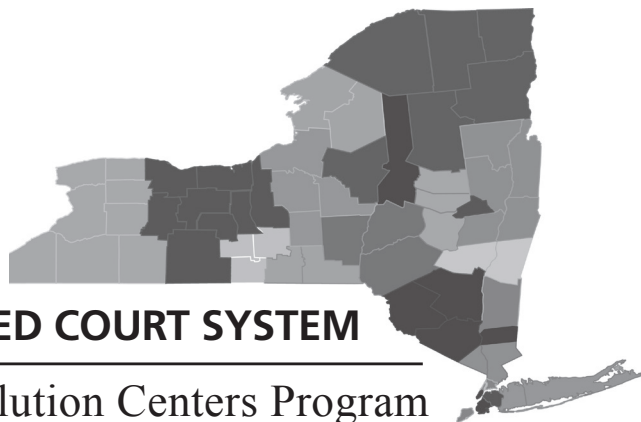




NEW YORK STATE UNIFIED COURT SYSTEM

Community Dispute Resolution Centers Program

STATISTICAL SUPPLEMENT

2011-2012

INTRODUCTION

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

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

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

STATISTICAL SUPPLEMENT OVERVIEW

The CDRCP Statistical Supplement provides detailed statistical reports on the workload and of the CDRCs for the 2011-12 fiscal year. It is designed to supplement the CDRCP Annual Report, providing more specific information on the types of cases handled, case outcomes, referral sources, and party relationships.

Some reports contain aggregate case data, whereas others organize the data by county and/or judicial district. For more information on the local CDRC for a particular county, please visit **www.nycourts.gov/ip/adr/DirectoryofProviders.pdf** to view the CDRCP Directory of Providers. To learn more about how the data contained in the Statistical Supplement is collected and analyzed, see pages 6-8 of the 2008-09 CDRCP Annual Report.

www.nycourts.gov/adr
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Table 1: Dispositions and Number of Individuals Served (FY 2011-2012)

Final Disposition	Total Cases	Number of Individuals Served
Dispute Resolution, Intake, and Screening Services Provided		
Decision Rendered	228	521
DR Services Initiated - Issues Unamenable	184	518
Full Agreement	11,564	31,348
No Agreement	4,014	10,738
Partial Agreement	323	1,181
	16,313	44,306
Intake and Screening Services Provided		
Both Declined	268	672
Both failed to show	267	785
Initiating Party or Parties Declined	1,294	2,615
Initiating Party or Parties Failed to show	147	372
Initiating Party or Parties Withdrew	2,574	5,646
Other	1,726	4,060
Outreach Attempted-No Contact	1,854	4,454
Resolved outside of program intervention	751	1,839
Responding Party or Parties Declined	1,613	3,874
Responding Party or Parties failed to show	995	2,313
Responding Party or Parties Withdrew	147	407
Unable to contact Initiating Party or Parties	599	1,077
Unable to contact Responding Party or Parties	1,168	2,604
	13,403	30,718
Screened Inappropriate		
Screened Inappropriate	786	1,807
	786	1,807
FY 2011 - 2012 Total:	30,502	76,831

Table 2: Referral Sources (FY 2011-2012)

Referral Source	Total Cases	Percentage of Total
City Courts		
City Court	6,817	22.3%
Small Claims Court	3	0.0%
	6,820	22.4%
Family Court		
Family Court Intake	51	0.2%
Family Court Judge	5,614	18.4%
Family Court Magistrate	7	0.0%
	5,672	18.6%
Law Enforcement		
Attorney General	12	0.0%
District Attorney	308	1.0%
Police	1,240	4.1%
Probation	63	0.2%
Sheriff	22	0.1%
State Police	12	0.0%
	1,657	5.4%
NYC Civil Court		
NYC Civil Ct - 2 Attorneys	2	0.0%
NYC Civil Ct - Housing	39	0.1%
NYC Civil Ct - Pro Se	772	2.5%
NYC Civil Ct - Small Claims	1,227	4.0%
	2,040	6.7%
Other		
Business/Corporation	54	0.2%
Law Guardian	1	0.0%
Legal Aid	326	1.1%
Other	1,662	5.4%
Private Agency	738	2.4%
Public Defender	23	0.1%
Religious Referral	15	0.0%
Others	166	0.5%
	2,985	9.8%
Public Agencies		
Adult Protective Services	329	1.1%
Dept. of Social Services	177	0.6%
NYS Division of Housing	325	1.1%
Public Agency	4,527	14.8%
	5,358	17.6%
Schools		
School	1,128	3.7%
	1,128	3.7%
Self-Referral		
Media	256	0.8%
Prior Client (returning with new matter)	55	0.2%
Referred by Previous Client	477	1.6%
Walk-In	1,908	6.3%
Word of Mouth	1,127	3.7%
	3,823	12.5%

Table 2: Referral Sources (FY 2011-2012)

Referral Source	Total Cases	Percentage of Total
Supreme, Surrogates, and County Courts		
County Court	34	0.1%
Criminal Court	4	0.0%
Supreme Court	79	0.3%
	117	0.4%
Town and Village Courts		
Town & Village Courts	902	3.0%
	902	3.0%
FY 2011 - 2012 Total	30,502	

Table 3: Referral Sources (FY 2007-2012)

Referral Source	2007 - 2008	2008 - 2009	2009 - 2010	2010 - 2011	2011 - 2012
City Court	8,451	9,379	9,947	9,298	6,820
Family Court	9,380	8,662	8,248	7,980	5,672
Law Enforcement	3,466	2,789	2,129	2,514	1,657
NYC Civil Court	1,349	1,748	1,286	1,342	2,040
Other	2,590	2,277	2,518	3,043	2,985
Public Agencies	5,122	5,224	5,876	5,675	5,358
Schools	2,543	2,964	2,573	1,300	1,128
Self - Referral	3,764	4,597	4,638	4,482	3,823
Supreme, Surrogates, and County Courts	175	159	172	149	117
Town and Village Courts	1,216	1,135	1,338	1,042	902
Total	38,056	38,934	38,725	36,825	30,502

Table 4: Case Types and Individuals Served (FY 2011-2012)

