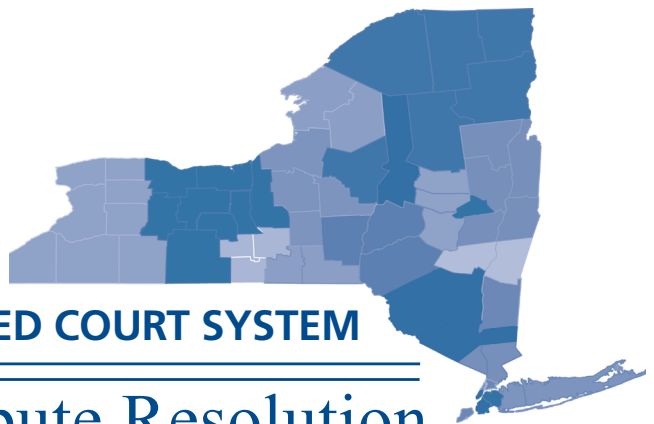




NEW YORK STATE UNIFIED COURT SYSTEM

**Community Dispute Resolution
Centers Program**

**STATISTICAL
SUPPLEMENT**

2013-2014

INTRODUCTION

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

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

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

STATISTICAL SUPPLEMENT OVERVIEW

The CDRCP Statistical Supplement provides detailed statistical reports on the workload and of the CDRCs for the 2013-2014 fiscal year. It is designed to supplement the CDRCP Annual Report, providing more specific information on the types of cases handled, case outcomes, referral sources, and party relationships. Some reports contain aggregate case data, whereas others organize the data by county and/or judicial district.

ADR collects data from every CDRC throughout the year, gathering information about the types of cases handled, who has referred them, what processes parties go through and the ultimate outcome of the case. In addition, ADR tracks information about the people who utilize the CDRCs, from demographic information collected about the parties. To ensure that data is reported using the same standards across the state, ADR provides CDRCs with software used for data collection, reporting and analysis.

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

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Table 1: Dispositions and Number of Individuals Served (FY 2013-2014)

Final Disposition	Total Cases	Number of Individuals Served
Dispute Resolution, Intake, and Screening Services Provided		
Decision Rendered	405	934
DR Services Initiated - Issues Unamenable	209	557
Full Agreement	9,597	25,905
No Agreement	4,646	11,597
Partial Agreement	537	1,564
	15,394	40,557
Intake and Screening Services Provided		
Both Declined	410	1,035
Both failed to show	233	661
Initiating Party or Parties Declined	1,688	3,248
Initiating Party or Parties Failed to show	185	495
Initiating Party or Parties Withdrew	1,464	3,445
Other	895	2,085
Outreach Attempted-No Contact	1,542	3,675
Resolved outside of program intervention	937	2,059
Responding Party or Parties Declined	1,924	4,455
Responding Party or Parties failed to show	818	1,794
Responding Party or Parties Withdrew	157	426
Unable to contact Initiating Party or Parties	822	1,529
Unable to contact Responding Party or Parties	1,422	2,997
	12,497	27,904
Screened Inappropriate		
Screened Inappropriate	901	2,141
	901	2,141
FY 2013 - 2014 Total:	28,792	70,602

Table 2: Referral Sources (FY 2013-2014)

Referral Source	Total Cases	Percentage of Total
City Courts		
City Court	7,312	25.4%
	7,312	25.4%
Family Court		
Family Court Intake	34	0.1%
Family Court Judge	4,590	15.9%
Family Court Magistrate	8	0.0%
	4,632	16.1%
Law Enforcement		
Attorney General	18	0.1%
District Attorney	317	1.1%
Police	381	1.3%
Probation	28	0.1%
Sheriff	22	0.1%
State Police	9	0.0%
	775	2.7%
NYC Civil Court		
NYC Civil Ct - 2 Attorneys	1	0.0%
NYC Civil Ct - Housing	16	0.1%
NYC Civil Ct - Pro Se	320	1.1%
NYC Civil Ct - Small Claims	2,756	9.6%
	3,093	10.7%
Other		
Business/Corporation	28	0.1%
Law Guardian	1	0.0%
Legal Aid	166	0.6%
Other	1,021	3.5%
Private Agency	312	1.1%
Public Defender	9	0.0%
Religious Referral	4	0.0%
Others	131	0.5%
	1,672	5.8%
Public Agencies		
Adult Protective Services	183	0.6%
Dept. of Social Services	8	0.0%
NYS Division of Housing	369	1.3%
Public Agency	3,828	13.3%
	4,388	15.2%
Schools		
School	1,291	4.5%
	1,291	4.5%
Self-Referral		
Media	429	1.5%
Prior Client (returning with new matter)	110	0.4%
Referred by Previous Client	489	1.7%
Walk-In	2,169	7.5%
Word of Mouth	920	3.2%
	4,117	14.3%

Table 2: Referral Sources (FY 2013-2014)

Referral Source	Total Cases	Percentage of Total
Supreme, Surrogates, and County Courts		
County Court	33	0.1%
Supreme Court	118	0.4%
	<u>151</u>	<u>0.5%</u>
Town and Village Courts		
Town & Village Courts	1,361	4.7%
	<u>1,361</u>	<u>4.7%</u>
FY 2013 - 2014 Total	28,792	

Table 3: Referral Sources (FY 2009-2014)

Referral Source	2009 - 2010	2010 - 2011	2011 - 2012	2012 - 2013	2013 - 2014
City Court	9,947	9,299	6,822	6,917	7,312
Family Court	8,248	7,981	5,673	5,147	4,632
Law Enforcement	2,129	2,514	1,657	1,958	775
NYC Civil Court	1,286	1,342	2,040	3,245	3,093
Other	2,518	3,043	2,989	2,632	1,672
Public Agencies	5,876	5,676	5,373	5,144	4,388
Schools	2,573	1,300	1,128	1,366	1,291
Self - Referral	4,638	4,483	3,826	4,233	4,117
Supreme, Surrogates, and County Courts	172	149	117	129	151
Town and Village Courts	1,338	1,042	902	1,067	1,361
Total	38,725	36,829	30,527	31,838	28,792

Table 4: Case Types and Individuals Served (FY 2013-2014)

