



talk  
works.

annual report, 2012-13

**congratulations**  
**CDRC for 30 years**  
**of community**  
**service!**



Dear Supporters of CDRC,

What a privilege it is to be the President of the Board of an organization whose volunteers and staff are so dedicated to the purpose of assisting persons who find themselves in the midst of disputes of all kinds.

That dedication has been recognized by the State of New York's Alternative Dispute Resolution office in Albany, too. They recognized this year that CDRC is doing something right that they want to duplicate in other counties of New York State. It was an honor to receive that recognition.

2013 has been a year that has seen CDRC continue to solidify our efforts to build a cohesive and dedicated staff. Our Tompkins County office is busy with the presence of our staff and a Case Coordinator every day that we are open. Our Chemung County office is busy and continues the challenge of meeting the needs of the Chemung County court system. In Schuyler County staff is working with the newly-elected County Judge and establishing a strong working relationship.

But CDRC could not exist without the participation of so many of you, who like me, are mediators for CDRC clients. As mediators you use the principles of Transformative Mediation to assist families, individuals, landlords, neighbors, and business owners to talk about the concerns and issues that characterize their disputes. And, as you know ... *"Talk Works."* Soon we will be offering another opportunity for training in Transformative Mediation and welcoming more persons to our cadre of volunteers who make our organization work so well.

Finally, as a not-for-profit organization we depend on all of you to support CDRC. The state's judicial system provides generous financial support but it doesn't allow us to think very far 'outside the box.' There just are not funds sometimes. Thank you all for your continuing support. Tell your friends about our good work and recruit another supporter for CDRC. Your recommendation might just make the difference.

Michael Hartney  
President, Board of Directors

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Elmira, NY 14901  
tel. 607.734.9087  
fax 607.735.9828

**SCHUYLER COUNTY**  
105 9th St., Unit 15  
Watkins Glen, NY 14891  
tel. 607.535.6860  
fax 607.735.9828

**TOMPKINS COUNTY**  
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*CDRC is 30 years old—thriving and growing—thanks to our supportive Donors, committed Mediators, knowledgeable Board of Directors and dedicated staff members....*

Our Donors support the CDRC mission. Their generosity makes our work possible. This past year, 100 donors provided gifts to CDRC. Some donated after participating in a mediation, others gave because they believe that Talk Works.

Our Mediators make a difference in the lives of the individuals they serve and in the communities in which they live. They are your friends, neighbors and co-workers, the people you see every day, who contribute their time, energy and skills to CDRC because they are committed to Fostering Constructive Responses To Conflict.

#### JUST THIS PAST YEAR, OUR VOLUNTEER MEDIATORS:

- 1 Mediated 170 cases
- 2 Invested an impressive 538\* hours facilitating conversations about people's differences, and another 443\* hours of training and continuing education.
- 3 Contributed professional services easily valued at \$73,575\*

So, thank you, CDRC Mediator. Your contributions are invaluable...literally!

\*NYS Office of ADRCIP Alternative Dispute Resolution Court Improvement Programs sets rates for value of volunteer time

Our Board of Directors contribute their knowledge of the community, their professional experience and their commitment to our mission. They provide a critical link between our communities and the agency and support staff staying mindful of the "big picture"

We appreciated their efforts to develop a strategic plan for the coming years, grappling with the realities of reduced funding and increased need. We rely on them as they seek ways to increase our donor support and community visibility.

Our dedicated staff continue to maintain and strengthen our services to the residents of Chemung, Schuyler and Tompkins Counties. Staff understands that conflict happens all the time and that can often make life difficult. You will hear them say "We're here to help by offering ways to talk things out so folks can get on with their lives and their work!".

THANK YOU!

# PLEASE JOIN US IN THANKING...

## DONORS SUPPORTING CDRC'S MISSION

Barry & Margaret Adams  
Alternatives Federal Credit Union  
Anonymous  
Robert Aronson  
Mark & Judith Ashton  
David & Lenore Bandler  
Linda & Barney Beins  
LeGrace Benson  
Sidney Bixler  
Mitchell Bobrow & Kathy Rodgers  
Jayalita Branscum  
Daniel Briotta & Pamela Engram  
Laura Bronstein  
Anne & Ira Brous  
Carol Bushberg Real Estate  
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Samantha Castillo-Davis  
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Linda & Dan Finlay  
First Unitarian Society of Ithaca  
Margaret Fry-Keating  
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David & Nancy Gersh  
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Michael Hartney  
Dan Hoffman  
Ruth & Roger Hopkins  
Betty House  
Ithaca League of Women Rollers  
Ithaca Religious Society of Friends  
Stephen & Marion Jacobsen  
Andre & Jean Jagendorf  
Sylvester Johnson  
Mary Kelsey  
Carolyn Kenyon  
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Cindi Newman  
Deb Novelli  
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Sue Robinson  
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Maressa Savino  
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Raymond & Kathleen Schlather  
Mary Schwartz  
Sciarabba Walker & Co., LLP  
Donna Scott  
Robert & Kathleen Seibel  
Karen & Michael Shuler  
Robert Silsbee  
Mark & Deirdre Silverman  
Joyce Sullivan  
James and Rita Tague Carmony  
Amy Teeter  
The Center for Transformative Action  
The Plantsmen Nursery  
Carolyn Tomaino  
Lynn & Mark Turnquist  
Norman & Marguerite Uphoff  
Peggy Walbridge  
Hans Wien  
Ida Wolff  
James Wright  
Joel & Cathy Zumoff