Case Type	Total Cases	Percentage of Total	Individuals Served
Civil Matters			
Agricultural - Credit	289	0.9%	626
Civil - Large Claim	939	3.1%	2,058
Civil - Small Claims	8,755	28.7%	19,361
Lemon Law	187	0.6%	439
	<u>10,170</u>	<u>33.3%</u>	<u>22,484</u>
Criminal Matters			
Felony	12	0.0%	26
Misdemeanor/Violation	2,037	6.7%	4,297
	<u>2,049</u>	<u>6.7%</u>	<u>4,323</u>
Custody Visitation Divorce			
Agricultural - Non Credit	64	0.2%	209
Matrimonial	704	2.3%	1,602
Parenting Issues	7,451	24.4%	24,501
	<u>8,219</u>	<u>26.9%</u>	<u>26,312</u>
Housing Matters			
Civil - Housing	2,167	7.1%	4,457
Civil - Mobile Home	9	0.0%	17
	<u>2,176</u>	<u>7.1%</u>	<u>4,474</u>
Other			
Other	2,340	7.7%	4,922
	<u>2,340</u>	<u>7.7%</u>	<u>4,922</u>
Other Family			
Juvenile Delinquency	385	1.3%	1,227
Permanency	264	0.9%	2,400
PINS / Pre-Pins	563	1.8%	1,287
	<u>1,212</u>	<u>4.0%</u>	<u>4,914</u>
Public Welfare and Benefit Matters			
DSS Conciliation	2,974	9.8%	5,956
Early Intervention	92	0.3%	259
Special Education	341	1.1%	1,103
Vesid	9	0.0%	23
	<u>3,416</u>	<u>11.2%</u>	<u>7,341</u>
Surrogate Matters			
Guardianship	68	0.2%	167
Probate/Estate	19	0.1%	42
	<u>87</u>	<u>0.3%</u>	<u>209</u>
Youth			
Peer Mediation	399	1.3%	866
Youth	434	1.4%	986
	<u>833</u>	<u>2.7%</u>	<u>1,852</u>
FY 2011 - 2012 Total:	30,502		76,831

Table 5: Party Relationships (FY 2011-2012)

Relationship	Total	Percentage of Total
Acquaintances		
Acquaintances	1,847	6.1%
Clients and Agencies		
Client/Agency	4,028	13.2%
Consumers and Merchants		
Consumer/Merchant	3,988	13.1%
Divorced Couples		
Divorced	804	2.6%
Ex-Boy/Girlfriends		
Ex-boy/girlfriend	1,360	4.5%
Immediate Family		
Immediate Family	1,394	4.6%
Landlords and Tenants		
Landlord/Tenant	3,099	10.2%
Married Couples		
Married	1,166	3.8%
Neighbors		
Neighbors	2,014	6.6%
People with a Child in Common		
Child in Common	3,634	11.9%
Others		
Boy/Girlfriend	222	0.7%
Caregiver/Caseworker	108	0.4%
Child/Agency	229	0.8%
Co-Workers	116	0.4%
Domestic Partners	41	0.1%
Employer/Employee	308	1.0%
Extended Family	408	1.3%
Friend	414	1.4%
Individual/Corporation	691	2.3%
Lover-in-common	16	0.1%
Member of Group	33	0.1%
Other	1,880	6.2%
Parent/Child	768	2.5%
Parent/Foster Parent	20	0.1%
Room/Housemates	208	0.7%
School/Parent	144	0.5%
Schoolmates	503	1.6%
Separated	576	1.9%
Strangers	483	1.6%
FY 2011 - 2012 Total:	30,502	

Table 6: Demographic Characteristics of Parties Served (FY 2011-2012)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
AGE	Under 17	1,473	4.5%
	17 - 20	1,314	4.0%
	21 - 29	6,975	21.4%
	30 - 39	8,255	25.3%
	40 - 49	6,743	20.7%
	50 - 59	4,989	15.3%
	60 - 69	2,018	6.2%
	Over 70	872	2.7%
	Undetermined / No Response	26,829	
	Total	59,468	
	Note: 45.10% of parties were not asked to report or declined to report their age.		
RACE	American Indian	234	0.6%
	Asian	589	1.5%
	Black	6,300	16.2%
	Hispanic	4,717	12.1%
	Other	1,976	5.1%
	White	25,116	64.5%
	Undetermined / No Response	20,536	
	Total	59,468	
	Note: 34.50% of parties were not asked to report or declined to report their race.		
SEX	Female	26,360	52.2%
	Male	24,126	47.8%
	Undetermined / No Response	8,982	
	Total	59,468	
	Note: 15.10% of parties were not asked to report or declined to report their sex.		

Table 6: Demographic Characteristics of Parties Served (FY 2011-2012)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
EMPLOYMENT STATUS	Disability	1,099	3.0%
	Employed	23,842	64.8%
	Family Member Employed	504	1.4%
	Public Assistance	3,302	9.0%
	Social Security / Retired	1,496	4.1%
	Student	2,594	7.0%
	Unemployed	3,972	10.8%
	Undetermined / No Response	22,659	
	Total	59,468	
	Note: 38.10% of parties were not asked to report or declined to report their employment status.		
INCOME	Less than \$9,000	6,919	31.3%
	\$9,000 to \$16,000	3,340	15.1%
	\$16,001 to \$25,000	4,625	20.9%
	\$25,001 to \$35,000	4,212	19.0%
	Greater than \$35,000	3,024	13.7%
	Undetermined / No Response	37,348	
	Total	59,468	
	Note: 62.80% of parties were not asked to report or declined to report their income.		
YEARS OF EDUCATION	1 to 8	807	3.1%
	9 to 11	3,665	14.2%
	12	11,991	46.4%
	13 to 15	4,248	16.4%
	16	3,776	14.6%
	17 or more	1,348	5.2%
	Undetermined / No Response	33,633	
	Total	59,468	
	Note: 56.60% of parties were not asked to report or declined to report their years of education.		

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

Table 7: Referrals to Other Services (FY 2011-2012)

Services Referred to	Total	Percentage of Total
Adult Protective Services	32	0.8%
Attorney General	0	0.0%
Business/Corporation	3	0.1%
City Court	305	7.7%
County Court	1	0.0%
Criminal Court	0	0.0%
Dept. of Social Services	3	0.1%
District Attorney	131	3.3%
Family Court Intake	20	0.5%
Family Court Judge	1,142	28.8%
Family Court Magistrate	0	0.0%
Law Guardian	0	0.0%
Legal Aid	14	0.4%
Media	49	1.2%
NYC Civil Ct - 2 Attorneys	1	0.0%
NYC Civil Ct - Housing	10	0.3%
NYC Civil Ct - Pro Se	601	15.1%
NYC Civil Ct - Small Claims	567	14.3%
NYS Division of Housing	178	4.5%
Other	179	4.5%
Police	46	1.2%
Private Agency	53	1.3%
Private Attorney	41	1.0%
Probation	2	0.1%
Public Agency	383	9.6%
Public Defender	3	0.1%
Religious Referral	5	0.1%
School	41	1.0%
Sheriff	8	0.2%
Small Claims Court	0	0.0%
State Police	3	0.1%
Supreme Court	45	1.1%
Town & Village Courts	104	2.6%

FY 2011 - 2012 Total: 3,970

Table 8: Case Dispositions by County (FY 2011-2012)

