

THE NEW YORK STATE
UNIFIED COURT SYSTEM
DIVISION OF COURT OPERATIONS



OFFICE OF ALTERNATIVE DISPUTE RESOLUTION PROGRAMS

**COMMUNITY
DISPUTE
RESOLUTION
CENTERS
PROGRAM**



**2004-2005
ANNUAL REPORT**

New York State Unified Court System

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November 1, 2005

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

Dear Governor Pataki:

Pursuant to Chapter 524 of the Laws of 2005, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering fiscal period April 1, 2004 to March 31, 2005.

The Community Dispute Resolution Centers Program, in its *24th* 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 fluid and cursive, with the first name "Jonathan" written in a larger, more prominent script than the last name "Lippman".

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). Pursuant to Chapter 156, Law of 1984, the CDRCP became a permanent component of the Unified Court System in 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 functions of the CDRCP are 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 2004-05 (April 1, 2004 through March 31, 2005).

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 2004-2005, the centers contracting with the CDRCP determined that 40,576 cases involving 100,620 individuals were appropriate for dispute resolution. Of those cases, the centers conducted 23,635 mediations, conciliations and arbitrations, a 12% increase over 2003-2004. Parties reached voluntary agreements in 79% of the cases that were mediated or conciliated.

Centers reported that disputants paid to one another a total of \$7,543,926 through mediated agreements or arbitration awards. The average payment per case in which an award was made or a monetary agreement was reached was \$4,459. The average single-hearing mediation or arbitration took 18 days from intake to final disposition and the average multiple-hearing mediation or arbitration took 59 days from intake to final disposition.

Centers continued to help families in New York State resolve highly emotional family

disputes, including 10,264 child custody, visitation or support cases; 646 divorce or separation cases; and 1,675 PINS (Persons In Need of Supervision) or pre-PINS cases.

A total of 9,231 cases (about 23% 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 and parents and children.

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 21% with 8,471 cases in 2004-2005. For the most part these have involved parenting (custody, visitation, or support) or have been PINS cases. Referrals from public and private agencies accounted for 25%, or 10,299 cases, of the caseload compared with 13% in 2003-2004. City Court referrals dropped from 31% of the caseload in 1997-98 to 21% in 2004-2005, accounting for 8,558 cases.

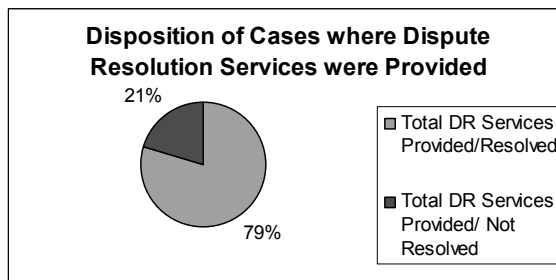
Although they did not account for a large portion of all cases, word-of-mouth referrals (3.1% of all cases) have doubled in the past seven years—from 600 to 1,253.

Otherwise, the patterns have remained fairly consistent. In 2004-2005, 47% of the cases came from the courts, 8% from law enforcement, and 4% from schools.

About 5% of cases are self-referred. See table 2 for more information.

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 23% of the caseload



Programs and Partnerships

involving family members, the most common relationships were: consumer-merchant (14%), individual / corporation (14%), ex-boy / girlfriend (11%), landlord-tenant (9%), client-agency (8%), and neighbors (6%).

PROGRAMS AND 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.

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 2004-2005, specially funded centers screened a total of 11,246 Family Court cases, of which 4,408 were conciliated or mediated. Centers without special funding for Family Court cases screened an additional 76 cases, of which 41

2004-2005 Family Court Mediation Services		
Family Court Services	Cases Screened	Cases Conciliated/Mediated
Special Funding	11,246	4,408
Other Funding	76	41
Total	11,322	4,449

were conciliated or mediated. (Details in Table 11).

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 7,125 child custody, 2,371 child visitation, and 591 child support issues between separating parents. This total amounts to 10,264 cases, of which 4881 were mediated and 3,909, or 80%, were resolved.

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 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.

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 2004-2005, 1,675 matters referred to the CDRCP were PINS cases. 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.

SUPREME COURT DIVORCE MEDIATION

Many CDRCs operate divorce mediation programs, both as fee-for-service programs and in collaboration with the Supreme Courts. In 2004-2005, 646 matrimonial cases were screened by CDRCs, 279 were mediated and,

of those cases mediated, 220 or 79% were resolved.

SUPREME COURT 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 2004-2005, CDRCs screened 88 Supreme Court-referred cases, 63 of which involved child custody and visitation issues.

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. The Staten Island CDRC also provides services 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 2004-2005, the Court Dispute Referral Centers served 18,022 complainants, of whom 4,237 (24% 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 (457) of the complainants prepare criminal complaints for prosecution and thereby immediately obtain ex parte temporary orders of protection. Of those cases prosecuted, over 98% involved victims of domestic violence. Eleven percent of complainants were referred to Family Court, 14% were provided with information only, and 30% were referred back to the police.

CHILD PERMANENCY MEDIATION

Mediation can be used at any stage of a child abuse or neglect 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. Child permanency cases, like other complex matters, can require more sessions and a great deal of preliminary work before mediation begins.

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 CDRC programs in Albany, Chemung, Monroe, Oneida, Rockland and Westchester Counties for mediation pilot programs. 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. In 2004-2005, 183 child permanency cases were screened for mediation.

JUVENILE JUSTICE INITIATIVES AND EDUCATIONAL PROGRAMS

In fiscal year 2004-2005, over 5,500 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 1,722 cases referred by schools, parties entered into voluntary agreements in 78% of the 1,345 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

Programs and Partnerships

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.

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, 2004 through March 31, 2005	
Accord, Binghamton	103
Center for Dispute Settlement, Rochester	124
Child and Family Services, Buffalo*	19
Common Ground, Catskill	264
Dispute Settlement Center, BBB, Buffalo	126
Education Assistance Corp., Long Island	203
NNY Ctr. for Conflict Resolution, Ogdensburg	107
Peacemaker Program, Utica	223
Rural Law Center, Plattsburgh*	13
Volunteer Counseling Service, New City	462
Total	1,644
*contract effective 2/1/05	
Note: Data based on cases received 4/1/04-3/31/05 and processed by dispute resolution centers.	

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.

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.

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 2004-2005, there were 647 requests for arbitration under the Part 137 Program. Twenty-eight percent (183) of these cases were either dismissed for lack of jurisdiction or withdrawn by the filing party. A total of 299 arbitration hearings were held, 281 of which resulted in awards. There were 211 disputes involving attorneys' fees below \$3,000, which were heard by a single arbitrator, and 83 disputes involving attorneys' fees of \$3,000 or more, which were heard by a panel of three arbitrators. Twenty-two percent (141) of cases were settled by the parties without the arbiter making an award. The remaining 24 cases were mediated, with an agreement rate of 92%. Overall, 96% of cases appropriate for the program were resolved by agreement or arbiter award.

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.

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, New York State and the Unified Court System's State Office of Alternative Dispute Resolution Programs were certified by the United States Department of Agriculture (USDA), to operate the New York State Agricultural Mediation Program (NYSAMP). New York is one of 30 states with USDA certified agricultural mediation programs authorized to assist in resolving disputes involving farm and housing loans, wetland determinations, conservation compliance, pesticide use, and other agricultural issues. Between April 1, 2004 and March 31, 2005, 24 cases were filed and processed through this program with an agreement rate of 80% for those cases coming to mediation.

NYSdra manages central intake for referrals from the USDA, financial institutions, other agencies and individual agricultural producers. Case management is handled regionally by CDRCs selected across the state in Erie, Delaware, Herkimer, Montgomery, Orange, Steuben, and Suffolk Counties.

Programs and Partnerships

Training for USDA County Directors in the principles of mediation and effective participation in mediation is provided by staff of the State ADR Office, NYSDRA and USDA. Training for experienced community mediators to work with agricultural disputes is provided by staff of the State ADR Office, NYSDRA, USDA, NY FarmNet, and Cornell School of Industrial Labor Relations.

SPECIAL EDUCATION

Since 1995, all school districts in New York State have been required to make special education mediation available to parents of children with disabilities. The Community Dispute Resolution Centers provide mediation services pursuant to a contract between the New York State Education Department and NYSDRA. The program offers an alternative to costly impartial hearings, which have the potential to produce a negative effect on the parent and school relationship. In fiscal year 2004-2005, 376 cases were processed through this program, with an agreement rate of 95% for those cases coming to mediation.

VOCATIONAL REHABILITATION MEDIATION (VESID)

Pursuant to the Federal Vocational Rehabilitation Act, the New York State Education Department entered into a contract in 1999 with NYSDRA to provide mediation services through the Community Dispute Resolution Centers. This program mediates disputes between administrators of the VESID program and applicants or eligible individuals, regarding the provision of vocational rehabilitation services. In fiscal year 2004-2005, 5 cases were processed through this program, with a 100% agreement rate for those cases coming to mediation.

EARLY INTERVENTION MEDIATION

The CDRCs, working through a contract between NYSDRA and the NYS Department of Health, provide mediation services to parents of children with developmental delay or disabilities and their local early intervention officials. Parents of children younger than four years old are eligible for this service. This program provides an alternative to a due process hearing and promotes communication

between parents and service providers. In fiscal year 2004-2005, 8 cases were processed through this program, with an agreement rate of over 83% for those cases coming to mediation.