Case Type	Total Cases	Percentage of Total	Individuals Served
Civil Matters			
Agricultural - Credit	345	1.2%	740
Civil - Large Claim	903	3.1%	1,988
Civil - Small Claims	9,965	34.6%	21,390
Lemon Law	206	0.7%	523
	<u>11,419</u>	<u>39.7%</u>	<u>24,641</u>
Criminal Matters			
Felony	14	0.0%	33
Misdemeanor/Violation	2,665	9.3%	5,359
	<u>2,679</u>	<u>9.3%</u>	<u>5,392</u>
Custody Visitation Divorce			
Agricultural - Non Credit	46	0.2%	144
Matrimonial	724	2.5%	1,767
Parenting Issues	6,451	22.4%	22,024
	<u>7,221</u>	<u>25.1%</u>	<u>23,935</u>
Housing Matters			
Civil - Housing	2,155	7.5%	4,450
Civil - Mobile Home	7	0.0%	16
	<u>2,162</u>	<u>7.5%</u>	<u>4,466</u>
Other			
Other	1,327	4.6%	2,975
	<u>1,327</u>	<u>4.6%</u>	<u>2,975</u>
Other Family			
Juvenile Delinquency	140	0.5%	500
Permanency	13	0.0%	45
PINS / Pre-Pins	345	1.2%	817
	<u>498</u>	<u>1.7%</u>	<u>1,362</u>
Public Welfare and Benefit Matters			
DSS Conciliation	2,222	7.7%	4,445
Early Intervention	71	0.2%	183
Special Education	425	1.5%	1,438
Vesid	2	0.0%	4
	<u>2,720</u>	<u>9.4%</u>	<u>6,070</u>
Surrogate Matters			
Guardianship	75	0.3%	185
Probate/Estate	38	0.1%	91
	<u>113</u>	<u>0.4%</u>	<u>276</u>
Youth			
Peer Mediation	432	1.5%	907
Youth	221	0.8%	578
	<u>653</u>	<u>2.3%</u>	<u>1,485</u>
FY 2013 - 2014 Total:	28,792		70,602

Table 5: Party Relationships (FY 2013-2014)

Relationship	Total	Percentage of Total
Acquaintances		
Acquaintances	1,936	6.7%
Clients and Agencies		
Client/Agency	3,296	11.4%
Consumers and Merchants		
Consumer/Merchant	5,153	17.9%
Divorced Couples		
Divorced	639	2.2%
Ex-Boy/Girlfriends		
Ex-boy/girlfriend	1,106	3.8%
Immediate Family		
Immediate Family	1,203	4.2%
Landlords and Tenants		
Landlord/Tenant	3,289	11.4%
Married Couples		
Married	1,010	3.5%
Neighbors		
Neighbors	1,911	6.6%
People with a Child in Common		
Child in Common	3,299	11.5%
Others		
Boy/Girlfriend	210	0.7%
Caregiver/Caseworker	64	0.2%
Child/Agency	159	0.6%
Co-Workers	134	0.5%
Domestic Partners	25	0.1%
Employer/Employee	376	1.3%
Extended Family	397	1.4%
Friend	386	1.3%
Individual/Corporation	228	0.8%
Lover-in-common	13	0.0%
Member of Group	67	0.2%
Other	1,266	4.4%
Parent/Child	957	3.3%
Parent/Foster Parent	2	0.0%
Room/Housemates	159	0.6%
School/Parent	185	0.6%
Schoolmates	420	1.5%
Separated	447	1.6%
Strangers	455	1.6%

FY 2013 - 2014 Total: 28,792

Table 6: Demographic Characteristics of Parties Served (FY 2013-2014)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
AGE	Under 17	101	0.9%
	17 - 20	237	2.0%
	21 - 29	2,467	21.3%
	30 - 39	2,794	24.2%
	40 - 49	2,618	22.6%
	50 - 59	2,137	18.5%
	60 - 69	854	7.4%
	Over 70	355	3.1%
	Undetermined / No Response	7,185	
	Total	18,748	
	Note: 38.30% of parties were not asked to report or declined to report their age.		
RACE	Asian	294	2.1%
	Black/African American	3,453	25.2%
	Hispanic/Latino	1,228	9.0%
	Multiracial	382	2.8%
	Native American/Alaskan	232	1.7%
	Other	550	4.0%
	Pacific Islander/Hawaiian	100	0.7%
	White/Caucasian	7,934	58.0%
	Undetermined / No Response	4,575	
	Total	18,748	
	Note: 24.40% of parties were not asked to report or declined to report their race.		
SEX	Female	9,080	51.1%
	Male	8,701	48.9%
	Undetermined / No Response	967	
	Total	18,748	
	Note: 5.20% of parties were not asked to report or declined to report their sex.		

Table 6: Demographic Characteristics of Parties Served (FY 2013-2014)

	Characteristic	Number of Parties	Percent of Total Reported Responses *
EMPLOYMENT STATUS	Disability	374	2.7%
	Employed	9,445	67.2%
	Family Member Employed	101	0.7%
	Public Assistance	2,204	15.7%
	Social Security / Retired	592	4.2%
	Student	209	1.5%
	Unemployed	1,130	8.0%
	Undetermined / No Response	4,693	
	Total	18,748	
	Note: 25.00% of parties were not asked to report or declined to report their employment status.		
INCOME	Less than \$9,000	1,229	25.9%
	\$9,000 to \$16,000	645	13.6%
	\$16,001 to \$25,000	1,072	22.6%
	\$25,001 to \$35,000	987	20.8%
	\$35,001 to \$45,000	818	17.0%
	\$45,001 to \$55,000	588	12.0%
	Greater than \$55,000	2,176	45.8%
	Undetermined / No Response	11,233	
	Total	18,748	
	Note: 59.90% of parties were not asked to report or declined to report their income.		
YEARS OF EDUCATION	1 to 8	72	0.9%
	9 to 11	862	10.8%
	12	3,184	39.9%
	13 to 15	1,545	19.4%
	16	1,607	20.1%
	17 or more	709	8.9%
	Undetermined / No Response	10,769	
	Total	18,748	
	Note: 57.40% 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 2013-2014)

Services Referred to	Total	Percentage of Total
Adult Protective Services	24	0.5%
Attorney General	0	0.0%
Business/Corporation	1	0.0%
City Court	459	10.5%
County Court	1	0.0%
Dept. of Social Services	0	0.0%
District Attorney	210	4.8%
Family Court Intake	0	0.0%
Family Court Judge	777	17.8%
Family Court Magistrate	0	0.0%
Law Guardian	0	0.0%
Legal Aid	24	0.5%
Media	87	2.0%
NYC Civil Ct - 2 Attorneys	0	0.0%
NYC Civil Ct - Housing	2	0.0%
NYC Civil Ct - Pro Se	239	5.5%
NYC Civil Ct - Small Claims	1,385	31.7%
NYS Division of Housing	235	5.4%
Other	308	7.0%
Police	21	0.5%
Private Agency	45	1.0%
Private Attorney	39	0.9%
Probation	2	0.0%
Public Agency	320	7.3%
Public Defender	2	0.0%
Religious Referral	1	0.0%
School	22	0.5%
Sheriff	0	0.0%
State Police	3	0.1%
Supreme Court	89	2.0%
Town & Village Courts	75	1.7%

FY 2013 - 2014 Total: 4,371

Table 8: Case Dispositions by County (FY 2013-2014)