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrawn	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Albany	214	136	61 %	101	12	51	63	6	2	585
Allegany	0	0	0 %	0	0	1	0	1	0	2
Bronx	286	182	61 %	1	12	1,426	49	2	25	1,983
Broome	724	235	75 %	126	11	155	183	57	65	1,556
Cattaraugus	1	0	100 %	1	0	0	0	0	0	2
Cayuga	3	0	100 %	0	0	10	0	5	0	18
Chautauqua	239	101	70 %	0	14	58	4	28	4	448
Chemung	200	13	93 %	2	15	61	7	76	0	374
Chenango	83	16	83 %	170	5	52	0	32	15	373
Clinton	82	55	59 %	0	0	98	157	2	1	395
Columbia	34	7	82 %	66	4	9	1	16	5	142
Cortland	55	0	100 %	1	1	17	8	1	4	87
Delaware	49	10	83 %	77	14	22	2	5	10	189
Dutchess	185	173	51 %	31	1	91	14	9	13	517
Erie	459	106	81 %	52	19	115	46	11	17	825
Essex	35	15	70 %	1	0	6	12	2	8	79
Franklin	321	37	89 %	0	0	2	20	0	0	380
Fulton	85	14	85 %	0	7	49	0	2	2	159
Genesee	79	25	75 %	18	8	35	8	7	0	180
Greene	46	10	82 %	0	9	17	3	22	3	110
Hamilton	67	1	98 %	0	0	2	1	0	0	71
Herkimer	356	11	97 %	2	40	118	8	31	9	575
Jefferson	216	26	89 %	3	0	58	32	3	0	338
Kings	499	261	65 %	79	188	819	76	605	167	2,694
Lewis	8	0	100 %	0	0	8	0	0	0	16
Livingston	199	21	90 %	0	7	70	7	14	0	318
Madison	18	0	100 %	3	2	7	1	0	0	31
Monroe	309	90	77 %	133	10	125	30	48	15	760
Montgomery	27	23	54 %	3	0	11	0	6	32	102
Nassau	1,669	885	65 %	0	2	141	384	16	196	3,293
New York	646	326	66 %	8	70	578	34	139	97	1,898
Niagara	112	22	83 %	32	43	96	7	40	1	353

Table 8: Case Dispositions by County (FY 2011-2012)

County	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Oneida	125	39	76 %	15	12	41	9	1	11	253
Onondaga	254	49	83 %	1	0	106	15	56	1	482
Ontario	204	45	81 %	27	29	113	10	58	2	488
Orange	193	98	66 %	2	5	102	13	4	7	424
Orleans	3	0	100 %	0	0	0	0	0	0	3
Oswego	188	33	85 %	5	6	74	16	19	0	341
Otsego	53	6	89 %	18	2	21	3	4	9	116
Putnam	54	38	58 %	0	1	7	1	3	2	106
Queens	522	79	86 %	1	7	129	41	6	867	1,652
Rensselaer	40	11	78 %	8	2	6	5	3	0	75
Richmond	608	112	84 %	711	129	331	16	214	64	2,185
Rockland	64	60	51 %	2	1	18	0	0	1	146
Saratoga	84	41	67 %	57	2	42	4	4	0	234
Schenectady	187	59	76 %	11	36	64	12	6	4	379
Schoharie	9	2	81 %	1	2	5	0	4	2	25
Schuyler	71	5	93 %	0	2	16	3	13	0	110
Seneca	54	11	83 %	7	6	9	8	3	0	98
St. Lawrence	923	6	99 %	1	4	37	26	5	2	1,004
Steuben	458	54	89 %	20	7	109	31	59	54	792
Suffolk	558	395	58 %	7	1	58	3	8	0	1,030
Sullivan	35	19	64 %	2	1	4	3	7	5	76
Tioga	35	5	87 %	0	2	44	4	1	0	91
Tompkins	143	27	84 %	2	7	73	3	50	0	305
Ulster	82	59	58 %	4	4	53	4	25	2	233
Warren	70	25	73 %	36	2	11	0	0	0	144
Washington	3	0	100 %	1	0	5	0	2	0	11
Wayne	94	35	72 %	0	1	26	17	3	0	176
Westchester	332	69	82 %	1	8	63	2	22	2	499
Wyoming	30	2	93 %	0	0	0	0	0	0	32
Yates	84	13	86 %	4	13	21	3	1	0	139
Total	12,866	4,198	75.4 %	1,854	786	5,896	1,409	1,767	1,726	30,502

Table 9: Workload Summary by County (FY 2011-2012)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group Conference	Settlement Conference	Multi-party Facilitation	Intake and Case Management	Other	Persons Served	Average Days to Disposition
Albany	585	458	3	1	0	0	0	123	0	1,873	36.8
Allegany	2	0	0	0	0	0	0	2	0	7	13.0
Bronx	1,983	1,951	13	14	0	0	0	5	0	4,781	24.0
Broome	1,556	1,037	4	14	0	0	2	457	42	3,575	20.8
Cattaraugus	2	1	0	0	0	0	0	1	0	5	26.0
Cayuga	18	4	0	0	0	0	0	14	0	44	37.5
Chautauqua	448	114	2	9	0	202	0	121	0	1,520	9.1
Chemung	374	50	0	166	0	0	0	158	0	1,442	18.4
Chenango	373	46	0	29	0	0	6	291	1	1,127	43.3
Clinton	395	393	2	0	0	0	0	0	0	911	38.3
Columbia	142	39	0	0	0	0	0	82	21	427	15.8
Cortland	87	80	0	2	0	0	0	5	0	285	19.8
Delaware	189	25	0	7	3	0	10	144	0	636	38.8
Dutchess	517	378	5	0	0	0	0	130	4	1,249	46.5
Erie	825	503	11	11	4	7	1	286	2	3,658	47.3
Essex	79	61	0	6	0	0	0	12	0	198	10.1
Franklin	380	378	1	0	0	0	0	1	0	762	1.0
Fulton	159	91	0	0	0	0	0	68	0	352	4.0
Genesee	180	57	0	9	1	8	1	104	0	677	15.0
Greene	110	45	1	3	1	0	2	54	4	295	18.3
Hamilton	71	71	0	0	0	0	0	0	0	145	1.0
Herkimer	575	332	24	31	0	0	1	59	128	1,669	10.8
Jefferson	338	166	2	79	0	0	0	90	1	818	17.6
Kings	2,694	687	5	9	2	0	1	1,989	1	4,554	31.7
Lewis	16	3	0	3	0	0	0	10	0	45	27.1
Livingston	318	195	3	17	0	0	0	103	0	1,043	32.5
Madison	31	29	0	1	0	0	0	1	0	95	15.5
Monroe	760	371	28	3	0	0	2	342	14	2,070	53.2
Montgomery	102	47	1	0	0	0	0	24	30	280	34.9
Nassau	3,293	3,253	18	2	0	0	0	20	0	7,679	10.4
New York	1,898	918	8	65	1	0	4	901	1	4,174	24.2
Niagara	353	119	0	0	0	0	4	230	0	981	17.7