LEMON LAW ARBITRATION

Through the membership network of community dispute resolution centers, NYSDRA has contracted with the New York State Attorney General's Office to administer the Lemon Law Arbitration Program. This program provides legal protection for consumers who purchase new or used cars or wheelchairs and experience chronic problems that substantially impair their value. The program also resolves excess wear and damage claims on leased cars. Motorcycles were added to this program in fall 2004. Between April 1, 2004 and March 31, 2005, 815 cases were filed and 789 were processed through this program (32 are still pending).

MANUFACTURED HOMES MEDIATION

Since 1989, NYSDRA, representing the statewide network of Community Dispute Resolution Centers, has contracted with the New York State Division of Housing and Community Renewal's Manufactured Homes Unit to provide mediation in disputes between park owners and tenants, in either standard or group cases, as appropriate. A pilot program has added a new component to deal with leasing issues and STAR tax rebates. In fiscal year 2004-2005, 104 tenant representatives were served through this program, with an agreement rate of over 95% for those cases coming to mediation.

LABOR MEDIATION

The New York State Department of Labor in accordance with Section 188 of the Workforce Investment Act (WIA) and 29 CFR Part 37 selected mediation as a form of alternative dispute resolution to be used in processing WIA discrimination complaints in New York State.

NYSDRA contracted with the New York State Department of Labor in July of 2002 to provide mediation services for this program through the network of Community Dispute Resolution Centers in New York State.

State mediation programs assist individuals who are part of the NYS Department of Labor's One Stop System, Equal Opportunity Officers in 32 investment areas of the state, anyone receiving Title One Funds and participants of programs administered directly by the New York State Department of Labor who have filed discrimination complaints and choose to use mediation as an option. This is a growing program, and outreach continues to educate possible consumers about program services.

INDEPENDENT MEDIATION ASSISTANCE PROGRAM (IMAP)

In 2004, retired New York State Court of Appeals Judge Howard Levine designed a mediation program to assist survivors of clergy abuse. The Albany Diocese, which includes fourteen counties, pledged \$5 million to victims who were sexually abused by a priest or deacon of the diocese as minors and for whom the statute of limitations has run out. Judge Levine serves as the System Administrator, and collaborated with NYSDRA to hire the intake coordinator and two advocates to assist applicants. A panel of ten mediators from the local Community Dispute Resolution Centers was selected and trained through NYSDRA; applicants choose the mediator(s) who will assist them in planning for and mediating with representatives from the diocese. The outcomes of mediation may include an opportunity to be heard and to ask questions, apologies, and financial assistance for therapy, health care, job training, education, as well as other forms of individualized assistance. Between September 2004 and April 2005 over sixty applicants have come forward, and ten mediations successfully concluded.

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 2004-2005, 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 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.

LENGTH OF SERVICE FOR ACTIVE MEDIATORS	
<u>YEARS</u>	<u>PERCENT</u>
1 year or less	12%
1 to 3 years	25%
3 to 6 years	32%
6 to 10 years	15%
10 years or more	16%
Total	100%

TRAINER CERTIFICATION AND MEDIATOR QUALIFICATIONS

During 2002, the Office of ADR Programs developed and adopted new requirements for mediation trainers and mediators in CDRCs. These new requirements became effective January 1, 2004.

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,

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ethics, cultural diversity, and agreement drafting.

Another key enhancement was the requirement that newly trained mediators complete a thorough 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 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

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 2004-2005, grant awards from the Unified Court System's Office of ADR Programs to not-for-profit agencies totaled \$4,691,459. An additional \$2,719,483 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 2004-2005, the average NYS UCS CDRC grant cost for each case screened and accepted as appropriate for dispute resolution services was \$183. The cost per conciliation, mediation, and arbitration was \$302, and the cost per person served in a conciliation, mediation, or arbitration was \$71.

ADMINISTRATIVE MANAGEMENT

The Office of ADR Programs developed and distributed to the CDRCs a new CDRC Program Manual during fiscal year 2004-2005. 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

2004-2005 LOCAL REVENUE DISTRIBUTION

REVENUE SOURCE	LOCAL REVENUE	FUNDING PERCENT
Municipalities	\$1,129,906	9.8
Fees for Services	708,899	6.2
State Funding	659,314	5.7
DSS Programs	503,199	4.4
Donations/Grants	301,493	2.6
Youth Bureaus	259,535	2.3
United Way	194,176	1.7
In-Kind	172,331	1.5
School Districts	123,223	1.1
IOLA	39,671	0.3
Total Local Rev.	\$4,091,747	35.6
UCS CDRCP	4,691,459	40.8
UCS Judicial District	2,719,483	23.6
Total UCS Funds	7,410,942	64.4
Total Funding	\$11,502,689	100%

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:

Fiscal and Administrative Management

- Downloadable copies of the CDRCP annual reports and 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.

LOCAL PROGRAM SUMMARIES – FIRST & SECOND JUDICIAL DISTRICTS

SAFE HORIZON

Contract Provider: Safe Horizon

Counties Served: New York and Kings Counties

Senior Mediation Director: Brad Heckman

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

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; 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): Gene Johnson

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

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 received from the New York City Criminal Court Dispute Referral Center.

Involvement in Schools: Conflict management trainings were conducted for 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: Consultants

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

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.

LOCAL PROGRAM SUMMARIES – FIRST & SECOND JUDICIAL DISTRICTS

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.

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): Consultants

LOCAL PROGRAM SUMMARIES – THIRD JUDICIAL DISTRICT

MEDIATION MATTERS, INC.

Contract Provider: Mediation Matters, Inc.

Counties Served: Albany and Rensselaer

Director: Peter Glassman

Main Office: 30 Watervliet Avenue, Albany, N.Y. 12206

Satellite Office: 258 Broadway, Troy, N.Y. 12180

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): 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

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, Parenting Education.

Certified Trainer: Consultants

LOCAL PROGRAM SUMMARIES – THIRD JUDICIAL DISTRICT

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

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 Eileen Rowley.

LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

TRI-COUNTY MEDIATION CENTER

Contract Provider: Catholic Charities of Montgomery County
Counties Served: Fulton, Montgomery, and Schoharie Counties
Director 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

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 (until 1/31/05), Mediation Matters, Inc. (as of 2/1/05)

Counties Served: Saratoga, Warren & Washington County

Director: Peter Glassman

Main Office: 480 Broadway, LL-32, Saratoga Springs, N.Y. 12866

Satellite Office(s): Warren County Family Court, Lake George, N.Y. 12845

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: Peter Glassman

LOCAL PROGRAM SUMMARIES – FOURTH JUDICIAL DISTRICT

LAW, ORDER & JUSTICE CENTER CONFLICT RESOLUTION SERVICES

Contract Provider: Law, Order & Justice Center

County Served: Schenectady County

Executive Director: Laura Zeligier

Conflict Resolution Services Director: Betsy Henderson

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

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

NORTH COUNTRY CONFLICT RESOLUTION SERVICES

Contract Provider: Northern New York Centers for Conflict Resolution, Inc. (until 1/31/05)
Rural Law Center of New York, Inc. (as of 2/1/05)

Counties Served: St. Lawrence, Clinton, Essex, Hamilton, Franklin

Executive Director: Susan Patnode

Program Coordinator: Julie Davies

Main Office: St. Lawrence County: 72 Main Street, Suite 201, Massena, N.Y. 13662

Satellite Offices:

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

Essex County: Town Hall, Town of North Elba, 2693 Main St. Suite 204, Lake Placid, N.Y.

Franklin County: 213 West Main St., Malone, N.Y. 12953

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

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, involved in all grades.

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

Certified Trainers: Consultants

Additional Program Information: Programs with the Akwesasne Indian Reservation.

LOCAL PROGRAM SUMMARIES – FIFTH JUDICIAL DISTRICT

DISPUTE RESOLUTION CENTER OF HERKIMER COUNTY

Contract Provider: Catholic Charities of Herkimer County

County Served: Herkimer

Dispute Resolution Services Director: Michael Kapala

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

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

RESOLUTION CENTER OF JEFFERSON AND LEWIS COUNTIES

Contract Provider: Resolution Center of Jefferson and Lewis Counties

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)

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, and Youth Court referrals from police and probation departments.

Involvement in Schools: Center contracts with 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. Episcopo

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

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.

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

LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT

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

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): Consultants

LOCAL PROGRAM SUMMARIES – SIXTH JUDICIAL DISTRICT

DISPUTE RESOLUTION CENTER OF CHENANGO & DELAWARE COUNTIES

Contract Provider: Catholic Charities of Delaware & Otsego Counties

Counties Served: Chenango and Delaware

Conflict Resolution Services Director: Jennifer L. Morris

Main Office: 26 Conkey Ave., Eaton Center, 3rd Floor, Norwich, N.Y. 13815

Satellite Office(s): P.O. Box 7, Sherwood Rd., Delhi, N.Y. 13753

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): Consultants

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

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

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

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

LOCAL PROGRAM SUMMARIES – SEVENTH & EIGHTH JUDICIAL DISTRICTS

CENTER FOR DISPUTE SETTLEMENT, INC.

Contract Provider: Center for Dispute Settlement, Inc.

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

Executive Director: Sherry Walker-Cowart

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

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.

Involvement in Schools: Peer Mediation Training, Train-the-Trainers and Anger Management-Conflict Resolution Classes in all eight counties, Peer Mediation Summits for school aged youth.

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. (until 1/31/05)
Child and Family Services (as of 2/1/05)

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

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): Consultants

LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

WESTCHESTER MEDIATION CENTER

Contract Provider: CLUSTER, Inc.

County Served: Westchester

Director: Jenny Besch

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

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

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

LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

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

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, and Eileen Rowley.

LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

MEDIATION CENTER OF DUTCHESS COUNTY, INC.

