828-0047 Fax: (518) 943-6241
Web: www.commongroundinc.org/

Cortland County

New Justice
John McCullough, Executive Director
McNeil Building
17 Main St., Suite 412
Cortland, NY 13045
Phone: (607) 753-6952 Fax: (607) 753-6579

Delaware County

Catholic Charities
Dispute Resolution Center
Jennifer Morris, Program Director
Sherwood Rd., POB 7
Delhi, NY 13753
Phone: (607) 746-6351 Fax: (607) 746-7085

Dutchess County

Mediation Center of Dutchess County
Jody Miller, Executive Director
Family Partnership Building
29 North Hamilton St.
Poughkeepsie, NY 12601
Phone: (845) 471-7213 Fax: (845) 471-7264
Web: www.dutchessmediation.org

Erie County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
741 Delaware Avenue
Buffalo, NY 14209
Phone: (716) 883-5050 Fax: (716) 883-5349
Web: www.wnyadr.org

Essex County

Northern NY Centers for Conflict Resolution
Kyle Blanchfield, Executive Director
301 Main Street, POB 135
Lake Placid, NY 12946
Phone: (518) 523-7234 Fax: (518) 523-7211

Franklin County

Northern NY Centers for Conflict Resolution
Kyle Blanchfield, Executive Director
9 Finney Boulevard
Malone, NY 12953
Phone: (518) 483-1550 Fax: (518) 483-9166

Program List

Fulton County

Catholic Charities
Tri-County Mediation Program
Marsha Lawyer, Program Director
795 East Main St, Suite 5
Cobleskill, NY 12043
Phone: (518) 842-4202 Fax: (518) 842-4245

Genesee County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
Genesee County Courts Building
One West Main Street
Batavia, NY 14020
Phone: (585) 344-2580 Fax: (585) 344-8520
Web: www.wnyadr.org

Greene County

Common Ground
Dawn Wallant, Executive Director
11 William St. Suite 2
Catskill, NY 12414
Phone: (518) 943-0523 Fax: (518) 943-6241
Web: www.commongroundinc.org/

Hamilton County

Northern NY Centers for Conflict Resolution
Kyle Blanchfield, Executive Director
Elm Lake Rd., POB 471
Speculator Village Hall
Speculator, NY 12164
Phone: (518) 548-8213 Fax: (518) 548-8213

Herkimer County

Catholic Charities
Community Mediation Program
Annemarie Adams, Program Director
61 West St.
Ilion, NY 13357
Phone: (315) 894-9917 Fax: (315) 894-6313

Jefferson County

Jeff-Lewis Mediation Center
Linya Bell, Executive Director
200 Washington Street
Suite 207
Watertown, NY 13601
Phone: (315) 785-0333 Fax: (315) 785-0322
Web: www.jeffewismediation.org

Kings County

(Brooklyn Mediation Center)

Safe Horizon
Elizabeth Clemants, Senior Director of Mediation
210 Joralemon Street, Room 618
Brooklyn, NY 11201
Phone: (718) 834-6671 Fax: (718) 834-6681
Web: www.safehorizon.org

Kings County

(Brooklyn Family Court Program)

Safe Horizon
Elizabeth Clemants, Senior Director of Mediation
283 Adams Street, Rm 404
Brooklyn, NY 11201
Phone: (718) 222-8408 Fax: (718) 643-6615
Web: www.safehorizon.org

Lewis County

Jeff-Lewis Mediation Center
Linya Bell, Executive Director
5420 Shady Avenue
Lowville, NY 13367
Phone: (315) 376-7991 Fax:
Web: www.jeffewismediation.org

Livingston County

Center for Dispute Settlement
Andrew Thomas, Executive Director
6 Court Street
Geneseo, NY 14454
Phone: (585) 243-7007 Fax: (585) 243-7006
Web: www.cdsadr.org

Madison County

New Justice
John McCullough, Executive Director
121 Oneida Street, POB 365
Oneida, NY 13421
Phone: (315) 361-4438 Fax:

Monroe County

(Main Office)

Center for Dispute Settlement
Andrew Thomas, Executive Director
300 State Street, Suite 301
Rochester, NY 14614
Phone: (585) 546-5110 Fax: (585) 546-4391
Web: www.cdsadr.org

Monroe County

(Family Mediation Programs)

Center for Dispute Settlement
Andrew Thomas, Executive Director
17 East Main Street
Rochester, NY 14614
Phone: (585) 454-4042 Fax: (585) 454-4049
Web: www.cdsadr.org

Montgomery County

Catholic Charities
Tri-County Mediation Program
Marsha Lawyer, Program Director
1 Kimball Street
Amsterdam, NY 12010
Phone: (518) 842-4202 Fax: (518) 842-4245