Table 9: Workload Summary by County (FY 2011-2012)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group Conference	Settlement Conference	Multi-party Facilitation	Intake and Case Management	Other	Persons Served	Average Days to Disposition
Oneida	253	160	54	1	0	0	0	38	0	765	29.7
Onondaga	482	283	11	6	0	0	1	181	0	1,549	20.9
Ontario	488	234	2	7	0	0	0	245	0	1,443	22.8
Orange	424	415	2	1	0	0	0	6	0	876	39.4
Orleans	3	1	0	0	0	0	0	2	0	12	20.0
Oswego	341	223	0	0	0	0	0	118	0	1,238	21.8
Otsego	116	42	0	7	3	0	8	54	2	350	35.4
Putnam	106	103	3	0	0	0	0	0	0	212	33.5
Queens	1,652	1,246	19	2	0	0	0	380	5	3,967	16.0
Rensselaer	75	50	0	0	0	0	0	25	0	209	61.7
Richmond	2,185	617	12	61	0	0	0	1,494	1	4,968	49.9
Rockland	146	120	1	2	0	1	0	22	0	345	17.1
Saratoga	234	126	6	0	0	0	2	100	0	565	42.0
Schenectady	379	365	2	0	0	0	2	9	1	878	14.8
Schoharie	25	11	0	0	0	0	0	14	0	77	35.6
Schuyler	110	27	0	48	0	0	1	34	0	422	26.1
Seneca	98	78	1	0	0	0	0	19	0	344	31.9
St. Lawrence	1,004	990	1	1	0	0	1	11	0	2,091	1.3
Steuben	792	397	0	124	5	0	1	217	48	1,988	32.6
Suffolk	1,030	926	17	0	0	0	0	87	0	2,732	6.2
Sullivan	76	39	0	15	0	0	0	21	1	157	23.4
Tioga	91	35	0	1	10	0	0	45	0	291	53.2
Tompkins	305	106	0	59	0	0	2	138	0	1,018	25.3
Ulster	233	186	1	1	0	0	0	45	0	497	20.6
Warren	144	77	0	16	0	0	0	51	0	262	38.3
Washington	11	4	0	0	0	0	0	7	0	20	109.5
Wayne	176	149	1	1	0	0	0	25	0	447	39.6
Westchester	499	197	8	207	2	2	0	81	2	1,100	36.8
Wyoming	32	23	0	3	0	1	0	5	0	155	21.1
Yates	139	94	0	2	0	0	0	43	0	476	36.7
Total	30,502	19,226	272	1,046	32	221	52	9,344	309	76,831	25.6

Table 10: Referral Sources by County (FY 2011-2012)

County	City Courts	Family Court	Law Enforcement	NYC Civil Court	Other	Public Agencies	Schools	Self-Referral	Supreme, Surrogates, and County Court	Town and Village Courts	Total Cases
Albany	22	479	6	0	6	40	1	7	1	23	585
Allegany	0	0	0	0	0	2	0	0	0	0	2
Bronx	7	104	597	3	826	158	36	252	0	0	1,983
Broome	314	70	0	0	33	970	1	145	0	23	1,556
Cattaraugus	0	0	1	0	1	0	0	0	0	0	2
Cayuga	1	11	0	0	1	2	0	3	0	0	18
Chautauqua	79	263	3	0	26	20	3	50	4	0	448
Chemung	9	134	4	0	33	64	11	118	0	1	374
Chenango	82	233	0	0	15	5	3	35	0	0	373
Clinton	368	0	1	0	2	7	0	15	0	2	395
Columbia	30	70	4	0	9	11	0	18	0	0	142
Cortland	0	29	0	0	6	4	0	48	0	0	87
Delaware	0	137	0	0	10	3	0	39	0	0	189
Dutchess	336	62	1	0	43	28	2	44	0	1	517
Erie	40	539	33	0	47	61	6	51	1	47	825
Essex	0	0	1	0	12	2	1	11	0	52	79
Franklin	0	2	1	0	1	1	0	6	0	369	380
Fulton	56	99	0	0	1	0	0	3	0	0	159
Genesee	31	74	4	0	21	6	1	42	0	1	180
Greene	2	70	0	0	7	1	0	30	0	0	110
Hamilton	0	1	0	0	40	2	1	27	0	0	71
Herkimer	1	215	6	0	16	238	1	94	4	0	575
Jefferson	8	47	7	0	24	175	27	46	4	0	338
Kings	63	157	331	1,263	178	472	37	191	2	0	2,694
Lewis	0	5	0	0	1	4	0	6	0	0	16
Livingston	2	138	11	0	13	18	1	124	1	10	318
Madison	0	7	1	0	6	1	0	16	0	0	31
Monroe	94	297	45	0	159	14	30	93	20	8	760
Montgomery	42	15	0	0	2	38	1	3	0	1	102
Nassau	1,488	1	57	0	6	1,708	13	16	2	2	3,293
New York	27	106	40	718	215	117	141	534	0	0	1,898
Niagara	0	60	1	0	8	270	0	12	1	1	353
Oneida	111	32	4	0	32	10	3	58	0	3	253

Table 10: Referral Sources by County (FY 2011-2012)

County	City Courts	Family Court	Law Enforcement	NYC Civil Court	Other	Public Agencies	Schools	Self-Referral	Supreme, Surrogates, and County Court	Town and Village Courts	Total Cases
Onondaga	25	342	3	0	14	80	8	10	0	0	482
Ontario	154	247	1	0	7	3	2	63	0	11	488
Orange	178	58	3	0	38	51	0	79	6	11	424
Orleans	0	0	0	0	0	0	0	3	0	0	3
Oswego	1	289	1	0	5	16	0	29	0	0	341
Otsego	0	34	1	0	17	12	1	50	0	1	116
Putnam	20	14	0	0	4	7	0	10	0	51	106
Queens	175	142	313	11	255	37	340	376	3	0	1,652
Rensselaer	0	65	0	0	0	6	0	3	0	1	75
Richmond	1,486	50	81	45	66	80	299	32	46	0	2,185
Rockland	111	2	2	0	0	13	1	17	0	0	146
Saratoga	131	15	7	0	8	43	1	25	1	3	234
Schenectady	140	26	2	0	56	17	105	32	0	1	379
Schoharie	1	7	0	0	6	2	1	3	0	5	25
Schuyler	0	56	0	0	7	8	5	33	0	1	110
Seneca	0	84	0	0	1	0	0	11	2	0	98
St. Lawrence	4	8	11	0	531	58	0	372	0	20	1,004
Steuben	115	248	1	0	14	165	0	177	0	72	792
Suffolk	836	0	22	0	37	25	1	71	0	38	1,030
Sullivan	0	22	13	0	8	9	1	22	0	1	76
Tioga	0	22	0	0	8	15	0	27	0	19	91
Tompkins	63	59	6	0	37	13	6	117	1	3	305
Ulster	50	19	0	0	17	15	3	35	2	92	233
Warren	55	73	0	0	0	12	0	3	1	0	144
Washington	1	0	0	0	1	6	0	3	0	0	11
Wayne	0	123	2	0	7	0	4	13	3	24	176
Westchester	61	98	28	0	36	209	29	38	0	0	499
Wyoming	0	18	0	0	2	2	0	3	7	0	32
Yates	0	94	1	0	3	2	1	29	5	4	139
Total	6,820	5,672	1,657	2,040	2,985	5,358	1,128	3,823	117	902	30,502