County	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
Albany	206	119	63 %	68	10	57	52	2	3	517
Allegany	0	0	0 %	0	0	1	0	0	0	1
Bronx	267	967	21 %	0	0	450	0	0	0	1,684
Broome	165	13	92 %	3	23	369	12	162	7	754
Cattaraugus	1	0	100 %	0	0	5	0	3	0	9
Cayuga	28	4	87 %	0	1	30	4	10	0	77
Chautauqua	217	77	73 %	1	8	37	0	17	3	360
Chemung	128	11	92 %	2	11	42	3	49	0	246
Chenango	80	7	91 %	93	26	105	2	76	18	407
Clinton	74	32	69 %	3	0	33	69	6	0	217
Columbia	11	11	50 %	98	7	11	4	7	22	171
Cortland	45	1	97 %	3	16	9	4	1	0	79
Delaware	31	3	91 %	60	4	20	1	11	7	137
Dutchess	160	187	46 %	6	3	79	18	16	17	486
Erie	355	88	80 %	34	12	111	34	33	21	688
Essex	31	5	86 %	0	1	12	5	2	2	58
Franklin	461	65	87 %	0	3	2	44	3	0	578
Fulton	59	26	69 %	8	8	25	1	3	1	131
Genesee	73	8	90 %	15	23	36	7	13	0	175
Greene	26	8	76 %	22	7	14	3	18	3	101
Hamilton	0	1	0 %	0	0	0	0	0	0	1
Herkimer	316	6	98 %	1	39	69	8	18	26	483
Jefferson	103	4	96 %	3	2	42	22	7	0	183
Kings	647	256	71 %	87	179	1,079	136	826	80	3,290
Lewis	7	1	87 %	0	0	7	1	1	0	17
Livingston	118	14	89 %	0	3	39	4	9	0	187
Madison	5	1	83 %	1	3	0	1	0	1	12
Monroe	218	59	78 %	62	9	87	34	13	9	491
Montgomery	33	9	78 %	0	0	17	0	2	3	64
Nassau	1,868	1,109	62 %	0	2	175	393	19	184	3,750
New York	664	293	69 %	55	133	909	33	408	47	2,542
Niagara	102	17	85 %	15	17	94	14	29	2	290

Table 8: Case Dispositions by County (FY 2013-2014)

County	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
Oneida	163	38	81 %	19	10	27	9	2	3	271
Onondaga	238	28	89 %	0	26	127	26	56	3	504
Ontario	215	24	89 %	23	11	84	9	46	0	412
Orange	180	91	66 %	3	1	89	10	6	3	383
Orleans	2	0	100 %	0	0	2	0	0	0	4
Oswego	156	35	81 %	1	29	67	18	27	0	333
Otsego	56	5	91 %	2	2	14	1	15	10	105
Putnam	89	38	70 %	0	0	25	11	0	3	166
Queens	502	115	81 %	9	56	427	76	25	252	1,462
Rensselaer	21	10	67 %	2	0	10	0	0	0	43
Richmond	588	125	82 %	676	93	261	51	167	111	2,072
Rockland	37	41	47 %	0	0	1	1	0	0	80
Saratoga	54	42	56 %	32	4	33	1	12	0	178
Schenectady	134	59	69 %	6	12	48	17	2	5	283
Schoharie	14	4	77 %	0	1	5	0	2	1	27
Schuyler	55	2	96 %	0	4	10	1	11	0	83
Seneca	32	12	72 %	0	1	8	5	0	0	58
St. Lawrence	739	140	84 %	9	43	49	41	12	2	1,035
Steuben	325	48	87 %	14	14	111	17	24	9	562
Suffolk	531	340	60 %	24	8	36	4	0	1	944
Sullivan	31	11	73 %	3	5	11	0	2	0	63
Tioga	48	3	94 %	1	1	55	0	1	2	111
Tompkins	95	19	83 %	32	12	36	4	44	0	242
Ulster	60	40	60 %	3	0	34	1	6	2	146
Warren	67	39	63 %	28	1	11	0	0	1	147
Washington	3	1	75 %	3	0	0	0	0	0	7
Wayne	77	28	73 %	0	1	32	14	2	0	154
Westchester	360	99	78 %	3	6	44	3	15	30	560
Wyoming	25	4	86 %	1	2	5	0	0	0	37
Yates	80	12	86 %	8	8	15	7	3	1	134
Total	11,476	4,855	70.3 %	1,542	901	5,643	1,236	2,244	895	28,792

Table 9: Workload Summary by County (FY 2013-2014)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group			Settlement Conference	Multi-party Facilitation	Intake and Case Management		Persons Served	Average Days to Disposition
					Conference	Conference	Conference			Management	Other		
Albany	517	414	14	0	0	0	0	0	1	88	0	1,598	32.7
Allegany	1	0	0	0	0	0	0	0	0	1	0	2	3.0
Bronx	1,684	1,610	5	62	0	0	0	0	0	7	0	3,497	10.8
Broome	754	232	2	31	1	0	0	0	1	357	130	1,957	52.1
Cattaraugus	9	0	1	0	0	0	0	0	0	8	0	24	21.0
Cayuga	77	37	0	1	0	0	0	0	0	39	0	243	23.4
Chautauqua	360	99	1	2	0	0	190	0	1	67	0	1,188	6.8
Chemung	246	37	2	102	0	0	0	0	1	104	0	926	22.0
Chenango	407	34	1	3	0	0	0	0	7	357	5	1,039	50.5
Clinton	217	217	0	0	0	0	0	0	0	0	0	499	41.0
Columbia	171	22	0	1	1	0	0	0	0	120	27	564	25.2
Cortland	79	65	0	1	0	0	0	0	0	13	0	269	11.1
Delaware	137	28	0	1	0	0	0	0	2	106	0	465	51.0
Dutchess	486	379	4	0	0	0	0	0	0	98	5	1,178	33.6
Erie	688	421	7	3	0	2	2	0	0	253	2	3,267	70.2
Essex	58	42	0	4	0	0	0	0	0	12	0	147	13.7
Franklin	578	572	1	0	0	0	0	0	0	5	0	1,162	11.1
Fulton	131	79	0	0	0	0	0	0	0	51	1	363	6.1
Genesee	175	58	1	6	0	0	1	1	1	108	0	677	16.8
Greene	101	28	0	1	0	0	0	0	0	65	7	329	30.3
Hamilton	1	1	0	0	0	0	0	0	0	0	0	2	1.0
Herkimer	483	442	34	4	0	0	0	0	0	3	0	1,365	9.7
Jefferson	183	96	3	81	0	0	0	0	1	2	0	463	92.0
Kings	3,290	749	12	2	6	0	0	0	2	2,519	0	6,115	29.1
Lewis	17	10	0	6	0	0	0	0	1	0	0	43	111.0
Livingston	187	117	1	7	0	0	0	0	0	56	6	627	36.8
Madison	12	5	1	1	0	0	0	0	0	5	0	43	50.4
Monroe	491	244	22	2	0	0	0	0	7	212	4	1,409	45.4
Montgomery	64	37	0	0	0	0	0	0	0	22	5	163	14.4
Nassau	3,750	3,643	14	63	0	0	0	0	1	22	7	8,610	11.4
New York	2,542	764	11	26	2	0	0	0	5	1,734	0	4,919	23.2
Niagara	290	113	0	0	0	0	0	0	0	176	1	978	20.1