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

County Served: Dutchess County

Executive Director: Jody B. Miller

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

Satellite Office(s): None

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

LOCAL PROGRAM SUMMARIES – NINTH JUDICIAL DISTRICT

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

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: Linda Barlow

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

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): Consultants

QUEENS MEDIATION NETWORK

Contract Provider: Community Mediation Services, Inc.

County Served: Queens

Executive Director: Mark Kleiman, J.D.

Mediation Director: Robert Thaler, Esq.

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.

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.

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

**NEW YORK STATE
CERTIFIED MEDIATION TRAINERS**

To contact the certified trainers listed, call or email the Office of ADR
Programs

**Type of Training: Initial
Mediation (30-hour)**

Ms. Patricia Barnes
Mr. Adam Berner
Ms. Beryl Blaustone
Mr. Rodney Brown
Ms. Elizabeth Clemants
Mr. Ivan Deadrick
Mr. Peter Glassman
Ms. Lynne Hurdle-Price
Mr. Gene Johnson
Ms. Donna Kankiewicz
Professor Karleen Karlson
Mr. Mark Kleiman
Mr. James Kornbluh
Professor Carol Liebman
Professor Lela Love
Ms. Rosalyn Magidson
Mr. Richard Mandell
Mr. John McCullough
Ms. Jody Miller
Ms. Barbara Potter
Ms. Bridget Regan
Ms. Eileen Rowley
Ms. Judith Saul
Mr. Stephen E. Slate
Mr. Joseph B. Stulberg
Mr. Andrew Thomas
Mr. Chris Watler
Mr. Frank Woods

**Type of Training:
Custody/Visitation Mediation
(12-hour)**

Mr. Adam Berner
Ms. Donna Durbin
Ms. Elayne Greenberg
Ms. Donna Kankiewicz
Mr. Mark Kleiman
Ms. Beth Kurkoski
Ms. Rosalyn Magidson
Mr. Richard Mandell
Mr. John McCullough
Ms. Jody Miller
Ms. Judith Saul
Mr. Frank Woods

**Type of Training: Combined
Initial Mediation and C/V (42-
hour)**

Ms. Beth Schwartz

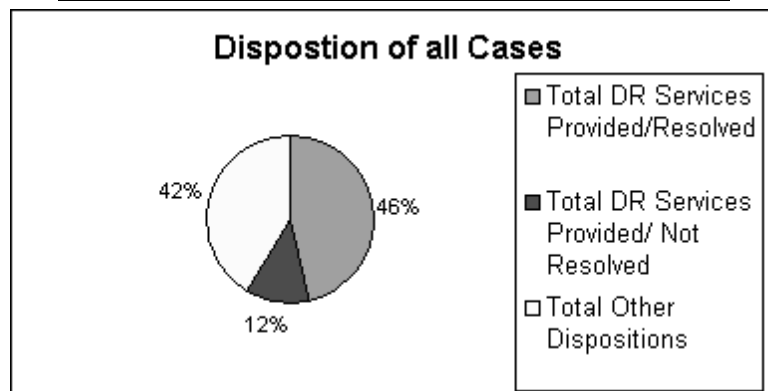
APPENDIX B

STATISTICAL TABLES

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

Table 1
Final Dispositions of Cases

Mediated - Full Agreement	9,143
Mediated - Partial Agreement	261
Mediated - Verbal Agreement	1,654
Conciliated w/o face-to-face session	6,077
Arbitrated	956
Facilitated	403
Resolved outside of program intervention	251
Total DR Services Provided/Resolved	18,745
Mediated - No Agreement	3,967
DR Services Initiated - Issues Unamenable	923
Total DR Services Provided/ Not Resolved	4,890
Respondent Withdrew	91
Complainant Failed to show	249
Unable to contact Complainant	515
Both Declined	904
Both failed to show	981
Respondent failed to show	1,157
Complainant Withdrew	1,242
Complainant Declined	1,296
Other	1,367
Screened Inappropriate	1,641
Outreach Attempted-No Contact	2,041
Respondent Declined	2,399
Unable to contact Respondent	3,058
Total Other Dispositions	16,941
Total	40,576



**Table 2:
Referral Sources**

Referral Source	Total	% of Total Referrals
City Court	8,558	21.09%
Family Court	8,471	20.88%
Private Agency	5,871	14.47%
Public Agency	4,428	10.91%
Police	2,894	7.13%
Walk-In	1,964	4.84%
School	1,722	4.24%
Word of Mouth	1,253	3.09%
NYC Civil Court	1,097	2.70%
Town & Village Courts	1,012	2.49%
Other	903	2.23%
NYS Division of Housing	447	1.10%
Referred by Previous Client	438	1.08%
District Attorney	337	0.83%
Legal Aid	274	0.68%
Private Attorney	198	0.49%
Probation	198	0.49%
Media	161	0.40%
Adult Protective Services	129	0.32%
Supreme Court	88	0.22%
County Court	37	0.09%
Sheriff	31	0.08%
Business/Corporation	28	0.07%
State Police	14	0.03%
Public Defender	11	0.03%
Religious Referral	8	0.02%
Division of Human Rights	4	0.01%
Total	40,576	100.00%

**Table 3:
Case Types**

Type of Case	Total
Civil	18,040
Parenting Issues	10,264
Misdemeanor/Violation	4,054
DSS Conciliation	1,742
PINS / Pre-Pins	1,675
Administrative Hearing	1,515
Youth	725
Other	696
Matrimonial	646
Peer Mediation	578
Juvenile Delinquency	408
Permanency	183
Felony	46
Guardianship	4
Total	40,576

**Table 4:
Relationships of Parties**

Relationship of Parties	Total	% of Total Parties
Consumer/Merchant	5,755	14.18%
Individual/Corporation	5,739	14.14%
Ex-boy/girlfriend	4,339	10.69%
Landlord/Tenant	3,581	8.83%
Client/Agency	3,365	8.29%
Immediate Family	2,624	6.47%
Neighbors	2,431	5.99%
Acquaintances	2,262	5.57%
Divorced	1,826	4.50%
Married	1,512	3.73%
Separated	1,260	3.11%
Other	1,230	3.03%
Strangers	877	2.16%
Parent/Child	743	1.83%
Child in Common	684	1.69%
Friend	536	1.32%
Extended Family	525	1.29%
Employer/Employee	414	1.02%
Boy/Girlfriend	356	0.88%
Room/Housemates	221	0.54%
Co-Workers	169	0.42%
Domestic Partners	57	0.14%
Parent/Foster Parent	24	0.06%
School/Parent	21	0.05%
Lover-in-common	8	0.02%
Member of Group	6	0.01%
Caregiver/Caseworker	5	0.01%
Child/Agency	3	0.01%
Schoolmates	3	0.01%
Total	40,576	100%

**Table 5:
Referrals for Additional Services**

Referred to	Total	% of Addition Service Referrals
Family Court	2,859	40.92%
Police	1,125	16.10%
City Court	929	13.30%
School	492	7.04%
NYC Civil Court	390	5.58%
Other	318	4.55%
Private Agency	211	3.02%
Public Agency	202	2.89%
Town & Village Courts	138	1.98%
Private Attorney	122	1.75%
Legal Aid	50	0.72%
Adult Protective Services	42	0.60%
NYS Division of Housing	29	0.42%
District Attorney	27	0.39%
Probation	16	0.23%
Supreme Court	14	0.20%
Public Defender	5	0.07%
Walk-In	4	0.06%
Business/Corporation	2	0.03%
County Court	2	0.03%
Referred by Previous Client	2	0.03%
Religious Referral	2	0.03%
Word of Mouth	2	0.03%
Media	1	0.01%
Sheriff	1	0.01%
State Police	1	0.01%
Total	6,986	100%

**Table 6:
Case Dispositions by Type**

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Albany	258	112	8	17	99	21	45	36	596
Allegany	30	2	7	5	33	0	2	5	84
Bronx	963	257	124	16	79	307	4	20	1,770
Broome	643	178	133	37	225	180	173	97	1,666
Cattaraugus	67	3	1	7	102	3	18	13	214
Cayuga	29	5	1	0	9	3	10	3	60
Chautauqua	354	80	3	20	136	33	81	13	720
Chemung	193	17	9	58	156	6	55	0	494
Chenango	100	8	244	17	45	1	28	22	465
Clinton	273	53	0	1	43	154	5	8	537
Columbia	38	17	66	48	29	1	29	9	237
Cortland	32	1	0	0	9	0	3	0	45
Delaware	93	14	116	2	71	0	23	3	322
Dutchess	328	112	0	26	593	9	30	9	1,107
Erie	3,294	606	257	109	336	60	1,721	407	6,790
Essex	15	8	0	0	13	0	1	3	40
Franklin	7	0	0	0	1	0	0	1	9
Fulton	76	29	0	28	26	6	14	2	181
Genesee	180	34	12	13	37	5	28	0	309
Greene	204	6	9	13	37	2	266	5	542
Hamilton	1	0	0	0	0	0	0	0	1
Herkimer	404	8	5	24	124	6	17	14	602
Jefferson	256	27	0	2	129	55	24	0	493
Kings	805	336	62	133	218	695	16	30	2,295
Lewis	22	1	0	0	13	7	4	0	47
Livingston	242	41	0	32	57	13	16	2	403
Madison	31	2	1	6	36	0	4	0	80
Monroe	358	75	30	5	254	46	66	33	867
Montgomery	103	29	0	19	28	7	19	12	217
Nassau	1,938	1,238	20	52	220	121	56	106	3,751
New York	688	164	17	349	200	76	21	3	1,518
Niagara	195	33	3	79	188	14	115	34	661