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

Table 11: Family Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Albany	190	107	101	12	47	62	3	2	524
	Columbia	16	3	56	3	7	1	12	5	103
	Greene	41	10	0	7	13	3	17	3	94
	Rensselaer	40	11	8	1	6	5	3	0	74
	Schoharie	6	0	1	2	2	0	4	0	15
	Sullivan	20	9	0	1	2	0	2	0	34
	Ulster	20	13	0	3	12	1	4	0	53
	Total	333	153	166	29	89	72	45	10	897
Fourth Judicial District	Clinton	6	3	0	0	3	1	0	1	14
	Essex	9	0	1	0	1	0	1	5	17
	Franklin	11	2	0	0	1	0	0	0	14
	Fulton	53	8	0	7	29	0	1	2	100
	Hamilton	8	0	0	0	0	0	0	0	8
	Montgomery	3	7	2	0	3	0	2	31	48
	Saratoga	29	14	2	2	24	3	3	0	77
	Schenectady	24	7	5	9	18	7	3	1	74
	St. Lawrence	142	0	0	4	16	2	3	1	168
	Warren	36	3	34	2	11	0	0	0	86
	Washington	0	0	1	0	4	0	2	0	7
	Total	321	44	45	24	110	13	15	41	613
Fifth Judicial District	Herkimer	129	9	2	34	97	8	16	2	297
	Jefferson	67	0	2	0	37	2	2	0	110
	Lewis	6	0	0	0	5	0	0	0	11
	Oneida	49	2	14	10	28	5	1	9	118
	Onondaga	220	46	1	0	86	14	45	0	412
	Oswego	187	32	4	5	71	16	18	0	333
	Total	658	89	23	49	324	45	82	11	1,281
Sixth Judicial District	Broome	117	16	3	9	68	17	7	8	245
	Chemung	195	13	2	13	44	7	63	0	337
	Chenango	59	6	146	5	31	0	12	11	270
	Cortland	50	0	0	1	16	8	1	4	80
	Delaware	45	7	75	12	21	2	5	9	176
	Madison	15	0	2	2	7	1	0	0	27
	Otsego	41	4	12	0	16	3	4	6	86
	Schuyler	70	4	0	2	13	3	11	0	103
	Tioga	29	4	0	2	20	3	0	0	58
	Tompkins	92	7	2	4	30	2	33	0	170
	Total	713	61	242	50	266	46	136	38	1,552

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

Table 11: Family Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Seventh Judicial District	Cayuga	3	0	0	0	7	0	4	0	14
	Livingston	168	16	0	5	57	7	12	0	265
	Monroe	166	81	47	7	94	23	36	2	456
	Ontario	160	27	14	19	57	9	24	1	311
	Seneca	51	11	7	6	9	8	3	0	95
	Steuben	352	40	13	6	48	20	4	47	530
	Wayne	81	33	0	0	14	13	1	0	142
	Yates	82	11	3	12	21	3	1	0	133
	Total	1,063	219	84	55	307	83	85	50	1,946
Eighth Judicial District	Allegany	0	0	0	0	0	0	1	0	1
	Cattaraugus	1	0	0	0	0	0	0	0	1
	Chautauqua	184	60	0	10	22	2	17	2	297
	Erie	384	92	4	11	54	40	2	13	600
	Genesee	58	23	4	8	27	8	2	0	130
	Niagara	110	22	31	43	91	7	40	1	345
	Orleans	3	0	0	0	0	0	0	0	3
	Wyoming	28	2	0	0	0	0	0	0	30
	Total	768	199	39	72	194	57	62	16	1,407
Ninth Judicial District	Dutchess	25	27	3	0	43	13	0	9	120
	Orange	55	18	0	4	66	8	2	2	155
	Putnam	12	10	0	1	4	0	3	1	31
	Rockland	2	3	0	1	8	0	0	0	14
	Westchester	56	10	1	4	46	2	8	1	128
	Total	150	68	4	10	167	23	13	13	448
Tenth Judicial	Nassau	0	0	0	1	3	0	0	0	4
	Total	0	0	0	1	3	0	0	0	4
Tenth Judicial	Suffolk	17	10	3	1	11	2	4	0	48
	Total	17	10	3	1	11	2	4	0	48
New York City	Bronx	111	44	1	2	124	33	2	23	340
	Kings	77	33	2	25	55	19	32	54	297
	New York	49	23	2	26	84	10	13	33	240
	Queens	76	18	0	0	21	17	4	88	224
	Richmond	26	19	3	10	13	5	5	53	134
	Total	339	137	8	63	297	84	56	251	1,235
Total		4,362	980	614	354	1,768	425	498	430	9,431

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

Table 12: Civil Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Albany	19	28	0	0	1	0	1	0	49
	Columbia	15	4	10	1	2	0	1	0	33
	Greene	5	0	0	1	3	0	3	0	12
	Rensselaer	0	0	0	1	0	0	0	0	1
	Schoharie	1	2	0	0	2	0	0	1	6
	Sullivan	5	6	2	0	2	1	5	4	25
	Ulster	58	42	4	1	34	1	21	2	163
	Total	103	82	16	4	44	2	31	7	289
Fourth Judicial District	Clinton	72	51	0	0	90	156	2	0	371
	Essex	22	14	0	0	3	12	1	3	55
	Franklin	301	34	0	0	1	20	0	0	356
	Fulton	31	6	0	0	19	0	1	0	57
	Hamilton	56	1	0	0	2	1	0	0	60
	Montgomery	22	16	0	0	8	0	2	0	48
	Saratoga	52	26	55	0	12	1	1	0	147
	Schenectady	73	46	4	8	33	3	3	1	171
	St. Lawrence	751	4	1	0	19	24	2	1	802
	Warren	33	22	2	0	0	0	0	0	57
	Washington	0	0	0	0	1	0	0	0	1
	Total	1,413	220	62	8	188	217	12	5	2,125
Fifth Judicial District	Herkimer	220	1	0	3	16	0	14	6	260
	Jefferson	9	0	0	0	18	0	1	0	28
	Lewis	0	0	0	0	2	0	0	0	2
	Oneida	59	35	0	1	6	4	0	0	105
	Onondaga	20	1	0	0	12	0	9	0	42
	Oswego	0	0	0	0	1	0	0	0	1
	Total	308	37	0	4	55	4	24	6	438
Sixth Judicial District	Broome	51	19	123	2	76	0	50	27	348
	Chemung	3	0	0	1	12	0	11	0	27
	Chenango	19	9	22	0	19	0	19	3	91
	Cortland	2	0	0	0	1	0	0	0	3
	Delaware	1	1	2	0	0	0	0	0	4
	Madison	1	0	0	0	0	0	0	0	1
	Otsego	7	1	1	1	4	0	0	0	14
	Schuyler	0	0	0	0	2	0	2	0	4
	Tioga	3	1	0	0	19	0	1	0	24
	Tompkins	34	18	0	3	31	1	13	0	100
	Total	121	49	148	7	164	1	96	30	616