Table 9: Workload Summary by County (FY 2013-2014)

County	Total Cases	Mediations	Arbitrations	Conciliations	Family Group			Settlement Conference	Multi-party Facilitation	Intake and Case Management		Persons Served	Average Days to Disposition
					Conference	Conference	Conference			Management	Other		
Oneida	271	123	86	1	0	0	0	0	0	57	4	812	36.0
Onondaga	504	272	12	10	0	0	0	0	0	210	0	1,605	16.4
Ontario	412	228	3	4	1	0	0	0	16	160	0	1,318	30.9
Orange	383	359	6	0	0	0	0	0	0	18	0	836	33.3
Orleans	4	0	0	0	1	0	0	0	0	3	0	16	30.3
Oswego	333	203	0	0	0	0	0	0	0	130	0	1,214	13.5
Otsego	105	39	2	17	5	0	0	0	0	42	0	320	42.2
Putnam	166	161	4	1	0	0	0	0	0	0	0	335	20.6
Queens	1,462	669	6	80	0	0	0	0	1	697	9	3,011	8.7
Rensselaer	43	34	1	0	0	0	0	0	0	8	0	124	16.8
Richmond	2,072	405	7	300	5	0	0	0	0	1,355	0	4,575	41.8
Rockland	80	75	5	0	0	0	0	0	0	0	0	193	5.0
Saratoga	178	93	0	0	0	0	0	0	0	85	0	417	71.5
Schenectady	283	243	1	0	0	0	0	0	6	32	1	710	8.9
Schoharie	27	15	0	1	0	0	0	0	0	10	1	82	28.7
Schuyler	83	17	0	40	0	0	0	0	0	26	0	293	20.3
Seneca	58	57	0	0	0	0	0	0	0	1	0	187	21.8
St. Lawrence	1,035	889	3	8	1	2	2	0	0	132	0	2,132	1.1
Steuben	562	303	0	122	1	0	0	0	0	133	3	1,635	33.1
Suffolk	944	842	15	0	0	0	0	0	2	85	0	2,466	7.8
Sullivan	63	29	1	8	1	0	0	0	0	24	0	160	24.0
Tioga	111	29	0	6	6	0	0	0	0	70	0	295	63.9
Tompkins	242	74	0	38	0	0	0	0	0	130	0	792	23.2
Ulster	146	125	0	1	0	0	0	0	1	19	0	308	27.9
Warren	147	90	2	7	0	0	0	0	0	47	1	273	57.2
Washington	7	3	0	0	0	0	0	0	0	4	0	13	60.4
Wayne	154	136	1	2	0	0	0	0	0	15	0	485	14.7
Westchester	560	325	5	166	0	0	0	0	0	57	7	1,202	58.8
Wyoming	37	27	0	1	0	0	0	0	0	9	0	183	24.2
Yates	134	98	0	5	0	0	0	0	1	30	0	479	43.5
Total	28,792	16,558	297	1,228	31	195	58	10,199	226	70,602	25.5		

Table 10: Referral Sources by County (FY 2013-2014)

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	9	417	14	0	6	15	2	9	0	45	517
Allegany	0	0	0	0	0	0	0	1	0	0	1
Bronx	54	7	64	0	60	243	71	1,185	0	0	1,684
Broome	365	46	0	0	159	4	50	104	4	22	754
Cattaraugus	0	0	0	0	1	2	0	6	0	0	9
Cayuga	0	59	0	0	0	0	0	17	0	1	77
Chautauqua	63	204	3	0	28	18	1	43	0	0	360
Chemung	7	87	3	0	10	29	6	103	1	0	246
Chenango	67	275	0	2	11	3	0	49	0	0	407
Clinton	201	0	3	0	2	3	1	3	0	4	217
Columbia	20	120	2	0	6	7	0	14	1	1	171
Cortland	0	35	0	0	6	5	0	33	0	0	79
Delaware	1	107	0	0	2	1	1	25	0	0	137
Dutchess	342	44	3	0	53	9	0	35	0	0	486
Erie	3	499	11	0	42	55	4	42	0	32	688
Essex	0	2	0	0	7	3	0	13	0	33	58
Franklin	5	4	0	0	6	21	0	24	0	518	578
Fulton	56	68	0	0	2	0	0	5	0	0	131
Genesee	1	81	0	0	26	7	3	57	0	0	175
Greene	1	63	0	0	5	7	1	23	0	1	101
Hamilton	0	0	0	0	1	0	0	0	0	0	1
Herkimer	0	187	1	0	4	253	3	32	3	0	483
Jefferson	0	28	3	0	9	8	15	107	12	1	183
Kings	210	19	247	1,922	234	365	21	269	3	0	3,290
Lewis	0	5	0	0	1	1	2	6	2	0	17
Livingston	0	73	11	0	20	14	1	66	0	2	187
Madison	1	2	0	0	1	3	1	4	0	0	12
Monroe	49	214	5	0	66	13	42	89	11	2	491
Montgomery	43	14	0	0	3	2	0	2	0	0	64
Nassau	1,593	1	40	0	3	2,081	9	22	1	0	3,750
New York	435	7	29	1,147	147	204	82	486	4	1	2,542
Niagara	0	65	0	0	2	201	0	18	0	4	290
Oneida	125	39	3	0	15	5	4	70	3	7	271

Table 10: Referral Sources by County (FY 2013-2014)

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	29	349	5	0	10	106	2	2	0	1	504
Ontario	103	205	2	0	9	23	2	65	1	2	412
Orange	188	54	2	0	10	61	4	62	2	0	383
Orleans	0	0	0	0	0	0	0	3	0	1	4
Oswego	0	244	0	0	13	17	1	58	0	0	333
Otsego	0	13	0	0	12	6	1	70	2	1	105
Putnam	6	49	0	0	16	5	0	7	0	83	166
Queens	396	26	214	22	359	41	277	126	1	0	1,462
Rensselaer	18	10	2	0	0	4	0	7	0	2	43
Richmond	1,386	8	57	0	36	55	411	26	93	0	2,072
Rockland	70	0	1	0	2	3	1	3	0	0	80
Saratoga	64	7	0	0	7	29	4	34	0	33	178
Schenectady	128	18	3	0	9	4	92	28	0	1	283
Schoharie	0	18	0	0	0	1	0	1	0	7	27
Schuyler	0	60	0	0	3	5	2	13	0	0	83
Seneca	0	55	0	0	1	0	0	2	0	0	58
St. Lawrence	157	60	4	0	125	51	7	199	0	432	1,035
Steuben	74	221	0	0	8	114	1	96	0	48	562
Suffolk	769	0	9	0	38	40	2	58	0	28	944
Sullivan	12	11	5	0	7	6	2	18	0	2	63
Tioga	0	20	0	0	10	8	0	71	0	2	111
Tompkins	53	33	1	0	20	26	2	105	1	1	242
Ulster	62	20	1	0	11	3	1	34	0	14	146
Warren	66	61	2	0	1	16	0	1	0	0	147
Washington	0	1	0	0	2	3	0	1	0	0	7
Wayne	0	117	0	0	2	0	0	8	2	25	154
Westchester	80	93	24	0	13	175	157	18	0	0	560
Wyoming	0	22	0	0	4	0	0	11	0	0	37
Yates	0	85	1	0	6	4	2	28	4	4	134
Total	7,312	4,632	775	3,093	1,672	4,388	1,291	4,117	151	1,361	28,792