### In Honor or Memory of

Mary Delahanty – *in memory of Elizabeth C. Delahanty*  
Betsy East & Elizabeth Bixler – *in memory of Judy Dietz*  
Janice & Jan Nigro – *in memory of Beverly J. Martin*

## MEDIATORS WITH CDRC FOR 30 YEARS!!!

Kirby Edmonds  
Judy Saul

## MEDIATORS WITH CDRC 25+ YEARS

Laura Branca  
Peggy Walbridge

## MEDIATORS WITH CDRC 20 YEARS

Leslyn McBean-Clairborne

## MEDIATORS WITH 15+ YEARS

Dorothy Caldwell  
Eileen Driscoll  
Satomi Hill  
Jurgen Kerber  
Sandy Rhodes

## MEDIATORS WITH 5+ YEARS

Heather Baker  
Darlene Barela  
Sharron Beckworth  
Judy Burrill  
Kathy Carpenter  
Barbara Coman  
Emily Karr-Cook  
Troy Council  
Raymond Gozzi  
Ruth Hopkins  
Paul Houle  
David Kay  
Tim Logue  
Ann Martin  
Christa Perz  
Cili Phillips  
Mike Wald  
Brian Williams  
Iska Ziver

## MEDIATORS WITH 5 OR LESS YEARS

Cal Brewer  
Sherron Brown  
Shirley Brown  
Tammy Brown  
Jana Bugliosi  
Beth Cohen  
Cindy Emmer  
Michael Hartney  
Srivalli Indrani  
Jim Ketcham  
Patrice Lockert-Anthony  
Erica Marx  
Jane Murphy  
Mary Newhart  
Jim O'Brien  
Kaaren Remely  
Sidney Whitfield

# CDRC ALSO THANKS...

CDRC also wishes  
to express our  
deepest appreciation  
to organizations  
who provided  
funding

Child Development Council of Central New York  
Community Foundation-Howland Foundation Grant  
Community and Regional Development Institute  
Cornell University, Scheinman Institute  
GST Boces  
Human Services Coalition of Tompkins County  
Joint Education and Training  
Legacy Foundation  
N.Y.S. Unified Court System  
N.Y.S. Agricultural Mediation Program  
Park Foundation  
ProAction of Steuben and Yates Counties  
Schuyler County Chapter of CSEA  
Schuyler County Child Care Council  
Society for Human Resource Managers of Tompkins County  
Tompkins County  
Town of Danby  
Town of Hector  
Town of Ulysses  
United Way of Broome County  
United Way of Schuyler County  
United Way of the Southern Tier  
United Way of Tompkins County  
Village at Ithaca  
Village of Odessa  
Vulcraft of NY, Inc.

## CDRC BOARD MEMBERS

Michael Hartney, President  
Kirby Edmonds, Vice President  
Seth Hiland, Treasurer\*  
Cindi Newman, Secretary  
Emily Crabtree  
Nikita Jankowski  
Satomi Hill  
James Ketcham  
Kate Kondolf  
Anita Lewis  
Elizabeth Lindsay-Ochoa  
Mary Newhart

*\*A special thank you to Seth Hiland who has just finished his term as a Board Member. Thank you also to the Sayles & Evans Law Firm in Elmira who has supported CDRC by providing staff to serve as Board Members since 1997.*

## CDRC STAFF

Paula Wright, Executive Director  
Amber Driscoll, Case Coordinator  
Kathy Gehl, Program Director  
Melissa Hollister, Office Manager  
Jeff Shepardson, Director of Training & Facilitation  
Gina Tinker-Williams, Volunteer Coordinator

# 2012-2013 Finances

## INCOME

Contributions, Grants, Gifts	17,304
NY State Unified Court System	213,721
Case Fees	5,072
United Ways*	52,325
Tompkins County	46,119
Training Income	18,226
Other	439

*\*Chemung, Schuyler & Tompkins Counties*

## EXPENSES

Program Services*	284,302
Administration	40,136
Development	10,035

*\*Mediation, Facilitation & Training*



### Facebook

Were you one of the 1,528 individuals who viewed our posts on our Facebook Page? Thank you for visiting. If not, please visit our page and check out our posts. <https://facebook.com/CDRCtalkworks>

[www.cdrc.org](http://www.cdrc.org)

### www.cdrc.org

Were you one of the 6,256 visits to our website this past year? Thank you and come back soon. If not, please visit our website at [www.cdrc.org](http://www.cdrc.org).

The logo for GoodSearch, featuring the word "GoodSearch" in a blue sans-serif font with a yellow arc above the letter "o" in "Good".