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

Table 12: Civil Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Seventh Judicial District	Cayuga	0	0	0	0	2	0	0	0	2
	Livingston	16	3	0	1	6	0	0	0	26
	Monroe	11	3	40	0	14	1	8	5	82
	Ontario	36	14	12	9	51	0	30	1	153
	Seneca	3	0	0	0	0	0	0	0	3
	Steuben	84	11	5	0	53	9	54	5	221
	Wayne	2	0	0	0	0	0	0	0	2
	Yates	0	1	0	0	0	0	0	0	1
	Total	152	32	57	10	126	10	92	11	490
Eighth Judicial District	Chautauqua	47	40	0	2	31	2	10	2	134
	Erie	35	4	31	3	21	0	3	2	99
	Genesee	17	2	14	0	5	0	5	0	43
	Niagara	1	0	1	0	5	0	0	0	7
	Wyoming	1	0	0	0	0	0	0	0	1
	Total	101	46	46	5	62	2	18	4	284
Ninth Judicial District	Dutchess	153	140	28	0	22	0	6	2	351
	Orange	112	77	1	0	13	4	0	2	209
	Putnam	42	27	0	0	3	1	0	0	73
	Rockland	55	55	1	0	3	0	0	1	115
	Westchester	91	21	0	2	10	0	11	1	136
	Total	453	320	30	2	51	5	17	6	884
Tenth Judicial District	Nassau	739	781	0	0	2	0	1	3	1,526
	Total	739	781	0	0	2	0	1	3	1,526
Tenth Judicial District	Suffolk	507	373	0	0	2	0	0	0	882
	Total	507	373	0	0	2	0	0	0	882
New York City	Bronx	14	0	0	0	4	0	0	0	18
	Kings	243	201	70	114	504	24	444	23	1,623
	New York	421	294	5	14	386	19	102	34	1,275
	Queens	86	16	0	0	43	13	0	147	305
	Richmond	247	88	700	115	244	4	185	8	1,591
	Total	1,011	599	775	243	1,181	60	731	212	4,812
Total		4,908	2,539	1,134	283	1,875	301	1,022	284	12,346

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

Table 13: Criminal Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Third Judicial District	Albany	1	0	0	0	0	0	0	0	1
	Schoharie	1	0	0	0	0	0	0	0	1
	Total	2	0	0	0	0	0	0	0	2
Fourth Judicial District	Franklin	3	1	0	0	0	0	0	0	4
	Schenectady	0	0	0	2	0	0	0	0	2
	St. Lawrence	1	2	0	0	0	0	0	0	3
	Total	4	3	0	2	0	0	0	0	9
Fifth Judicial District	Oneida	9	0	0	0	0	0	0	1	10
	Onondaga	1	0	0	0	2	0	0	0	3
	Oswego	1	0	1	1	0	0	1	0	4
	Total	11	0	1	1	2	0	1	1	17
Sixth Judicial District	Chemung	1	0	0	1	4	0	2	0	8
	Schuyler	1	1	0	0	0	0	0	0	2
	Tompkins	16	2	0	0	12	0	4	0	34
	Total	18	3	0	1	16	0	6	0	44
Seventh Judicial District	Livingston	3	1	0	1	4	0	2	0	11
	Monroe	78	3	22	2	11	4	4	3	127
	Ontario	6	1	1	1	4	0	3	0	16
	Wayne	7	0	0	1	11	4	2	0	25
	Yates	1	0	1	0	0	0	0	0	2
	Total	95	5	24	5	30	8	11	3	181
Eighth Judicial District	Cattaraugus	0	0	1	0	0	0	0	0	1
	Chautauqua	0	0	0	2	1	0	1	0	4
	Erie	17	8	13	4	33	5	5	1	86
	Genesee	4	0	0	0	2	0	0	0	6
	Niagara	1	0	0	0	0	0	0	0	1
	Total	22	8	14	6	36	5	6	1	98

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

Table 13: Criminal Case Dispositions by Judicial District and County (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrew	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
Ninth Judicial District	Orange	2	0	0	0	0	0	0	0	2
	Putnam	0	1	0	0	0	0	0	0	1
	Rockland	3	1	1	0	0	0	0	0	5
	Westchester	6	0	0	1	0	0	0	0	7
	Total	11	2	1	1	0	0	0	0	15
Tenth Judicial District	Nassau	1	0	0	0	0	0	0	0	1
	Total	1	0	0	0	0	0	0	0	1
New York City	Bronx	51	61	0	4	566	8	0	2	692
	Kings	68	19	4	27	120	19	45	6	308
	New York	18	1	0	12	32	4	8	2	77
	Queens	61	22	0	5	41	8	1	363	501
	Richmond	12	2	4	4	62	0	20	0	104
	Total	210	105	8	52	821	39	74	373	1,682
Total		374	126	48	68	905	52	98	378	2,049

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

Table 14: Case Dispositions by Case Type (FY 2011-2012)

	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Civil Matters										
Agricultural - Credit	252	17	93 %	0	0	10	5	2	3	289
Civil - Large Claim	449	364	55 %	3	20	69	12	6	16	939
Civil -Small Claims	3,115	2,016	60 %	1,066	162	1,316	200	789	91	8,755
Lemon Law	174	1	99 %	0	3	5	0	0	4	187
Total	3,990	2,398	62%	1,069	185	1,400	217	797	114	10,170
Criminal Matters										
Felony	4	4	50 %	0	2	2	0	0	0	12
Misdemeanor/Violation	370	122	75 %	48	66	903	52	98	378	2,037
Total	374	126	74%	48	68	905	52	98	378	2,049
Custody Visitation Divorce										
Agricultural - Non Credit	48	5	90 %	0	0	10	0	1	0	64
Matrimonial	233	41	85 %	18	38	209	24	31	110	704
Parenting Issues	3,536	804	81 %	551	306	1,331	314	421	188	7,451
Total	3,817	850	81%	569	344	1,550	338	453	298	8,219
Housing Matters										
Civil - Housing	914	140	86 %	64	98	472	84	225	170	2,167
Civil - Mobile Home	4	1	80 %	1	0	3	0	0	0	9
Total	918	141	86%	65	98	475	84	225	170	2,176
Other										
Other	603	140	81 %	47	70	1,032	36	139	273	2,340
Total	603	140	81%	47	70	1,032	36	139	273	2,340
Other Family										
Juvenile Delinquency	196	21	90 %	2	3	46	41	16	60	385
Permanency	132	52	71 %	3	1	10	15	1	50	264
PINS / Pre-Pins	217	57	79 %	40	6	162	31	28	22	563
Total	545	130	80%	45	10	218	87	45	132	1,212
Public Welfare and Benefit Matters										
DSS Conciliation	1,728	351	83 %	0	0	96	578	0	221	2,974
Early Intervention	59	2	96 %	0	0	31	0	0	0	92
Special Education	193	25	88 %	3	1	98	3	0	18	341
Vesid	4	1	80 %	0	0	4	0	0	0	9
Total	1,984	379	83%	3	1	229	581	0	239	3,416