**Table 6:
Case Dispositions by Type**

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Oneida	340	42	39	62	109	26	16	17	651
Onondaga	548	57	22	23	334	57	121	9	1,171
Ontario	69	17	3	4	35	3	6	2	139
Orange	300	157	3	3	118	15	6	14	616
Orleans	6	1	0	0	0	0	2	1	10
Oswego	161	9	0	12	117	15	5	24	343
Otsego	73	10	20	22	119	6	35	5	290
Putnam	110	38	14	29	93	3	11	50	348
Queens	787	196	51	97	293	308	53	35	1,820
Rensselaer	72	13	0	19	27	3	3	24	161
Richmond	649	76	11	150	131	13	61	11	1,102
Rockland	80	26	3	0	12	4	5	15	145
Saratoga	74	35	334	2	45	2	46	32	570
Schenectady	105	73	7	6	151	9	26	28	405
Schoharie	12	0	0	5	8	0	1	1	27
Schuyler	77	3	0	1	19	1	14	0	115
Seneca	31	11	1	2	11	4	4	1	65
St. Lawrence	598	7	0	0	5	0	0	0	610
Steuben	317	16	51	20	84	9	33	158	688
Suffolk	307	146	4	0	54	2	25	9	547
Sullivan	128	36	1	1	9	10	0	0	185
Tioga	44	3	0	0	110	5	0	1	163
Tompkins	132	37	21	15	113	12	55	0	385
Ulster	101	27	305	5	99	1	47	6	591
Warren	173	36	15	38	99	4	24	7	396
Washington	39	3	0	0	3	0	1	2	48
Wayne	91	29	1	3	19	4	3	6	156
Westchester	1,017	263	6	0	164	36	75	18	1,579
Wyoming	21	7	0	0	1	0	1	1	31
Yates	63	20	1	4	4	4	0	0	96
Total	18,745	4,890	2,041	1,641	5,932	2,387	3,573	1,367	40,576

**Table 7:
CDRCP Grant Awards**

County	Provider	2004-2005 Grant Amount
Broome	ACCORD, A Center for Dispute Resolution	\$106,722
Tioga	ACCORD, A Center for Dispute Resolution	\$28,000
Delaware	Catholic Charities of Delaware and Otsego Counties	\$42,000
Chenango	Catholic Charities of Delaware and Otsego Counties	\$42,019
Herkimer	Catholic Charities of Herkimer County	\$56,088
Fulton	Catholic Charities of Montgomery County	\$37,867
Montgomery	Catholic Charities of Montgomery County	\$37,866
Schoharie	Catholic Charities of Montgomery County	\$20,000
Cayuga	Center for Dispute Settlement	\$40,000
Monroe	Center for Dispute Settlement	\$287,455
Ontario	Center for Dispute Settlement	\$44,000
Wayne	Center for Dispute Settlement	\$41,000
Livingston	Center for Dispute Settlement	\$28,000
Seneca	Center for Dispute Settlement	\$20,000
Steuben	Center for Dispute Settlement	\$49,000
Yates	Center for Dispute Settlement	\$20,000
Erie	Child and Family Services & Catholic Charities of Buffalo (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$308,810
Allegany	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$23,500
Cattaraugus	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$32,000
Chautauqua	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$40,000
Genesee	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$23,000
Niagara	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$63,000
Orleans	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$23,000
Wyoming	Child and Family Services (2/1/05-3/31/05), Better Business Bureau Foundation (4/1/04-1/31/05)	\$23,000
Schenectady	Citizens for Law, Order and Justice of Schenectady	\$64,829
Westchester	CLUSTER	\$164,098
Columbia	Common Ground Dispute Resolution	\$46,286
Greene	Common Ground Dispute Resolution	\$39,827
Chemung	Community Dispute Resolution Center	\$84,000
Schuyler	Community Dispute Resolution Center	\$20,000
Tompkins	Community Dispute Resolution Center	\$75,014
Queens	Community Mediation Services	\$220,032

**Table 7:
CDRCP Grant Awards**

Orange	Dispute Resolution Center of Orange and Putnam Counties	\$100,000
Putnam	Dispute Resolution Center of Orange and Putnam Counties	\$26,269
Sullivan	Dispute Resolution Center of Orange and Putnam Counties	\$24,000
Ulster	Dispute Resolution Center of Orange and Putnam Counties	\$76,000
Nassau	Education & Assistance Corporation	\$143,758
Suffolk	Education & Assistance Corporation	\$151,140
Bronx	IMCR (Institute for Mediation and Conflict Resolution)	\$245,536
Dutchess	Mediation Center of Dutchess County	\$86,327
Albany	Mediation Matters	\$108,171
Rensselaer	Mediation Matters	\$40,000
Saratoga	Mediation Matters (2/1/05-3/31/05), Catholic Charities of Saratoga, Warren & Washington Counties (4/1/04-1/31/05)	\$80,750
Warren	Mediation Matters (2/1/05-3/31/05), Catholic Charities of Saratoga, Warren & Washington Counties (4/1/04-1/31/05)	\$20,000
Washington	Mediation Matters (2/1/05-3/31/05), Catholic Charities of Saratoga, Warren & Washington Counties (4/1/04-1/31/05)	\$20,000
Otsego	Mediation Services	\$65,557
Oswego	New Justice Conflict Resolution Center	\$47,337
Cortland	New Justice Conflict Resolution Center	\$20,000
Madison	New Justice Conflict Resolution Center	\$30,122
Onondaga	New Justice Conflict Resolution Center	\$180,994
Richmond	New York Center for Interpersonal Development	\$161,878
Jefferson	Resolution Center of Jefferson and Lewis Counties	\$57,178
Lewis	Resolution Center of Jefferson and Lewis Counties	\$20,000
Clinton	Rural Law Center of New York (2/1-3/31/05), Northern New York Centers for Conflict Resolution (4/1/04-1/31/05)	\$30,000
Essex	Rural Law Center of New York (2/1-3/31/05), Northern New York Centers for Conflict Resolution (4/1/04-1/31/05)	\$20,000
Franklin	Rural Law Center of New York (2/1-3/31/05), Northern New York Centers for Conflict Resolution (4/1/04-1/31/05)	\$30,000
Hamilton	Rural Law Center of New York (2/1-3/31/05), Northern New York Centers for Conflict Resolution (4/1/04-1/31/05)	\$20,000
St. Lawrence	Rural Law Center of New York (2/1-3/31/05), Northern New York Centers for Conflict Resolution (4/1/04-1/31/05)	\$49,992
Kings	Safe Horizon	\$303,384
New York	Safe Horizon, Washington Heights - Inwood Coalition, Lesbian, Gay, Bisexual & Transgender Community Center	\$223,293
Oneida	The Peacemaker Program	\$101,455
Rockland	Volunteer Counseling Services	\$57,905
Total 2004-2005 Grants		\$4,691,459

**Table 8:
Family Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Allegany	1	0	0	0	6	0	1	0	8
Cattaraugus	3	1	0	0	6	0	0	1	11
Chautauqua	227	59	2	6	22	2	7	5	330
Erie	151	39	12	83	25	17	17	7	351
Genesee	98	9	4	13	16	0	5	0	145
Niagara	108	26	1	70	143	6	86	27	467
Orleans	2	0	0	0	0	0	0	0	2
Wyoming	20	6	0	0	1	0	1	1	29
Eighth Judicial District	610	140	19	172	219	25	117	41	1,343
Herkimer	92	5	1	14	60	5	4	7	188
Jefferson	126	6	0	2	84	0	13	0	231
Lewis	14	0	0	0	9	0	1	0	24
Oneida	151	17	18	50	41	8	8	4	297
Onondaga	316	44	20	22	139	40	27	8	616
Oswego	152	9	0	12	101	13	5	21	313
Fifth Judicial District	851	81	39	100	434	66	58	40	1,669
Clinton	8	2	0	0	6	0	0	2	18
Essex	10	5	0	0	3	0	1	2	21
Franklin	2	0	0	0	0	0	0	0	2
Fulton	68	29	0	27	20	6	14	1	165
Hamilton	1	0	0	0	0	0	0	0	1
Montgomery	38	16	0	9	22	5	19	11	120
Saratoga	16	5	1	0	3	0	0	4	29
Schenectady	13	25	7	5	60	1	20	5	136
St. Lawrence	43	1	0	0	1	0	0	0	45
Warren	128	17	15	38	95	3	23	7	326
Washington	7	0	0	0	1	0	1	2	11
Fourth Judicial District	334	100	23	79	211	15	78	34	874
Bronx	214	81	2	2	21	58	0	2	380
Kings	84	51	46	106	17	79	3	3	389
New York	88	24	8	338	13	6	9	0	486
Queens	83	29	11	77	29	4	12	9	254
Richmond	44	6	3	41	30	1	10	1	136
New York City	513	191	70	564	110	148	34	15	1,645
Dutchess	24	16	0	20	116	1	1	2	180
Orange	110	26	1	2	60	6	0	11	216