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

Table 11: Family Case Dispositions by Judicial District and County (FY 2013-2014)

		DR Services Provided:		Outreach Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
		Resolved	DR Services Provided: Not Resolved							
Third Judicial District	Albany	156	93	66	10	55	52	2	3	437
	Columbia	1	1	97	2	5	3	2	22	133
	Greene	20	8	22	4	10	3	12	3	82
	Rensselaer	6	4	2	0	6	0	0	0	18
	Schoharie	11	4	0	1	1	0	1	1	19
	Sullivan	9	3	1	1	3	0	0	0	17
	Ulster	16	11	1	0	20	1	3	2	54
	Total	219	124	189	18	100	59	20	31	760
Fourth Judicial District	Clinton	2	2	2	0	0	0	0	0	6
	Essex	15	0	0	0	4	0	1	2	22
	Franklin	18	2	0	2	0	0	0	0	22
	Fulton	31	5	8	7	19	0	2	1	73
	Montgomery	5	1	0	0	6	0	1	1	14
	Saratoga	22	14	1	3	18	1	7	0	66
	Schenectady	10	4	2	2	10	4	0	0	32
	St. Lawrence	134	28	0	14	12	10	4	0	202
	Warren	30	11	28	1	7	0	0	1	78
	Washington	2	0	3	0	0	0	0	0	5
	Total	269	67	44	29	76	15	15	5	520
Fifth Judicial District	Herkimer	111	5	1	37	60	3	9	3	229
	Jefferson	64	3	3	1	31	17	3	0	122
	Lewis	5	1	0	0	3	1	1	0	11
	Oneida	57	9	15	8	20	5	2	1	117
	Onondaga	211	24	0	25	109	26	40	3	438
	Oswego	154	34	1	29	64	18	27	0	327
	Total	602	76	20	100	287	70	82	7	1,244
Sixth Judicial District	Broome	100	5	3	14	92	8	7	3	232
	Chemung	120	8	2	11	35	2	45	0	223
	Chenango	61	2	76	25	85	2	59	12	322
	Cortland	44	1	2	15	9	4	1	0	76
	Delaware	28	2	60	4	18	1	11	7	131
	Madison	2	1	1	3	0	0	0	1	8
	Otsego	39	4	2	2	12	1	10	8	78
	Schuyler	53	2	0	4	9	1	9	0	78
	Tioga	29	3	1	1	19	0	1	2	56
	Tompkins	68	8	1	11	16	4	23	0	131
	Total	544	36	148	90	295	23	166	33	1,335

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 2013-2014)

		DR Services Provided:		Outreach Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
		Resolved	Not Resolved							
Seventh Judicial District	Cayuga	28	4	0	1	22	4	6	0	65
	Livingston	99	11	0	3	27	3	7	0	150
	Monroe	120	43	41	5	45	30	10	8	302
	Ontario	182	17	6	7	52	8	21	0	293
	Seneca	32	12	0	1	7	5	0	0	57
	Steuben	276	34	2	12	69	11	1	4	409
	Wayne	66	24	0	1	21	14	0	0	126
	Yates	72	10	7	7	13	7	3	1	120
	Total	875	155	56	37	256	82	48	13	1,522
Eighth Judicial District	Cattaraugus	0	0	0	0	1	0	0	0	1
	Chautauqua	168	47	1	8	16	0	5	0	245
	Erie	323	77	16	8	55	32	6	18	535
	Genesee	64	7	7	20	33	7	11	0	149
	Niagara	98	17	14	17	90	14	28	2	280
	Orleans	0	0	0	0	2	0	0	0	2
	Wyoming	23	4	1	2	3	0	0	0	33
	Total	676	152	39	55	200	53	50	20	1,245
Ninth Judicial District	Dutchess	23	18	2	1	24	17	5	10	100
	Orange	50	6	0	0	50	5	4	2	117
	Putnam	29	14	0	0	15	5	0	2	65
	Rockland	1	0	0	0	0	0	0	0	1
	Westchester	55	31	0	3	7	3	7	12	118
	Total	158	69	2	4	96	30	16	26	401
Tenth Judicial	Nassau	5	3	0	0	2	0	0	0	10
i) Tenth Judicial	Total	5	3	0	0	2	0	0	0	10
Tenth Judicial	Suffolk	11	7	5	4	7	1	0	0	35
	Total	11	7	5	4	7	1	0	0	35
New York City	Bronx	25	30	0	0	6	0	0	0	61
	Kings	25	10	11	25	40	8	24	0	143
	New York	13	3	1	54	44	2	14	4	135
	Queens	91	11	3	12	32	7	14	11	181
	Richmond	4	3	1	3	6	3	0	107	127
	Total	158	57	16	94	128	20	52	122	647
Total		3,517	746	519	431	1,447	353	449	257	7,719

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 2013-2014)

		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
		Resolved	Not Resolved	Resolved	Not Resolved							
Third Judicial District	Albany	43	24	1	0	1	0	0	0	0	0	69
	Columbia	10	10	0	4	4	0	0	0	5	0	33
	Greene	2	0	0	2	3	0	0	0	2	0	9
	Rensselaer	14	6	0	0	1	0	0	0	0	0	21
	Schoharie	2	0	0	0	3	0	0	0	1	0	6
	Sullivan	20	7	1	0	5	0	0	0	2	0	35
	Ulster	41	29	2	0	13	0	0	0	3	0	88
	Total	132	76	4	6	30	0	0	0	13	0	261
Fourth Judicial District	Clinton	72	30	0	0	31	0	68	0	6	0	207
	Essex	16	5	0	1	7	0	5	0	1	0	35
	Franklin	416	52	0	1	2	0	44	0	2	0	517
	Fulton	28	21	0	1	6	0	1	0	1	0	58
	Hamilton	0	1	0	0	0	0	0	0	0	0	1
	Montgomery	26	7	0	0	11	0	0	0	0	0	44
	Saratoga	31	27	31	0	9	0	0	0	3	0	101
	Schenectady	65	43	0	0	18	0	6	0	0	1	133
	St. Lawrence	584	94	9	16	26	0	29	0	4	1	763
	Warren	37	28	0	0	4	0	0	0	0	0	69
	Total	1,275	308	40	19	114	0	153	0	17	2	1,928
Fifth Judicial District	Herkimer	201	1	0	2	9	0	5	0	7	23	248
	Jefferson	6	0	0	0	5	0	1	0	0	0	12
	Oneida	46	26	2	1	1	0	3	0	0	1	80
	Onondaga	22	0	0	1	8	0	0	0	12	0	43
	Oswego	1	1	0	0	3	0	0	0	0	0	5
	Total	276	28	2	4	26	0	9	0	19	24	388
Sixth Judicial District	Broome	57	8	0	6	267	0	4	0	155	4	501
	Chemung	7	2	0	0	7	0	0	0	4	0	20
	Chenango	17	4	17	1	18	0	0	0	15	4	76
	Cortland	0	0	0	1	0	0	0	0	0	0	1
	Delaware	2	1	0	0	2	0	0	0	0	0	5
	Madison	2	0	0	0	0	0	1	0	0	0	3
	Otsego	5	0	0	0	0	0	0	0	4	0	9
	Schuyler	0	0	0	0	1	0	0	0	1	0	2
	Tioga	18	0	0	0	25	0	0	0	0	0	43
	Tompkins	13	9	31	1	13	0	0	0	12	0	79
	Total	121	24	48	9	333	0	5	0	191	8	739