Table 14: Case Dispositions by Case Type (FY 2011-2012)

		DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Surrogate Matters											
	Guardianship	33	4	89 %	2	1	17	2	3	6	68
	Probate/Estate	14	2	87 %	0	0	3	0	0	0	19
	Total	47	6	88%	2	1	20	2	3	6	87
Youth											
	Peer Mediation	314	12	96 %	1	5	12	1	1	53	399
	Youth	274	16	94 %	5	4	55	11	6	63	434
	Total	588	28	95%	6	9	67	12	7	116	833
		12,866	4,198	75%	1,854	786	5,896	1,409	1,767	1,726	30,502

Table 15: Case Dispositions by Case Nature (FY 2011-2012)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdraw	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Adoption Planning	14	6	70 %	0	0	0	4	0	6	30
Aggravated Assault	12	4	75 %	1	9	16	2	2	11	57
Aggravated Harassment	11	2	84 %	2	9	59	3	4	8	98
Agricultural Services	18	2	90 %	0	0	2	0	0	2	24
Animal Complaint	2	0	100 %	0	0	5	0	1	0	8
Arson	1	0	100 %	0	0	0	0	0	0	1
Assault	139	18	88 %	3	15	92	41	33	56	397
Bank Loan	105	2	98 %	0	0	2	1	0	1	111
Behavior Issues	353	36	90 %	17	4	141	23	12	76	662
Breach of Contract	2,724	1,671	61 %	696	43	810	172	449	57	6,622
Burglary	8	0	100 %	0	1	3	0	0	3	15
Caregiver Issues	8	2	80 %	0	0	14	1	1	3	29
Compliance with Service Plan	5	0	100 %	0	0	4	1	0	0	10
Concurrent Planning	11	3	78 %	0	0	1	1	0	3	19
Criminal Misapplication of Property	9	2	81 %	1	0	13	2	3	0	30
Criminal Mischief	64	3	95 %	11	5	17	2	5	10	117
Criminal Possession of Stolen Property	15	1	93 %	3	1	43	1	6	2	72
Criminal Trespass	24	3	88 %	2	0	2	0	1	2	34
Custody Modification	1,109	219	83 %	127	91	372	83	99	53	2,153
Custody-Original	1,603	307	83 %	250	123	458	116	165	83	3,105
Divorce (Multi Issues)	160	33	82 %	11	26	148	19	22	76	495
Early Intervention Program	36	2	94 %	0	0	12	0	0	8	58
Ejectment	1	0	100 %	0	0	2	0	1	0	4
Equipment Dispute	0	0	0 %	0	0	1	0	0	0	1
Estate Admin (w/o will)	3	0	100 %	0	0	1	0	0	0	4
Estate Admin Small (Small Estate <\$20,000)	1	0	100 %	0	0	0	0	0	0	1
Estate Probate (with will)	3	0	100 %	0	0	1	0	0	0	4
Eviction	286	45	86 %	3	8	38	13	9	4	406
Farm Management	1	0	100 %	0	0	0	0	0	0	1
Fee Dispute	6	0	100 %	1	0	1	0	0	0	8
Forgery	1	0	100 %	0	0	0	0	0	0	1
Formulation Service Plan	31	4	88 %	2	1	14	1	0	3	56

Table 15: Case Dispositions by Case Nature (FY 2011-2012)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Fraud/Bad Checks	8	1	88 %	5	2	13	0	5	0	34
Grand Larceny	0	0	0 %	0	0	0	0	0	2	2
Guardianship (Person and/or Property)	0	0	0 %	0	0	2	0	0	0	2
Guardianship (Person Only)	0	1	0 %	0	0	0	0	0	0	1
Guardianship-Child	28	3	90 %	2	1	14	1	1	3	53
Habitability	0	0	0 %	1	1	1	0	1	0	4
Harrassment	178	86	67 %	10	27	641	35	50	285	1,312
Holdover on Rental Property	27	10	72 %	0	2	1	0	0	1	41
Housing Discrimination	2	0	100 %	0	1	1	0	1	0	5
Housing Dispute	249	8	96 %	38	1	31	5	13	49	394
Implementation of Service Plan	19	0	100 %	0	0	26	0	0	0	45
Independent Living Planning	13	0	100 %	0	0	1	0	0	1	15
Interpersonal Dispute	1,195	324	78 %	66	99	741	70	242	265	3,002
Labor Issues	2	1	66 %	0	1	1	0	0	0	5
Larceny	1	0	100 %	0	0	0	0	1	2	4
Lease Dispute	65	4	94 %	0	2	33	5	9	2	120
Leased Vehicle	29	1	96 %	0	0	0	0	0	0	30
Lemon Law	41	0	100 %	0	1	0	0	0	4	46
Machinery	47	0	100 %	0	0	1	1	0	0	49
Menacing	7	1	87 %	2	2	14	3	1	10	40
Modification of Service Plan	101	14	87 %	1	0	58	3	0	1	178
Motorcycle	1	0	100 %	0	0	0	0	0	0	1
New Vehicle	80	0	100 %	0	2	5	0	0	1	88
Noise	153	31	83 %	7	35	264	22	118	73	703
Non-payment of Rent	217	57	79 %	2	10	38	28	16	13	381
Occupancy	12	2	85 %	1	6	36	0	3	4	64
Other	1,338	279	82 %	56	59	760	410	70	426	3,398
Personal/Real Property	398	412	49 %	262	111	300	18	193	10	1,704
Persons In Need of Supervision (PINS)	118	25	82 %	25	2	44	18	10	20	262
Petty Larceny	28	2	93 %	4	2	6	2	5	4	53
Property Division	32	6	84 %	0	0	25	1	3	1	68
Reckless Endangerment	0	1	0 %	0	0	0	0	0	0	1
Right to Sell	0	0	0 %	0	0	0	0	1	0	1

Table 15: Case Dispositions by Case Nature (FY 2011-2012)