**Table 8:
Family Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Putnam	66	10	7	28	84	3	7	46	251
Rockland	1	0	1	0	1	0	0	1	4
Westchester	134	86	4	0	42	6	5	7	284
Ninth Judicial District	335	138	13	50	303	16	13	67	935
Cayuga	15	5	0	0	5	3	2	0	30
Livingston	151	34	0	19	28	13	13	1	259
Monroe	136	45	6	1	87	27	32	14	348
Ontario	39	12	0	3	10	2	2	1	69
Seneca	27	10	0	2	11	4	3	0	57
Steuben	185	6	4	8	27	3	4	68	305
Wayne	69	28	1	2	10	3	2	6	121
Yates	54	20	0	3	3	4	0	0	84
Seventh Judicial District	676	160	11	38	181	59	58	90	1,273
Broome	204	17	10	32	51	14	40	47	415
Chemung	145	11	8	54	115	4	30	0	367
Chenango	43	3	207	12	26	1	18	14	324
Delaware	70	13	115	2	65	0	19	2	286
Madison	11	1	1	3	9	0	1	0	26
Otsego	64	10	19	18	93	6	30	3	243
Schuyler	59	3	0	1	15	1	12	0	91
Tioga	31	3	0	0	11	5	0	1	51
Tompkins	77	17	3	11	43	6	32	0	189
Sixth Judicial District	704	78	363	133	428	37	182	67	1,992
Nassau	63	31	14	51	129	26	35	58	407
Tenth Judicial District (Nassau)	63	31	14	51	129	26	35	58	407
Suffolk	0	1	0	0	0	0	1	0	2
Tenth Judicial District (Suffolk)	0	1	0	0	0	0	1	0	2
Albany	123	75	7	13	54	15	25	16	328
Columbia	11	1	66	6	14	0	14	3	115
Greene	23	3	7	3	21	1	12	2	72
Rensselaer	48	2	0	11	25	1	2	18	107
Schoharie	6	0	0	0	2	0	0	0	8
Sullivan	56	22	0	0	4	6	0	0	88
Ulster	55	11	300	4	61	1	28	4	464
Third Judicial District	322	114	380	37	181	24	81	43	1,182
Total	4,408	1,034	932	1,224	2,196	416	657	455	11,322

**Table 9:
Civil Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Allegany	10	0	7	4	22	0	0	3	46
Cattaraugus	11	2	1	1	41	0	2	4	62
Chautauqua	84	20	1	7	82	30	45	3	272
Erie	2,933	554	218	5	153	3	1,678	395	5,939
Genesee	77	25	8	0	21	5	22	0	158
Niagara	6	2	0	1	6	1	3	2	21
Orleans	1	1	0	0	0	0	1	1	4
Wyoming	1	1	0	0	0	0	0	0	2
Eighth Judicial District	3,123	605	235	18	325	39	1,751	408	6,504
Herkimer	303	3	2	5	51	1	12	6	383
Jefferson	36	4	0	0	38	1	10	0	89
Lewis	0	0	0	0	4	0	3	0	7
Oneida	113	11	9	5	48	3	5	6	200
Onondaga	120	2	2	1	135	1	80	1	342
Oswego	7	0	0	0	14	0	0	2	23
Fifth Judicial District	579	20	13	11	290	6	110	15	1,044
Clinton	247	49	0	1	34	153	5	4	493
Essex	0	0	0	0	7	0	0	0	7
Franklin	4	0	0	0	1	0	0	0	5
Fulton	3	0	0	0	2	0	0	0	5
Montgomery	53	11	0	2	3	0	0	1	70
Saratoga	41	28	332	0	39	2	45	28	515
Schenectady	77	45	0	1	77	8	5	19	232
St. Lawrence	528	5	0	0	4	0	0	0	537
Warren	45	19	0	0	2	0	1	0	67
Washington	3	1	0	0	0	0	0	0	4
Fourth Judicial District	1,001	158	332	4	169	163	56	52	1,935
Bronx	40	35	5	3	4	9	0	3	99
Kings	254	179	2	6	20	65	5	8	539
New York	422	115	0	7	132	19	7	0	702
Queens	155	81	1	10	69	111	14	5	446
Richmond	71	31	1	17	35	1	15	3	174
New York City	942	441	9	43	260	205	41	19	1,960
Dutchess	110	88	0	4	452	2	27	6	689
Orange	146	114	2	1	10	7	6	1	287

**Table 9:
Civil Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Putnam	26	25	0	0	5	0	2	2	60
Rockland	55	19	1	0	8	3	2	5	93
Westchester	426	136	1	0	102	26	69	9	769
Ninth Judicial District	763	382	4	5	577	38	106	23	1,898
Cayuga	5	0	1	0	2	0	3	3	14
Livingston	18	1	0	8	5	0	2	0	34
Monroe	6	0	0	2	13	0	4	1	26
Ontario	11	4	1	0	10	0	0	1	27
Steuben	58	6	30	9	43	2	29	49	226
Wayne	8	1	0	1	6	0	0	0	16
Seventh Judicial District	106	12	32	20	79	2	38	54	343
Broome	107	12	123	3	125	5	132	46	553
Chemung	17	0	0	1	14	0	11	0	43
Chenango	44	2	37	3	16	0	8	7	117
Cortland	2	1	0	0	7	0	2	0	12
Delaware	12	0	1	0	5	0	3	0	21
Madison	10	1	0	3	23	0	2	0	39
Otsego	0	0	1	2	11	0	2	0	16
Schuyler	2	0	0	0	3	0	1	0	6
Tioga	10	0	0	0	93	0	0	0	103
Tompkins	40	13	17	3	52	3	20	0	148
Sixth Judicial District	244	29	179	15	349	8	181	53	1,058
Nassau	1,438	1,125	0	0	15	2	8	4	2,592
Tenth Judicial District (Nassau)	1,438	1,125	0	0	15	2	8	4	2,592
Suffolk	203	130	1	0	4	0	7	4	349
Tenth Judicial District (Suffolk)	203	130	1	0	4	0	7	4	349
Albany	60	25	0	0	10	0	0	3	98
Columbia	21	10	0	4	5	0	3	1	44
Greene	7	2	0	9	8	0	14	0	40
Rensselaer	19	11	0	5	0	0	0	2	37
Schoharie	1	0	0	5	4	0	0	1	11
Sullivan	23	5	1	0	3	2	0	0	34
Ulster	35	14	4	1	25	0	13	1	93
Third Judicial District	166	67	5	24	55	2	30	8	357
Total	8,565	2,969	810	140	2,123	465	2,328	640	18,040

**Table 10:
Criminal Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Allegany	17	1	0	1	3	0	0	1	23
Cattaraugus	47	0	0	6	52	3	16	4	128
Chautauqua	22	0	0	4	10	0	25	2	63
Erie	150	11	24	20	148	40	23	3	419
Genesee	1	0	0	0	0	0	0	0	1
Niagara	59	3	2	6	21	6	18	3	118
Orleans	3	0	0	0	0	0	1	0	4
Eighth Judicial District	299	15	26	37	234	49	83	13	756
Herkimer	1	0	0	0	0	0	0	0	1
Jefferson	1	0	0	0	1	0	0	0	2
Oneida	2	0	0	0	0	2	0	0	4
Onondaga	6	1	0	0	7	6	4	0	24
Fifth Judicial District	10	1	0	0	8	8	4	0	31
Clinton	3	0	0	0	2	0	0	0	5
Saratoga	0	1	0	0	0	0	0	0	1
Schenectady	4	1	0	0	3	0	0	2	10
Warren	0	0	0	0	1	0	0	0	1
Fourth Judicial District	7	2	0	0	6	0	0	2	17
Bronx	489	114	114	7	40	145	4	11	924
Kings	230	71	3	5	136	485	6	16	952
New York	31	7	0	0	11	24	4	0	77
Queens	247	69	1	6	167	151	23	5	669
Richmond	48	7	7	68	47	4	31	0	212
New York City	1,045	268	125	86	401	809	68	32	2,834
Dutchess	0	0	0	0	3	0	0	0	3
Orange	1	0	0	0	0	0	0	0	1
Putnam	1	0	0	0	0	0	0	0	1
Rockland	1	3	1	0	1	1	2	0	9
Ninth Judicial District	3	3	1	0	4	1	2	0	14
Cayuga	2	0	0	0	0	0	0	0	2
Livingston	26	1	0	2	8	0	0	0	37
Monroe	73	10	3	0	51	7	2	5	151
Ontario	11	1	1	0	9	0	0	0	22
Seneca	0	0	0	0	0	0	1	0	1
Steuben	7	1	5	0	6	0	0	1	20

**Table 10:
Criminal Case Dispositions by County and Judicial District**

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Wayne	8	0	0	0	2	1	1	0	12
Yates	1	0	0	0	1	0	0	0	2
Seventh Judicial District	128	13	9	2	77	8	4	6	247
Broome	0	0	0	0	0	0	1	0	1
Chemung	3	0	0	1	2	0	4	0	10
Madison	0	0	0	0	1	0	0	0	1
Otsego	0	0	0	0	4	0	0	0	4
Schuyler	2	0	0	0	1	0	1	0	4
Tioga	0	0	0	0	1	0	0	0	1
Tompkins	7	1	0	1	6	1	2	0	18
Sixth Judicial District	12	1	0	2	15	1	8	0	39
Nassau	21	4	5	0	38	2	10	0	80
Tenth Judicial District (Nassau)	21	4	5	0	38	2	10	0	80
Suffolk	13	8	3	0	26	2	13	2	67
Tenth Judicial District (Suffolk)	13	8	3	0	26	2	13	2	67
Albany	1	0	1	0	0	1	2	0	5
Columbia	2	0	0	0	1	0	0	1	4
Greene	1	0	0	0	0	0	0	0	1
Schoharie	0	0	0	0	1	0	1	0	2
Ulster	2	0	0	0	0	0	1	0	3
Third Judicial District	6	0	1	0	2	1	4	1	15
Total	1,544	315	170	127	811	881	196	56	4,100