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 2013-2014)

		DR Services Provided:		DR Services Not Attempted, Outreach Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdrawn	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
		Resolved	Resolved							
Seventh Judicial District	Cayuga	0	0	0	0	8	0	4	0	12
	Livingston	7	1	0	0	2	0	1	0	11
	Monroe	11	0	0	4	10	0	2	0	27
	Ontario	28	7	15	3	28	0	21	0	102
	Steuben	34	11	10	2	39	6	20	4	126
	Wayne	0	0	0	0	1	0	0	0	1
	Yates	1	0	0	0	0	0	0	0	1
Total		81	19	25	9	88	6	48	4	280
Eighth Judicial District	Allegany	0	0	0	0	1	0	0	0	1
	Cattaraugus	1	0	0	0	2	0	3	0	6
	Chautauqua	45	30	0	0	17	0	9	0	101
	Erie	17	2	10	2	28	0	18	0	77
	Genesee	6	1	8	2	3	0	2	0	22
	Niagara	2	0	1	0	2	0	1	0	6
	Wyoming	2	0	0	0	1	0	0	0	3
Total		73	33	19	4	54	0	33	0	216
Ninth Judicial District	Dutchess	135	166	3	2	48	0	8	6	368
	Orange	113	79	2	1	18	3	0	1	217
	Putnam	58	24	0	0	10	6	0	1	99
	Rockland	34	40	0	0	0	1	0	0	75
	Westchester	59	22	1	0	2	0	7	5	96
	Total	399	331	6	3	78	10	15	13	855
Tenth Judicial		787	827	0	0	0	0	0	3	1,617
u)	Total	787	827	0	0	0	0	0	3	1,617
	Suffolk	504	327	1	0	2	2	0	1	837
c)		504	327	1	0	2	2	0	1	837
New York City	Bronx	5	4	0	0	0	0	0	0	9
	Kings	353	201	63	110	850	111	696	68	2,452
	New York	544	278	53	46	764	20	374	20	2,099
	Queens	113	35	0	4	169	22	3	107	453
	Richmond	200	75	675	83	224	39	149	2	1,447
	Total	1,215	593	791	243	2,007	192	1,222	197	6,460
Total		4,863	2,566	936	297	2,732	377	1,558	252	13,581

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 2013-2014)

	DR Services Provided:		DR Services Not Resolved	Outreach Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
	Resolved	Provided: Resolved								
Third Judicial District										
	Rensselaer	1	0	0	0	0	0	0	0	1
	Sullivan	0	1	1	0	0	0	0	0	2
	Total	1	1	1	0	0	0	0	0	3
Fourth Judicial District										
	Franklin	18	6	0	0	0	0	0	0	24
	Schenectady	1	0	0	0	1	0	0	0	2
	St. Lawrence	12	9	0	4	2	1	1	0	29
	Total	31	15	0	4	3	1	1	0	55
Fifth Judicial District										
	Oneida	51	1	1	0	0	0	0	0	53
	Onondaga	1	0	0	0	1	0	1	0	3
	Total	52	1	1	0	1	0	1	0	56
Sixth Judicial District										
	Broome	0	0	0	0	1	0	0	0	1
	Chemung	1	0	0	0	0	1	0	0	2
	Chenango	0	0	0	0	0	0	1	0	1
	Schuyler	2	0	0	0	0	0	1	0	3
	Tompkins	11	2	0	0	5	0	9	0	27
	Total	14	2	0	0	6	1	11	0	34
Seventh Judicial District										
	Livingston	3	1	0	0	2	0	0	0	6
	Monroe	53	15	18	0	28	1	1	0	116
	Ontario	2	0	1	0	1	0	1	0	5
	Wayne	9	4	0	0	10	0	2	0	25
	Yates	4	0	0	0	1	0	0	0	5
	Total	71	20	19	0	42	1	4	0	157
Eighth Judicial District										
	Erie	6	3	7	2	18	2	6	0	44
	Niagara	0	0	0	0	1	0	0	0	1
	Total	6	3	7	2	19	2	6	0	45

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 2013-2014)

		DR Services Provided:		DR Services Resolved	Outreach Attempted, No Contact	Matter Screened Inappropriate	Part(ies) Declined / Withdraw	Part(ies) Failed to Show	Unable to Contact Part(ies)	Other	Total
		Resolved	Provided: Not Resolved								
Ninth Judicial District	Dutchess	1	0	0	0	0	0	0	0	0	1
	Orange	1	0	0	0	0	0	0	0	0	1
	Westchester	1	1	0	0	0	0	0	0	0	2
	Total	3	1	0	0	0	0	0	0	0	4
Tenth Judicial	Nassau	1	0	0	0	0	0	0	0	0	1
	Total	1	0	0	0	0	0	0	0	0	1
New York City	Bronx	162	761	0	0	0	352	0	0	0	1,275
	Kings	146	21	4	31	107	15	88	10	422	
	New York	23	0	1	13	24	6	8	2	77	
	Queens	89	53	5	39	174	40	8	95	503	
	Richmond	4	0	0	2	22	4	15	0	47	
	Total	424	835	10	85	679	65	119	107	2,324	
Total	603	878	38	91	750	70	142	107	2,679		

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

Table 14: Case Dispositions by Case Type (FY 2013-2014)