Nassau County

EAC
Mediation Alternative Project
Robyn Schneider, Division Director
175 Fulton Avenue, Suite 400
Hempstead, NY 11550
Phone: (516) 489-7733 Fax: (516) 789-7532
Web: www.eacinc.org/community.htm

New York County

(Manhattan Mediation Center)

Safe Horizon
Elizabeth Clemants, Senior Director of Mediation
346 Broadway, Suite 400W
New York, NY 10013
Phone: (212) 577-1740 Fax: (212) 406-2637
Web: www.safehorizon.org

New York County

Washington Heights - Inwood Coalition
Northern Manhattan Mediation Program
Mary Gratreaux, Mediation Director
652 West 187th Street
New York, NY 10033
Phone: (212) 781-6722 Fax: (212) 740-8509

New York County

LGBT Center
Project Resolve
Jorge Irizarry, Mediation Service Director
208 West 13th Street
New York, NY 10014
Phone: (212) 620-7310 Fax: (212) 924-2657
Web:
www.gaycenter.org/programs/mhss/mediation.html

Niagara County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
1721 Military Road
Niagara Falls, NY 14304
Phone: (716) 297-3083 Fax: (716) 297-6285
Web: www.wnyadr.org

Program List

Oneida County

Peacemaker Program
Brenda Episcopo, Executive Director
United Way Building
270 Genesee Street
Utica, NY 13502
Phone: (315) 724-1718 Fax: (315) 724-1375
Web: www.peacemakerprogram.com

Onondaga County

(Main Office)

New Justice
John McCullough, Executive Director
1153 West Fayette St.
Syracuse, NY 13204
Phone: (315) 471-4676 Fax: (315) 475-0769

Onondaga County

(Family Court Office)

New Justice
John McCullough, Executive Director
Onondaga Family Court
401 Montgomery St., Room 112
Syracuse, NY 13202
Phone: (315) 671-2047 Fax: (315) 671-1165

Ontario County

Center for Dispute Settlement
Andrew Thomas, Executive Director
120 North Main Street
Canandaigua, NY 14424
Phone: (585) 396-0840 Fax: (585) 396-5934
Web: www.cdsadr.org

Orange County

Dispute Resolution Center
Roz Magidson, Executive Director
14 Scotchtown Rd., POB 510
Goshen, NY 10924
Phone: (845) 294-8082 Fax: (845) 294-7428

Orleans County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
741 Delaware Avenue
Buffalo, NY 14209
Phone: (716) 883-5050 Fax: (716) 883-5349
Web: www.wnyadr.org

Oswego County

New Justice
John McCullough, Executive Director
161B West First Street
Oswego, NY 13126
Phone: (315) 343-8370 Fax: (315) 343-8369

Otsego County

Mediation Services
Barbara Potter, Executive Director
48 Dietz St., Suite I-Front
Oneonta, NY 13820
Phone: (607) 433-1672 Fax: (607) 433-0361
Web: www.oneonta.edu/~msi

Putnam County

(Putnam County DRC)

Dispute Resolution Center
Roz Magidson, Executive Director
34 Gleneida Avenue
Suite 200
Carmel, NY 10512
Phone: (845) 225-9555 Fax: (845) 225-9568

Queens County

Community Mediation Services
Queens Mediation Network
Robert Thaler, Mediation Director
89-64 163rd Street
Jamaica, NY 11432
Phone: (718) 523-6868 Fax: (718) 291-5769

Rensselaer County

Mediation Matters
Peter Glassman, Executive Director
258 Broadway
Troy, NY 12180
Phone: (518) 687-0056 Fax: (518) 687-0059
Web: www.mediationmatters.org

Richmond County

New York Center for Interpersonal
Development
Candace Gonzalez, Program Director
130 Stuyvesant Place, 5th Fl.
Staten Island, NY 10301
Phone: (718) 815-4557 Fax: (718) 876-6068

Rockland County

Volunteer Counseling Service
Myrnia Bass-Hargrove, Mediation Services
Director
77 South Main St.
New City, NY 10956
Phone: (845) 634-5729 Fax: (845) 634-7839
Web: www.planet-rockland.org/vcs

Saratoga County

Catholic Charities
Mediation Services
Carol Kachidurian, Program Director
480 Broadway, LL-32
Saratoga Springs, NY 12866
Phone: (518) 584-6361 Fax: (518) 583-9659

Schenectady County

Law, Order and Justice Center
Laura Zelliger, Executive Director
144 Barrett St.
Schenectady, NY 12305
Phone: (518) 346-1281 Fax: (518) 346-1311

Schoharie County

(Tri-County Mediation, Schoharie Office)