**Table 11:
Case Dispositions by Type**

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Matter Screened Inappropriate	Party(ies) Failed to Show	Party(ies) Declined / Withdrew	Unable to Contact Party(ies)	Outreach Attempted, No Contact	Other	Total
Administrative Hearing	1,129	64	12	26	181	9	6	88	1,515
Civil - Housing	1,728	479	62	225	671	255	203	64	3,687
Civil - Large Claim	518	220	14	7	74	10	4	9	856
Civil - Mobile Home	13	3	0	0	1	0	1	1	19
Civil -Small Claims	6,306	2,267	64	233	1,377	2,063	602	566	13,478
DSS Conciliation	885	233	2	311	67	241	0	3	1,742
Felony	6	4	23	2	8	0	0	3	46
Guardianship	0	0	1	1	1	0	0	1	4
Juvenile Delinquency	279	3	4	12	26	16	2	66	408
Matrimonial	220	59	40	8	200	40	22	57	646
Misdemeanor/Violation	1,538	311	104	879	803	196	170	53	4,054
Other	279	33	46	34	188	74	11	31	696
Parenting Issues	3,909	972	1,179	395	1,969	601	908	331	10,264
Peer Mediation	531	34	0	3	7	0	1	2	578
Permanency	99	29	12	12	20	1	0	10	183
PINS / Pre-Pins	856	120	35	228	248	55	98	35	1,675
Youth	449	59	43	11	91	12	13	47	725
Total	18,745	4,890	1,641	2,387	5,932	3,573	2,041	1,367	40,576

**Table 12:
Demographic Characteristics of Parties**

Age	Claimant/Initiator	Respondent	% of Determined Responses	Total
Under 17	1,192	2,803	11.50%	3,995
17 - 20	635	1,026	4.78%	1,661
21 - 29	3,484	3,480	20.05%	6,964
30 - 39	4,823	4,319	26.32%	9,142
40 - 49	4,005	3,398	21.31%	7,403
50 - 59	2,027	1,543	10.28%	3,570
60 - 69	878	550	4.11%	1,428
Over 70	397	173	1.64%	570
Undetermined/No Response	25,021	25,855		50,876
Total	42,462	43,147		85,609

Employment Status	Claimant/Initiator	Respondent	% of Determined Responses	Total
Disability	767	483	2.87%	1,250
Employed	13,753	16,430	69.35%	30,183
Family Member Employed	312	188	1.15%	500
Public Assistance	316	1,755	4.76%	2,071
Social Security / Retired	986	480	3.37%	1,466
Student	1,545	3,176	10.85%	4,721
Unemployed	1,740	1,590	7.65%	3,330
Undetermined/No Response	23,043	19,045		42,088
Total	42,462	43,147		85,609

Annual Income	Claimant/Initiator	Respondent	% of Determined Responses	Total
<9000	2,879	3,437	28.92%	6,316
\$9,001 - \$16,000	1,802	1,435	14.82%	3,237
\$16,001 - \$25,000	2,410	1,800	19.28%	4,210
\$25,001 - \$35,000	1,468	1,154	12.00%	2,622
>\$35,001	2,814	2,642	24.98%	5,456
Undetermined/No Response	31,089	32,679		63,768
Total	42,462	43,147		85,609

**Table 12:
Demographic Characteristics of Parties**

Ethnicity	Claimant/Initiator	Respondent	% of Determined Responses	Total
American Indian	70	69	0.36%	139
Asian	315	299	1.57%	614
Black	4,013	3,764	19.90%	7,777
Hispanic	2,692	2,271	12.70%	4,963
Other	428	423	2.18%	851
White	12,324	12,412	63.30%	24,736
Undetermined/No Response	22,620	23,909		46,529
Total	42,462	43,147		85,609

Sex	Claimant/Initiator	Respondent	% of Determined Responses	Total
Male	12,424	15,190	47.90%	27,614
Female	16,552	13,479	52.10%	30,031
Undetermined / No Response	13,486	14,478		27,964
Total	42,462	43,147		85,609

Years of Education	Claimant/Initiator	Respondent	% of Determined Responses	Total
1 - 8	447	1,031	7.24%	1,478
9 - 11	1,409	2,176	17.57%	3,585
12	4,920	4,429	45.82%	9,349
13 - 15	2,110	1,413	17.27%	3,523
16	1,367	989	11.55%	2,356
17 or more	580	534	5.46%	1,114
Undermined / Not Reported	31,629	32,575		64,204
Total	42,462	43,147		85,609

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

Program List

Updated 08-August-2005

Albany County

Mediation Matters
Peter Glassman, Executive Director
10 Russell Road
2nd Floor
Albany, NY 12206
Phone: (518) 446-0356 Fax: (518) 446-0379
Web: www.mediationmatters.org
Site Contact: Peter Glassman
E-mail: Peter@mediationmatters.org

Allegany County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
112 West State Street
Olean, NY 14760
Phone: (716) 373-5133 Fax: (716) 373-3787
Site Contact: Luci La Venture
E-mail: llaventure@cfsbny.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
Site Contact: Stephen Slate
E-mail: seslate@yahoo.com

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
Site Contact: Richard Squire
E-mail: rsquire@accordny.com

Cattaraugus County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
112 West State Street
Olean, NY 14760
Phone: (716) 373-5133 Fax: (716) 373-3787
Site Contact: Luci La Venture
E-mail: llaventure@cfsbny.org

Cayuga County

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
95 Genesee Street, 2nd Floor
Auburn, NY 13021
Phone: (315) 252-4260 Fax: (315) 252-4290
Web: www.cdsadr.org
Site Contact: Kathryn Williams
E-mail: kwilliams@cdsadr.org

Chautauqua County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
Municipal Building
200 E. Third Street, 4th Floor
Jamestown, NY 14701
Phone: (716) 483-7774 Fax: (716) 483-7615
Site Contact: Kristin Wright
E-mail: kwright@cfsbny.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
Web: www.cdrc.org
Site Contact: Paula Smetanka
E-mail: smetanka@cdrc.org

Chenango County

Catholic Charities of Delaware and Otsego Counties
Dispute Resolution Center
Jennifer Morris, Program Director
Eaton Center, 26 Conkey Avenue
Norwich, NY 13815
Phone: (607) 336-1982 Fax: (607) 336-5330
Site Contact: Jennifer Morris
E-mail: jmorris38@frontiernet.net

Clinton County

Rural Law Center of New York
North Country Conflict Resolution Services
Julie Davies, Program Coordinator
22 U.S. Oval, Suite 201
Plattsburgh, NY 12903
Phone: (518) 324-5144 Fax: (518) 324-5142
Site Contact: Michele Bowen
E-mail: nccrs2@wnylc.com

Columbia County

Common Ground Dispute Resolution
Dawn Wallant, Executive Director
454 Warren Street
Hudson, NY 12534
Phone: (518) 828-0047 Fax: (518) 943-6241
Web: www.commongroundinc.org/
Site Contact: Joyce Reeve
E-mail: jreeve@commongroundinc.org

Cortland County

New Justice Conflict Resolution Services
John McCullough, Executive Director
McNeil Building
17 Main St., Suite 412
Cortland, NY 13045
Phone: (607) 753-6952 Fax: (607) 753-6579
Site Contact: Jessica Morley
E-mail: njco05@dreamscape.com

Delaware County

Catholic Charities of Delaware and Otsego Counties
Dispute Resolution Center
Jennifer Morris, Program Director
P.O. Box 7
Delhi, NY 13753
Phone: (607) 746-6351 Fax: (607) 431-9303
Site Contact: Jennifer Morris
E-mail: jmorris38@frontiernet.net

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
Site Contact: Jody Miller
E-mail: jbmiller@dutchessmediation.org

Erie County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
625 Delaware Avenue
Suite 300
Buffalo, NY 14202
Phone: (716) 362-2323 Fax: (716) 362-2324
Site Contact: Julie Loesch
E-mail: jloesch@cfsbny.org

Program List

Updated 08-August-2005

Essex County

Rural Law Center of New York
North Country Conflict Resolution Services
Julie Davies, Program Coordinator
Town Hall, Town of North Elba
301 Main Street
Lake Placid, NY 12946
Phone: (518) 523-0102 Fax: (518) 523-0107
Site Contact: Judith Good
E-mail: nccrs4@wnylc.com

Franklin County

Rural Law Center of New York
North Country Conflict Resolution Services
Julie Davies, Program Coordinator
213 West Main Street
Malone, NY 12953
Phone: (518) 483-8080 Fax: (518) 483-4395
Site Contact: Anne Drake
E-mail: nccrs3@wnylc.com

Fulton County

Catholic Charities of Montgomery County
Tri-County Mediation Program
Marsha Lawyer, Program Director (Amsterdam Office)
1 Kimball Street
Amsterdam, NY 12010
Phone: (518) 842-4202 Fax: (518) 842-4245
Site Contact: Carmen Vazquez
E-mail: cvazquez@catholiccharitiesmc.org

Genesee County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
Genesee County Courts Building
One West Main Street
Batavia, NY 14020
Phone: (585) 344-2580 Fax: (585) 344-8520
Site Contact: Cheryl Robinson
E-mail: cwrobins@courts.state.ny.us

Greene County

Common Ground Dispute Resolution
Dawn Wallant, Executive Director
11 William St. Suite 2
Catskill, NY 12414
Phone: (518) 943-0523 Fax: (518) 943-6241
Web: www.commongroundinc.org/
Site Contact: Dawn Wallant
E-mail: dwallant@commongroundinc.org

Hamilton County

Rural Law Center of New York
North Country Conflict Resolution Services
Julie Davies, Program Coordinator
Speculator Village Hall
Elm Lake Road, P.O. Box 471
Speculator, NY 12164
Phone: (518) 548-3000 Fax: (518) 548-3230
Site Contact: Toni Morrison
E-mail: nccrs5@wnylc.com

Herkimer County

Catholic Charities of Herkimer County
Community Mediation Program
Michael Kapala, Program Director
61 West St.
Ilion, NY 13357
Phone: (315) 894-9917 Fax: (315) 894-6313
Site Contact: Michael Kapala
E-mail: mkapala@cnylmail.com