	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
Civil Matters										
Agricultural - Credit	257	24	91 %	1	4	39	17	3	0	345
Civil - Large Claim	321	232	58 %	3	65	187	74	10	11	903
Civil -Small Claims	3,326	2,153	60 %	882	126	1,915	183	1,275	105	9,965
Lemon Law	199	0	100%	0	0	2	1	0	4	206
Total	4,103	2,409	63%	886	195	2,143	275	1,288	120	11,419
Criminal Matters										
Felony	5	2	71 %	0	2	2	3	0	0	14
Misdemeanor/Violation	598	876	40 %	38	89	748	67	142	107	2,665
Total	603	878	40%	38	91	750	70	142	107	2,679
Custody Visitation Divorce										
Agricultural - Non Credit	22	6	78 %	2	0	12	1	1	2	46
Matrimonial	212	50	80 %	40	52	188	29	30	123	724
Parenting Issues	3,028	630	82 %	458	366	1,142	299	407	121	6,451
Total	3,262	686	82%	500	418	1,342	329	438	246	7,221
Housing Matters										
Civil - Housing	759	155	83 %	50	102	589	101	267	132	2,155
Civil - Mobile Home	1	2	33 %	0	0	0	1	3	0	7
Total	760	157	82%	50	102	589	102	270	132	2,162
Other										
Other	569	272	67 %	37	45	284	13	73	34	1,327
Total	569	272	67%	37	45	284	13	73	34	1,327
Other Family										
Juvenile Delinquency	94	7	93 %	2	4	17	9	4	3	140
Permanency	7	0	100%	0	2	4	0	0	0	13
PINS / Pre-Pins	154	53	74 %	17	7	84	15	7	8	345
Total	255	60	80%	19	13	105	24	11	11	498
Public Welfare and Benefit Matters										
DSS Conciliation	1,209	295	80 %	0	2	139	393	1	183	2,222
Early Intervention	47	1	97 %	0	1	21	1	0	0	71
Special Education	238	29	89 %	6	6	132	5	3	6	425
Vesid	0	1	0 %	0	0	0	0	1	0	2
Total	1,494	326	82%	6	9	292	399	5	189	2,720

Table 14: Case Dispositions by Case Type (FY 2013-2014)

	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
Surrogate Matters										
Guardianship	39	1	97%	0	8	17	4	5	1	75
Probate/Estate	12	6	66%	0	4	12	1	2	1	38
Total	51	7	87%	0	12	29	5	7	2	113
Youth										
Peer Mediation	289	39	88%	2	10	52	6	0	34	432
Youth	90	21	81%	4	6	57	13	10	20	221
Total	379	60	86%	6	16	109	19	10	54	653
	11,476	4,855	70%	1,542	901	5,643	1,236	2,244	895	28,792

Table 15: Case Dispositions by Case Nature (FY 2013-2014)

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	2	0	100	0	0	0	0	0	0	2
Aggravated Assault	16	19	45	0	6	24	3	4	7	79
Aggravated Harassment	16	33	32	0	14	38	9	3	13	126
Agricultural Services	95	6	94	1	3	3	4	2	0	114
Animal Complaint	0	0	0	0	0	1	0	0	0	1
Assault	130	24	84	7	27	81	12	51	15	347
Bank Loan	5	0	100	0	0	2	1	0	0	8
Behavior Issues	322	71	81	12	4	42	7	10	8	476
Breach of Contract	2,685	1,648	61	548	76	1,341	190	819	74	7,381
Burglary	6	1	85	0	0	3	1	1	0	12
Caregiver Issues	4	1	80	1	5	8	0	1	2	22
Compliance with Service Plan	1	0	100	0	0	3	0	0	0	4
Criminal Misapplication of Property	16	48	25	5	0	20	1	3	0	93
Criminal Mischief	75	9	89	1	2	20	2	11	2	122
Criminal Possession of Stolen Prop	3	2	60	0	1	11	3	10	1	31
Criminal Trespass	15	5	75	0	0	3	0	0	1	24
Custody Modification	858	148	85	136	112	349	67	138	34	1,842
Custody-Original	1,565	289	84	238	157	498	168	171	54	3,140
Divorce (Multi Issues)	123	15	89	36	30	136	18	16	117	491
Early Intervention Program	13	1	92	0	0	5	0	0	0	19
Ejectment	4	0	100	0	3	4	0	0	0	11
Estate Admin (w/o will)	5	1	83	0	0	2	0	0	0	8
Estate Admin Small (Small Estate <	1	0	100	0	0	0	0	0	0	1
Estate Probate (with will)	0	1	0	0	1	2	0	0	0	4
Eviction	250	37	87	6	7	35	22	9	3	369
Farm Management	7	1	87	1	0	4	1	0	1	15
Fee Dispute	2	0	100	2	0	0	0	3	0	7
Formulation Service Plan	44	5	89	0	1	35	0	1	0	86
Fraud/Bad Checks	30	12	71	0	1	1	1	2	0	47
Grand Larceny	0	0	0	0	1	0	1	0	0	2
Guardianship (17-A, Developmenta	0	0	0	0	0	1	0	0	0	1
Guardianship (Person and/or Prope	2	0	100	0	0	0	0	0	0	2
Guardianship (Person Only)	0	0	0	0	1	2	0	1	0	4
Guardianship-Child	34	1	97	0	3	9	4	4	1	56
Habitability	1	1	50	0	0	0	0	2	0	4
Harrassment	146	292	33	12	37	328	31	37	51	934
Holdover on Rental Property	31	9	77	0	1	2	1	5	0	49
Housing Discrimination	6	1	85	0	1	4	0	1	1	14

Table 15: Case Dispositions by Case Nature (FY 2013-2014)

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
Housing Dispute	235	16	93	0	6	75	12	6	55	405
Implementation of Service Plan	19	3	86	0	2	12	1	0	0	37
Independent Living Planning	4	1	80	0	0	3	0	1	0	9
Interpersonal Dispute	1,220	751	61	66	132	720	64	212	89	3,254
Labor Issues	7	1	87	0	0	9	0	0	0	17
Larceny	1	1	50	0	0	0	0	0	0	2
Lease Dispute	19	13	59	0	4	51	3	17	0	107
Leased Vehicle	23	0	100	0	0	0	0	0	0	23
Lemon Law	44	0	100	0	0	0	0	0	3	47
Machinery	29	4	87	0	0	0	1	0	0	34
Menacing	28	6	82	0	0	19	2	12	2	69
Modification of Service Plan	138	17	89	2	3	80	2	3	1	246
Motor home	1	0	100	0	0	0	0	0	0	1
Motorcycle	2	0	100	0	0	0	0	0	0	2
New Vehicle	95	0	100	0	0	0	0	0	0	95
Noise	136	164	45	18	29	228	15	118	53	761
Non-payment of Rent	133	45	74	2	2	33	33	12	9	269
Occupancy	8	2	80	2	3	2	1	3	1	22
Other	1,426	435	76	35	57	537	438	73	252	3,253
Personal/Real Property	475	414	53	252	79	344	27	231	16	1,838
Persons In Need of Supervision (PI	90	20	81	4	5	64	10	2	3	198
Petty Larceny	35	6	85	0	2	8	2	4	0	57
Property Division	13	0	100	0	4	16	1	1	0	35
Reckless Endangerment	2	0	100	0	0	0	0	0	0	2
Rules & Regulation Dispute	9	3	75	1	3	11	1	2	2	32
Security Deposit	157	91	63	68	6	156	15	151	12	656
Special Education Mediation Prog.	50	6	89	3	0	9	2	0	3	73
Supplier	26	2	92	0	1	5	2	0	0	36
Support-Modification	33	12	73	5	10	26	4	2	1	93
Support-Original	20	4	83	5	9	11	4	3	1	57
Third-Party Loan	4	0	100	0	0	1	5	0	0	10
Truancy	7	1	87	2	0	2	1	0	0	13
Unauthorized Use of a Motor Vehicle	0	1	0	1	0	0	0	0	0	2
Used Vehicle	39	0	100	0	0	2	1	0	1	43
Vandalism	4	2	66	1	0	5	0	7	0	19
VESID	1	0	100	0	0	0	0	0	0	1
Violation of Town/City Ordinance	1	2	33	1	0	2	0	4	0	10
Visitation-Modification	350	134	72	57	36	160	33	57	4	831