Case Nature	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Robbery	1	0	100 %	0	0	0	0	0	4	5
Rules & Regulation Dispute	692	223	75 %	8	1	16	196	6	29	1,171
Security Deposit	121	72	62 %	69	8	106	12	77	8	473
Sexual Harassment	2	0	100 %	0	0	0	0	0	1	3
Special Education Mediation Prog.	54	9	85 %	0	0	15	0	0	4	82
Supplier	24	2	92 %	0	0	0	3	0	0	29
Support-Modification	48	26	64 %	11	7	32	5	13	4	146
Support-Original	27	9	75 %	2	3	21	7	1	2	72
Theft of Services	1	0	100 %	0	1	0	0	0	0	2
Third-Party Loan	9	0	100 %	0	0	1	0	0	0	10
Truancy	2	2	50 %	0	2	5	0	3	0	14
Unauthorized Use of a Motor Vehicle	0	1	0 %	0	0	0	0	0	0	1
Used Vehicle	37	0	100 %	0	0	0	0	0	0	37
Vandalism	5	1	83 %	0	0	3	0	0	2	11
VESID	1	0	100 %	0	0	0	0	0	0	1
Violation of Town/City Ordinance	4	0	100 %	2	2	16	0	7	1	32
Visitation-Modification	555	170	76 %	114	45	272	64	79	19	1,318
Visitation-Original	126	45	73 %	36	13	76	14	25	8	343
Workplace Discrimination	4	4	50 %	0	1	4	0	0	0	13
Total	12,866	4,198	75 %	1,854	786	5,896	1,409	1,767	1,726	30,502

Table 16: Case Dispositions by Referral Source (FY 2011-2012)

Referral Source	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Adult Protective Services	130	33	79 %	8	7	117	11	21	2	329
Attorney General	11	0	100 %	0	0	1	0	0	0	12
Business/Corporation	48	1	97 %	1	1	3	0	0	0	54
City Court	2,414	1,852	56 %	974	136	695	184	371	191	6,817
County Court	10	1	90 %	0	1	17	2	3	0	34
Criminal Court	3	0	100 %	0	0	0	1	0	0	4
Dept. of Social Services	122	22	84 %	0	0	3	29	1	0	177
District Attorney	80	16	83 %	5	12	140	5	40	10	308
Family Court Intake	35	0	100 %	1	0	15	0	0	0	51
Family Court Judge	2,658	713	78 %	489	195	841	256	233	229	5,614
Family Court Magistrate	1	2	33 %	1	1	1	1	0	0	7
Law Guardian	0	1	0 %	0	0	0	0	0	0	1
Legal Aid	219	16	93 %	5	5	46	21	10	4	326
Media	131	8	94 %	3	12	69	11	15	7	256
NYC Civil Ct - 2 Attorneys	0	0	0 %	0	0	1	0	0	1	2
NYC Civil Ct - Housing	21	5	80 %	0	1	5	1	6	0	39
NYC Civil Ct - Pro Se	327	381	46 %	0	21	37	3	1	2	772
NYC Civil Ct - Small Claims	123	98	55 %	67	26	507	13	368	25	1,227
NYS Division of Housing	237	9	96 %	4	4	45	4	18	4	325
Other	386	93	80 %	49	38	836	30	42	188	1,662
Police	175	75	70 %	14	23	672	33	54	194	1,240
Prior Client (returning with ne	27	8	77 %	2	0	14	3	0	1	55
Private Agency	449	33	93 %	46	10	132	22	29	17	738
Private Attorney	98	16	85 %	4	4	23	3	15	3	166
Probation	25	5	83 %	8	1	14	5	5	0	63
Public Agency	2,258	420	84 %	62	139	479	603	188	378	4,527
Public Defender	15	1	93 %	1	0	1	1	3	1	23
Referred by Previous Client	272	31	89 %	8	10	90	18	36	12	477
Religious Referral	8	1	88 %	0	2	3	0	1	0	15
School	863	34	96 %	8	9	84	4	9	117	1,128
Sheriff	6	4	60 %	0	0	6	1	3	2	22
Small Claims Court	0	0	0 %	0	0	3	0	0	0	3
State Police	2	0	100 %	1	0	4	1	2	2	12
Supreme Court	19	9	67 %	1	2	7	2	1	38	79
Town & Village Courts	533	134	79 %	38	6	101	49	30	11	902
Walk-In	622	109	85 %	35	80	591	52	167	252	1,908
Word of Mouth	538	67	88 %	19	40	293	40	95	35	1,127
Total	12,866	4,198	75 %	1,854	786	5,896	1,409	1,767	1,726	30,502

Table 17: Case Dispositions by Relationship (FY 2011-2012)

Relationship	DR Services Provided: Resolved	DR Services Provided: Not Resolved	Dispute Resolution Rate	Outreach Attempted, No Contact	Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact Party(ies)	Other	Total
Acquaintances	508	143	78 %	288	42	487	65	177	137	1,847
Boy/Girlfriend	77	16	82 %	8	15	62	1	10	33	222
Caregiver/Caseworker	52	36	59 %	2	2	11	3	1	1	108
Child in Common	1,562	484	76 %	399	136	551	202	157	143	3,634
Child/Agency	136	13	91 %	3	0	21	10	0	46	229
Client/Agency	2,202	479	82 %	178	29	271	578	45	246	4,028
Consumer/Merchant	2,012	1,038	65 %	293	18	370	61	155	41	3,988
Co-Workers	41	11	78 %	1	2	34	2	4	21	116
Divorced	383	94	80 %	21	24	175	21	29	57	804
Domestic Partners	12	4	75 %	0	2	8	0	1	14	41
Employer/Employee	97	78	55 %	21	4	58	7	37	6	308
Ex-boy/girlfriend	606	162	78 %	5	50	310	33	121	73	1,360
Extended Family	185	31	85 %	20	33	91	9	23	16	408
Friend	180	59	75 %	7	2	109	9	24	24	414
Immediate Family	633	132	82 %	34	45	309	34	81	126	1,394
Individual/Corporation	273	184	59 %	33	6	96	64	29	6	691
Landlord/Tenant	1,224	591	67 %	217	49	561	93	250	114	3,099
Lover-in-common	4	2	66 %	1	0	7	0	1	1	16
Married	543	78	87 %	27	65	282	41	57	73	1,166
Member of Group	13	5	72 %	0	2	11	0	1	1	33
Neighbors	529	147	78 %	57	68	734	52	248	179	2,014
Other	369	122	75 %	90	54	854	25	191	175	1,880
Parent/Child	331	60	84 %	42	20	173	59	45	38	768
Parent/Foster Parent	12	3	80 %	0	0	1	0	3	1	20
Room/Housemates	49	9	84 %	4	6	78	9	17	36	208
School/Parent	87	15	85 %	3	2	31	5	0	1	144
Schoolmates	381	15	96 %	1	2	13	4	1	86	503
Separated	246	63	79 %	71	27	111	13	33	12	576
Strangers	119	124	48 %	28	81	77	9	26	19	483
Total	12,866	4,198	75 %	1,854	786	5,896	1,409	1,767	1,726	30,502