Jefferson County

Resolution Center of Jefferson and Lewis Counties
Linya Bell, Executive Director
200 Washington Street
Suite 207
Watertown, NY 13601
Phone: (315) 785-0333 Fax: (315) 785-0322
Web: www.jefflewismediation.org
Site Contact: Sarah Barker
E-mail: mediate@imcnet.net

Kings County

(Brooklyn Mediation Center)

Safe Horizon
Brad Heckman, Senior Mediation Director
210 Joralemon Street, Room 618
Brooklyn, NY 11201
Phone: (718) 834-6671 Fax: (718) 834-6681
Web: www.safehorizon.org
Site Contact: Sam Slosberg
E-mail: sslosberg@safehorizon.org

Lewis County

Resolution Center of Jefferson and Lewis Counties
Linya Bell, Executive Director
5420 Shady Avenue
Lowville, NY 13367
Phone: (315) 376-7991 Fax:
Web: www.jefflewismediation.org
Site Contact: Sarah Barker
E-mail: mediate@imcnet.net

Livingston County

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
6 Court Street
Geneseo, NY 14454
Phone: (585) 243-7007 Fax: (585) 243-7006
Web: www.cdsadr.org
Site Contact: Letitia Rosenthal
E-mail: lrosenthal@cdsadr.org

Madison County

New Justice Conflict Resolution Services
John McCullough, Executive Director
121 Oneida Street, POB 365
Oneida, NY 13421
Phone: (315) 361-4438 Fax:
Site Contact: Jim Wood
E-mail: njma06@dreamscape.com

Monroe County

(Main Office)

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
300 State Street, Suite 301
Rochester, NY 14614
Phone: (585) 546-5110 Fax: (585) 546-4391
Web: www.cdsadr.org
Site Contact: Marge Fears
E-mail: mfears@cdsadr.org

Monroe County

(Family Mediation Programs)

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
17 East Main Street
Rochester, NY 14614
Phone: (585) 454-4042 Fax: (585) 454-4049
Web: www.cdsadr.org
Site Contact: Donna Durbin
E-mail: ddurbin@cdsadr.org

Montgomery County

Catholic Charities of Montgomery County
Tri-County Mediation Program
Marsha Lawyer, Program Director (Amsterdam Office)
1 Kimball Street
Amsterdam, NY 12010
Phone: (518) 842-4202 Fax: (518) 842-4245
Site Contact: Carmen Vazquez
E-mail: cvazquez@catholiccharitiesmc.org

Program List

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Nassau County

Education and Assistance Corporation
Mediation Alternative Project
Linda Barlow, Vice President of Community
Alternative Programs
175 Fulton Avenue, Suite 400
Hempstead, NY 11550
Phone: (516) 489-7733 Fax: (516) 789-7532
Web: www.eacinc.org
Site Contact: Linda Barlow
E-mail: linda.barlow@eacinc.org

New York County

(Manhattan Mediation Center)

Safe Horizon
Brad Heckman, Senior Mediation Director
346 Broadway, Suite 400W
New York, NY 10013
Phone: (212) 577-1740 Fax: (212) 406-2637
Web: www.safehorizon.org
Site Contact: Gene Johnson
E-mail: gjohnson@safehorizon.org

New York County

Washington Heights - Inwood Coalition
Northern Manhattan
Mary Grateaux, Mediation Director
652 West 187th Street
New York, NY 10033
Phone: (212) 781-6722 Fax: (212) 740-8509
Site Contact: Mary Grateaux
E-mail: whic.mediation@verizon.net

Niagara County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
1721 Military Road
Niagara Falls, NY 14304
Phone: (716) 297-3083 Fax: (716) 297-6285
Site Contact: Lana Redell
E-mail: lredell@cfsbny.org

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.thepeacemakerprogram.org
Site Contact: Brenda Episcopo
E-mail: brenda@thepeacemakerprogram.com

Onondaga County

(Main Office)

New Justice Conflict Resolution Services
John McCullough, Executive Director
1153 West Fayette St.
Syracuse, NY 13204
Phone: (315) 471-4676 Fax: (315) 475-0769
Site Contact: Nancy Phillips
E-mail: njm001@dreamscape.com

Onondaga County

(Family Court Office)

New Justice Conflict Resolution Services
John McCullough, Executive Director
Onondaga Family Court
401 Montgomery St., Room 112
Syracuse, NY 13202
Phone: (315) 671-2047 Fax: (315) 671-1165
Site Contact: Adisa Pot
E-mail: apot@courts.state.ny.us

Ontario County

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
120 North Main Street
Canandaigua, NY 14424
Phone: (585) 396-0840 Fax: (585) 396-5934
Web: www.cdsadr.org
Site Contact: Edward Pevear
E-mail: epevear@cdsadr.org

Orange County

Dispute Resolution Center of Orange and
Putnam Counties
Roz Magidson, Executive Director
14 Scotchtown Rd., POB 510
Goshen, NY 10924
Phone: (845) 294-8082 Fax: (845) 294-7428
Site Contact: Roz Magidson
E-mail: info@drcservices.org

Orleans County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
Genesee County Courts Facility
One West Main Street
Batavia, NY 14020
Phone: (585) 344-2580 Fax: (585) 344-8520
Site Contact: Cheryl Robinson
E-mail: cwrobins@courts.state.ny.us

Oswego County

New Justice Conflict Resolution Services
John McCullough, Executive Director
161B West First Street
Oswego, NY 13126
Phone: (315) 343-8370 Fax: (315) 343-8369
Site Contact: Elisabeth Hirsch
E-mail: njos04@dreamscape.com

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
Site Contact: Barbara Potter
E-mail: barbara.msi@verizon.net

Putnam County

(Putnam County DRC)

Dispute Resolution Center of Orange and
Putnam Counties
Roz Magidson, Executive Director
34 Gleneida Avenue
Suite 200
Carmel, NY 10512
Phone: (845) 225-9555 Fax: (845) 225-9568
Site Contact: Cari Young
E-mail: cary@drcservices.org

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
Site Contact: Robert Thaler
E-mail: rthaler@adr-cms.org

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
Site Contact: Leo Levy
E-mail: Leo@mediationmatters.org

Richmond County

New York Center for Interpersonal
Development
Kathy Vaughan, Director of Mediation
130 Stuyvesant Place, 5th Fl.
Staten Island, NY 10301
Phone: (718) 815-4557 Fax: (718) 876-6068
Site Contact: Kathy Vaughan
E-mail: kvaughan@nycid.org

Program List

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Rockland County

Volunteer Counseling Services
Myrnia Bass-Hargrove, Center for Conflict
Resolution Director
77 South Main St.
New City, NY 10956
Phone: (845) 634-5729 Fax: (845) 634-7839
Site Contact: Myrnia Bass-Hargrove
E-mail:
mbasshargrove@volunteercounselingservice.org

Saratoga County

Mediation Matters
Peter Glassman, Executive Director
480 Broadway, LL-32
Saratoga Springs, NY 12866
Phone: (518) 584-6361 Fax: (518) 583-9659
Web: www.mediationmatters.org
Site Contact: Carol Kachidurian
E-mail: carol1@mediationmatters.org

Schenectady County

Citizens for Law, Order and Justice of
Schenectady
Laura Zeliger, Executive Director
144 Barrett St.
Schenectady, NY 12305
Phone: (518) 346-1281 Fax: (518) 346-1311
Site Contact: Laura Zeliger
E-mail: LOJCtr@nycap.rr.com

Schoharie County

(Tri-County Mediation, Schoharie Office)

Catholic Charities of Montgomery County
Tri-County Mediation Program
Marsha Lawyer, Program Director (Amsterdam
Office)
PO Box 507
434 Main Street
Schoharie, NY 12157
Phone: (518) 295-6010 Fax: (518) 295-6013
Site Contact: Marsha Lawyer
E-mail: mediation@catholiccharitiesmc.org

Schuyler County

Community Dispute Resolution Center
Paula Smetanka, Assistant Director
208 Broadway
Montour Falls, NY 14865
Phone: (607) 535-7637 Fax: (607) 535-4443
Web: www.cdrc.org
Site Contact: Paula Smetanka
E-mail: smetanka@cdrc.org

Seneca County

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
48 West Williams Street
Waterloo, NY 13165
Phone: (315) 539-4570 Fax: (315) 539-4571
Web: www.cdsadr.org
Site Contact: Kathryn Williams
E-mail: kwilliams@cdsadr.org

St. Lawrence County

Rural Law Center of New York
North Country Conflict Resolution Services
Julie Davies, Program Coordinator
72 Main Street
Suite 201
Massena, NY 13662
Phone: (315) 769-2500 Fax: (315) 769-2525
Site Contact: Diana Dufresne
E-mail: nccrs1@wnylc.com

Steuben County

(Bath Satellite)

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
22 Liberty Street, 2nd Fl.
Bath, NY 14810
Phone: (607) 776-6976 Fax: (607) 776-7226
Web: www.cdsadr.org
Site Contact: James Waight
E-mail: jwaight@cdsadr.org

Steuben County

(Hornell Satellite)

Center for Dispute Settlement
Sherry Walker-Cowart, Executive Director
82 Main Street
Hornell, NY 14843
Phone: (607) 324-9887 Fax: (607) 281-1283
Web: www.cdsadr.org
Site Contact: Angela Whitfield
E-mail: awhitfield@cdsadr.org

Suffolk County

Education and Assistance Corporation
Community Mediation Center
Linda Barlow, Vice President of Community
Alternative Programs
22 Lawrence Avenue, suite 200
Smithtown, NY 11787
Phone: (631) 265-0490 Fax: (631) 265-0831
Web: www.eacinc.org
Site Contact: Linda Barlow
E-mail: linda.barlow@eacinc.org