Table 15: Case Dispositions by Case Nature (FY 2013-2014)

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
Visitation-Original	74	16	82	11	13	34	9	17	2	176
Workplace Discrimination	5	1	83	0	1	1	0	1	0	9
Total	11,476	4,855	70 %	1,542	901	5,643	1,236	2,244	895	28,792

Table 16: Case Dispositions by Referral Source (FY 2013-2014)

Referral Source	DR Services Provided:		Dispute Resolution Rate	Outreach		Matter Screened Inappropriate	Party(ies) Declined / Withdrew	Party(ies) Failed to Show	Unable to Contact	Other		Total
	Resolved	Not Resolved		Attempted, No Contact	Completed					Party(ies)	Party(ies)	
Adult Protective Services	79	51	60 %	5	9	29	2	6	2	183		
Attorney General	18	0	100 %	0	0	0	0	0	0	18		
Business/Corporation	15	2	88 %	0	0	5	1	5	0	28		
City Court	2,690	2,070	56 %	774	169	905	180	415	109	7,312		
County Court	11	2	84 %	1	0	11	5	3	0	33		
Dept. of Social Services	0	2	0 %	3	0	1	2	0	0	8		
District Attorney	111	11	90 %	2	5	89	18	78	3	317		
Family Court Intake	20	2	90 %	0	0	7	4	1	0	34		
Family Court Judge	2,138	535	79 %	411	209	726	243	244	84	4,590		
Family Court Magistrate	4	1	80 %	2	0	1	0	0	0	8		
Law Guardian	0	1	0 %	0	0	0	0	0	0	1		
Legal Aid	76	20	79 %	5	10	33	9	11	2	166		
Media	101	34	74 %	24	52	144	6	56	12	429		
NYC Civil Ct - 2 Attorneys	0	1	0 %	0	0	0	0	0	0	1		
NYC Civil Ct - Housing	3	1	75 %	2	0	5	0	5	0	16		
NYC Civil Ct - Pro Se	76	70	52 %	0	50	61	62	0	1	320		
NYC Civil Ct - Small Claims	467	254	64 %	66	14	1,042	47	794	72	2,756		
NYS Division of Housing	241	29	89 %	8	5	39	6	17	24	369		
Other	333	74	81 %	15	33	389	31	54	92	1,021		
Police	77	67	53 %	8	7	131	15	19	57	381		
Prior Client (returning with ne	48	3	94 %	1	2	49	1	3	3	110		
Private Agency	132	28	82 %	16	19	85	5	17	10	312		
Private Attorney	67	14	82 %	5	13	16	1	10	5	131		
Probation	20	2	90 %	0	0	1	2	0	3	28		
Public Agency	1,794	462	79 %	43	111	596	426	195	201	3,828		
Public Defender	6	1	85 %	0	1	1	0	0	0	9		
Referred by Previous Client	282	29	90 %	8	25	90	14	38	3	489		
Religious Referral	2	0	100 %	0	0	2	0	0	0	4		
School	917	115	88 %	9	15	142	23	14	56	1,291		
Sheriff	12	2	85 %	3	0	4	0	1	0	22		
State Police	3	3	50 %	0	0	0	2	1	0	9		
Supreme Court	16	5	76 %	1	1	9	1	0	85	118		
Town & Village Courts	932	171	84 %	39	5	112	77	23	2	1,361		
Walk-In	457	730	38 %	41	86	660	21	145	29	2,169		
Word of Mouth	328	63	83 %	50	60	258	32	89	40	920		
Total	11,476	4,855	70 %	1,542	901	5,643	1,236	2,244	895	28,792		

Table 17: Case Dispositions by Relationship (FY 2013-2014)

Relationship	DR Services Provided:		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
	Resolved	Not Resolved								
Acquaintances	468	356	56 %	284	53	491	57	189	38	1,936
Boy/Girlfriend	82	43	65 %	5	13	40	6	6	15	210
Caregiver/Caseworker	16	22	42 %	1	2	11	3	4	5	64
Child in Common	1,373	350	79 %	379	129	602	191	189	86	3,299
Child/Agency	114	16	87 %	3	1	17	3	2	3	159
Client/Agency	1,609	454	77 %	172	29	339	413	73	207	3,296
Consumer/Merchant	2,177	1,148	65 %	211	26	912	95	533	51	5,153
Co-Workers	50	41	54 %	2	2	26	3	5	5	134
Divorced	266	87	75 %	10	31	123	14	22	86	639
Domestic Partners	7	1	87 %	1	1	11	0	1	3	25
Employer/Employee	114	86	57 %	23	6	91	2	51	3	376
Ex-boy/girlfriend	487	157	75 %	18	109	183	52	83	17	1,106
Extended Family	195	31	86 %	9	30	78	10	39	5	397
Friend	163	75	68 %	8	11	77	7	29	16	386
Immediate Family	572	151	79 %	22	76	223	35	96	28	1,203
Individual/Corporation	61	32	65 %	35	7	52	13	27	1	228
Landlord/Tenant	1,196	733	62 %	131	48	671	105	341	64	3,289
Lover-in-common	3	2	60 %	0	0	6	1	0	1	13
Married	437	115	79 %	48	57	230	38	46	39	1,010
Member of Group	26	9	74 %	0	3	18	2	5	4	67
Neighbors	377	491	43 %	56	70	571	37	202	107	1,911
Other	375	119	75 %	25	62	408	78	150	49	1,266
Parent/Child	514	77	86 %	18	37	185	40	73	13	957
Parent/Foster Parent	1	1	50 %	0	0	0	0	0	0	2
Room/Housemates	45	29	60 %	4	4	49	7	15	6	159
School/Parent	99	21	82 %	6	2	46	5	2	4	185
Schoolmates	311	35	89 %	0	1	39	8	1	25	420
Separated	216	23	90 %	40	30	90	6	31	11	447
Strangers	122	150	44 %	31	61	54	5	29	3	455
Total	11,476	4,855	70 %	1,542	901	5,643	1,236	2,244	895	28,792