Catholic Charities
Tri-County Mediation Program
Marsha Lawyer, Program Director
PO Box 507
434 Main Street
Schoharie, NY 12157
Phone: (518) 295-6010 Fax: (518) 295-6013

Schuyler County

Community Dispute Resolution Center
Paula Smetanka, Assistant Director
208 Broadway
Montour Falls, NY 14865
Phone: (607) 535-7637 Fax: (607) 535-4443

Seneca County

Center for Dispute Settlement
Andrew Thomas, Executive Director
48 West Williams Street
Waterloo, NY 13165
Phone: (315) 539-4570 Fax: (315) 539-4571
Web: www.cdsadr.org

St. Lawrence County

Northern NY Centers for Conflict
Resolution
Kyle Blanchfield, Executive Director
127 North Water St.
Ogdensburg, NY 13669
Phone: (315) 393-7079 Fax: (315) 393-7081

Steuben County

(Hornell Satellite)

Center for Dispute Settlement
Andrew Thomas, Executive Director
82 Main Street
Hornell, NY 14843
Phone: (607) 324-9887 Fax: (607) 281-1283
Web: www.cdsadr.org

Steuben County

(Bath Satellite)

Center for Dispute Settlement
Andrew Thomas, Executive Director
22 Liberty Street, 2nd Fl.
Bath, NY 14810
Phone: (607) 776-6976 Fax: (607) 776-7226
Web: www.cdsadr.org

Program List

Suffolk County

EAC

Community Mediation Center
Robyn Schneider, Division Director
22 Lawrence Avenue, suite 200
Smithtown, NY 11787
Phone: (631) 265-0490 Fax: (631) 265-0831
Web: www.eacinc.org/community.htm

Sullivan County

Dispute Resolution Center
Roz Magidson, Executive Director
14 St. John Steet, POB 786
Monticello, NY 12701
Phone: (845) 794-3377 Fax: (845) 796-2913

Tioga County

ACCORD, A Center for Dispute
Resolution
Richard Squire, Executive Director
16 Court St., 2nd Fl, POB 493
Owego, NY 13827
Phone: (607) 687-8222 Fax: (607) 687-8266

Tompkins County

Community Dispute Resolution Center
Paula Smetanka, Assistant Director
120 West State St
Ithaca, NY 14850
Phone: (607) 273-9347 Fax: (607) 275-9225

Ulster County

Dispute Resolution Center
Roz Magidson, Executive Director
25 Lucas Ave 2nd Floor
Kingston, NY 12401
Phone: (845) 331-6136 Fax: (845) 331-6021

Warren County

Catholic Charities
Mediation Services
Carol Kachidurian, Program Director
Municipal Ctr., 1340 Rt.9
Lake George, NY 12845
Phone: (518) 761-7674 Fax: (518) 761-6230

Washington County

Catholic Charities
Mediation Services
Carol Kachidurian, Program Director
Municipal Ctr. 1340 Rte 9
Lake George, NY 12845
Phone: (518) 761-7674 Fax: (518) 761-6230

Wayne County

(Community Program Office)

Center for Dispute Settlement
Andrew Thomas, Executive Director
54 Broad St., Rm 304
Hall of Justice
Lyons, NY 14489
Phone: (315) 946-7500 Fax: (315) 946-5461
Web: www.cdsadr.org

Wayne County

(Family Program Office)

Center for Dispute Settlement
Andrew Thomas, Executive Director
54 Broad Street, Room 113
Hall of Justice
Lyons, NY 14489
Phone: (315) 946-5451 Fax: (315) 946-5461
Web: www.cdsadr.org

Westchester County

CLUSTER

Jenny Besch, Program Director
20 South Broadway, Suite 501
Box 1248
Yonkers, NY 10702
Phone: (914) 963-6500 Fax: (914) 963-4566

Wyoming County

Better Business Bureau
Dispute Settlement Center
Julie Loesch, Director
112 West State St.
Olean, NY 14760
Phone: (716) 373-5133 Fax: (716) 373-3787
Web: www.wnyadr.org

Yates County

Center for Dispute Settlement
Andrew Thomas, Executive Director
Yates County Court House
415 Liberty Street
Penn Yann, NY 14527
Phone: (315) 531-3409 Fax: (315) 536-2389
Web: www.cdsadr.org

APPENDIX D
DEFINITION OF TERMS

DEFINITION OF TERMS

Community Dispute Resolution Center

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

Arbitration

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

Case Screened Appropriate For Dispute Resolution

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

Compliance

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

Conciliation

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

Mediation

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

Referral

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

Returnee

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

Walk-In

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

APPENDIX E

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

NYS Office of ADR Programs Staff Listing

Daniel M. Weitz, Esq.
State ADR Coordinator
25 Beaver Street, 8th Floor
New York, NY 10004
(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
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