Sullivan County

Dispute Resolution Center of Orange and
Putnam Counties
Roz Magidson, Executive Director
63 Liberty Street
POB 786
Monticello, NY 12701
Phone: (845) 794-3377 Fax: (845) 796-2913
Site Contact: Roz Magidson
E-mail: sullivaninfo@drcservices.org

Tioga County

ACCORD, A Center for Dispute Resolution

Richard Squire, Executive Director
County Office Building
56 Main Street
Owego, NY 13827
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Site Contact: Barbara Bohling
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Tompkins County

Community Dispute Resolution Center
Paula Smetanka, Assistant Director
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Ithaca, NY 14850
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Web: www.cdrc.org
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Ulster County

Dispute Resolution Center of Orange and
Putnam Counties
Roz Magidson, Executive Director
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Kingston, NY 12402
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Site Contact: Eileen Rowley
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Warren County

Mediation Matters
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Municipal Ctr., 1340 Rt.9
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Program List

Updated 08-August-2005

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Wayne County

(Community Program Office)

Center for Dispute Settlement
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Wayne County

(Family Program Office)

Center for Dispute Settlement
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Westchester County

CLUSTER
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Yonkers, NY 10702
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Wyoming County

Child and Family Services
Center for Resolution and Justice
Julie Loesch, Director
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Olean, NY 14760
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Yates County

Center for Dispute Settlement
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Yates County Court House
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APPENDIX D

DEFINITION OF TERMS

DEFINITION OF TERMS

Arbitration

Compulsory Arbitration is a non-binding, adversarial dispute resolution process in which one or more arbitrators hear arguments, weigh evidence and issue a non-binding judgment on the merits after an expedited hearing. The arbitrator's decision addresses only the disputed legal issues and applies legal standards. Either party may reject the ruling and request a trial de novo in court.

Voluntary Arbitration is a binding, adversarial dispute resolution process in which the disputing parties choose one or more arbitrators to hear their dispute and to render a final decision or award after an expedited hearing.

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.

Conference (Settlement Conference)

A brief, non-binding, confidential process in which a neutral third party, often someone with subject-matter expertise, hears abbreviated arguments in an effort to promote settlement. The neutral may offer an evaluation of likely outcomes. The neutral may also provide case planning guidance and settlement assistance with the parties' consent.

Facilitation

Facilitation is a process in which an impartial facilitator helps parties to communicate and to constructively organize their discussion. Facilitation may be a public or private process, and it is particularly helpful in meetings involving many participants. What distinguishes facilitation from other forms of assisted negotiation, such as mediation, is that the facilitator places little to no emphasis on generating movement or achieving a solution and instead focuses purely on moderating the discussion among the parties.

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.

Final Dispositions

Group	Description	Definition
DR Services Provided, Matter Resolved	Conciliated w/o face-to-face session	The matter is resolved through the intervention of a neutral but the parties do not meet together in a face-to-face DR process.
	Mediated - Full Agreement	A mediation session was held, all issues presented are fully resolved. A written agreement is entered into and signed by the parties.
	Arbitrated	The matter is resolved through the intervention of a neutral arbitrator who provides a written decision.
	Mediated - Verbal Agreement	A mediation session was held, the matter is resolved, and the parties choose not to put the agreement in writing.
	Facilitated	An impartial facilitator helps parties constructively organize their discussion and collaboratively identify negotiable issues. May be a public or private process, and is particularly appropriate for disputes involving many participants.
	Mediated - Partial Agreement	A mediation session was held, some of the issues presented are resolved. A written agreement is entered into and signed by the parties.
	Conferenced – Full Agreement	A conference was held, all issues presented are fully resolved. A written agreement is entered into and signed by the parties.
	Conferenced – Partial Agreement	A conference was held, some of the issues presented are resolved. A written agreement is entered into and signed by the parties.
DR Services Provided, Matter Not	Mediated, No Agreement	A mediation session was held and no agreement was reached.

Group	Description	Definition
Resolved	Mediated, Matter Unamenable	The matter is initially screened appropriate, and a DR process had proceeded but it is subsequently determined that the matter is unamenable or that issues exist that preclude the matter from continuing in the DR process.
	Conferenced, No Agreement	A conference was held and no agreement was reached.
Screened Inappropriate-Referred Out	Screened Inappropriate-Referred Out	Determined inappropriate at initial screening, referred to other resources.
Party(ies) Failed to Show	Complainant failed to show	A dispute-resolution session is scheduled but the Complainant did not appear.
	Respondent failed to show	A dispute-resolution session is scheduled but the Respondent did not appear.
	Both failed to show	A dispute-resolution session is scheduled but neither party appeared.
Part(ies) Declined/Withdrew	Complainant Declined	An initial intake-screening interview /information session is conducted with the complainant and DR services are offered. The complainant declines to participate in the DR process.
	Respondent Declined	An initial intake-screening interview /information session is conducted with the respondent and DR services are offered. The respondent declines to participate in the DR process.
	Both Declined	An initial intake-screening interview /information session is conducted with the both the respondent and the complainant, DR services are offered. Both parties decline to participate in the DR process.

Group	Description	Definition
	Complainant Withdrew	An intake-screening interview /information session is conducted with the complainant. The complainant agrees to participate in a DR process, but subsequently decides to withdraw from the process.
	Respondent Withdrew	An intake-screening interview /information session is conducted with the respondent. The respondent agrees to participate in a DR process, but subsequently decides to withdraw from the process.
Unable to Contact Party(ies)	Unable to contact Complainant	No initial contact with the Complainant was possible. (3 rd -party referral)
	Unable to Contact Respondent	No initial contact with the respondent was possible.
Outreach Attempted, No Contact	Outreach Attempted, No Contact	No initial contact with either party was possible.
Other	Other	Any disposition not fitting one of the categories above.

Case Types

Description	Definition
Civil – Small Claim	Disputes that have resulted or could result in the filing of a small or commercial claim action. This category should be used for any dispute that involves money or property valued within the monetary jurisdiction of the small claims part of the court regardless of whether a claim has actually been filed.
Civil – Large Claim	Disputes that have resulted or could result in the filing of an action for the recovery of money or personal property where the amount sought to be recovered or the value of the property exceeds the monetary jurisdiction of the small claims part of the court.
Civil -- Housing Dispute	Disputes involving housing and real property issues that have or could result in the filing of an action in

Description	Definition
	any court with jurisdiction over such issues.
Criminal – Misdemeanor/Violation	Disputes that have resulted or could result in the filing of a complaint alleging an act that could be categorized as a violation or a misdemeanor. The Penal Law defines a violation as an offense, other than a traffic infraction, for which a sentence to a term of imprisonment in excess of fifteen days cannot be imposed. The Penal Law defines a violation as an offense, other than a traffic infraction, for which a sentence to a term of imprisonment in excess of fifteen days can be imposed, but for which a sentence in excess of one year cannot be imposed.
Criminal – Felony	Felony offenses that are referred by the court. Only Certain felony offenses can be handled by CDRC programs. Please refer to the Program Manual.
Parenting Issues (custody, visitation and/or support)	Matters in which a Family Court or Supreme Court petition for Custody, Visitation or Support has been filed or that might otherwise result in such a petition being filed.
Matrimonial	Matters in which a Supreme Court divorce action has been filed or other matters involving issues related to the dissolution of a marriage. If the only issues addressed in mediation are related to the parenting of children, use the Parenting Issues category.
Child Permanency	Matters in which a Family Court petition involving child protective or permanency planning issues has been filed and the matter has been referred by the court.
PINS/Pre-PINS	Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court petition seeking to designate a party as a "person in need of supervision". This includes matters that might otherwise be defined as PINS but are in a diversion program. The Family Court Act defines a "person in need of supervision" as a person less than 18 year of age [as of July 1 2002] who does not attend school in accordance with the provisions of part one of article sixty-five of the education law or who is incorrigible, ungovernable or habitually disobedient and beyond the lawful control of a parent or other person legally responsible for such child's care, or other lawful authority, or who violates the provisions of section 221.05 of the penal law (unlawful possession of

Description	Definition
	marijuana).
Juvenile Delinquency	Disputes involving allegations that have resulted or might otherwise result in the filing of a Family Court Juvenile Delinquency action. This includes matters that might otherwise be defined as JD but are in a diversion program. The Family Court Act defines a "Juvenile delinquent" as a person over seven and less than sixteen years of age, who, having committed an act that would constitute a crime if committed by an adult, (a) is not criminally responsible for such conduct by reason of infancy, or (b) is the defendant in an action ordered removed from a criminal court to the family court pursuant to article seven hundred twenty-five of the criminal procedure law.
Peer Mediation	Matters that are resolved by peer mediators in a school-based or youth program setting.
Youth Issues	Matters in which at least one of the parties is under the age of 18 but that don't fit into one of the other youth categories.
DSS Conciliation	Matters involving social service clients (usually determination of benefit eligibility disputes or violation of program rule disputes) that are the subject of or that would otherwise be the subject of an administrative hearing at the local social service department.
Manufactured Housing (formerly Mobil home)	Matters involving manufactured housing that are the subject of or that would otherwise be the subject of an administrative hearing at the NYS Department of Housing and Community Renewal
Administrative Hearing	Early Intervention, Special Ed, Agricultural Mediation, Lemon Law, VESID and other matters that are the subject of or might otherwise be the subject of an administrative hearing. Excludes Manufactured housing or DSS conciliation matters.
Other	Any matter not fitting one of the categories above.

APPENDIX E

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

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