### GoodSearch

Were you one of the 110 supporters who raised money for CDRC through GoodSearch and GoodShop. Thank you for your support. If you'd like to support CDRC when you search the internet or shop online visit <http://www.good-search.com/toolbar/community-dispute-resolution-center-cdrc>

# Peacemaker Award: Lenore Olmstead

**IN PARTNERSHIP** with GIAC, CDRC selected Lenore Olmstead for the 2013 Martin Luther King, Jr. Peacemaker Award, for her life-long commitment to social justice.

Lenore moved to Ithaca in 1986 after working six years at Oxfam America in Boston and soon after became Coordinating Manager at the GreenStar Cooperative Market where she advocated for hiring more people of color and founded the diversity committee. As Associate Director at CRES-

many to attend the Sister Friend event, several attended the Lee Mun Wah community event, a half dozen staff participated in the Undoing Racism series and Alternatives with GreenStar Co-op hosted Talking Circles where again, another half dozen Alternatives staff grew to learn more about oppression and its effect on their co-workers.

Lenore is a founding member and first president of GreenStar Community Projects, Inc. (GSCP) where she volunteers to develop healthy food options in an affordable and inclusive way to low income members of the community. To that end she worked with GSCP to host Ithaca's first Food Justice Summit in October 2011 to mobilize lo-

"Peace is not merely a distant goal that we seek, but a means by which we arrive at that goal."  
—Dr. Martin Luther King, Jr.

(now CTA), she served on the board of directors of the Multicultural Resource Center where she helped the organization survive through a period of instability.

In 2005 Lenore joined the Diversity Consortium of Tompkins County and invited Alternatives Federal Credit Union staff members to join her at workshops she thought would impact the workplace. She recently served as the treasurer of that organization.

In 2010 as chair of the Alternatives Diversity and Inclusion Team, she helped institute a speaker's series for staff on diversity related topics. On two mornings in March 2011, Alternatives hosted a breakfast meeting with thirteen leaders from diverse communities to gather ideas on how the credit union could better serve the community. Lenore made an effort to increase the diversity of recruits for Alternatives hiring pool, leading to twenty-three percent staff of color and promotions for five staff of color in 2012. Knowing that hiring a diverse staff is not enough, Lenore continued her efforts to educate staff by encouraging

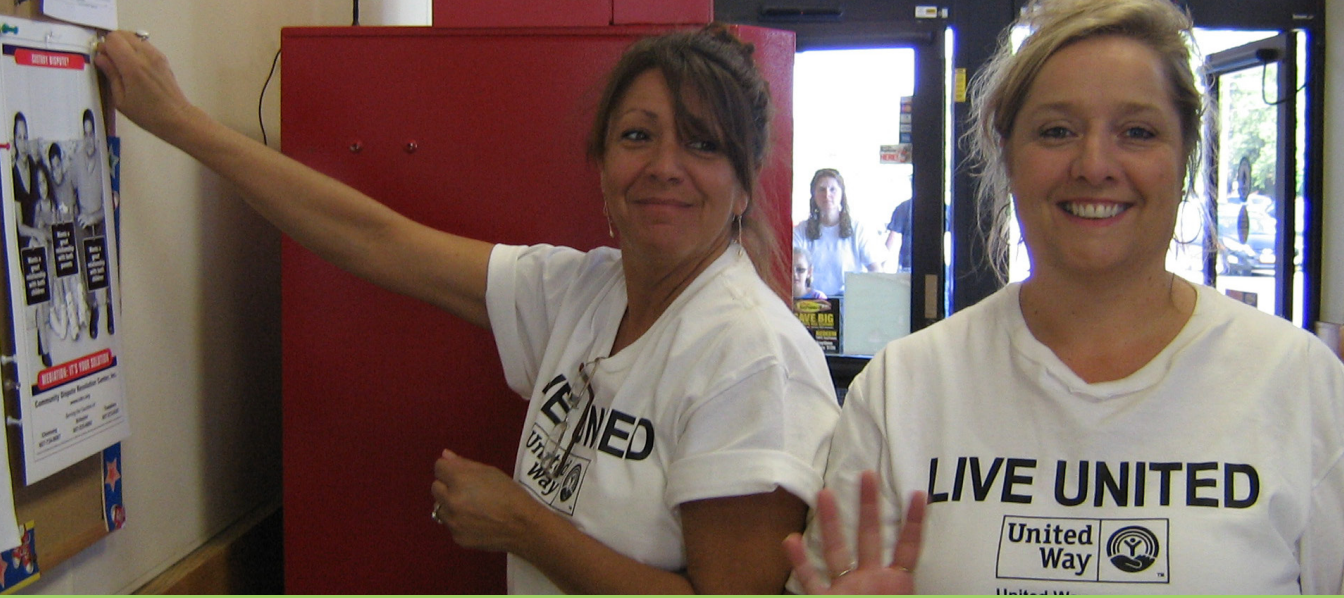
ally for food sovereignty and raise funds to support food justice projects. In 2012 GSCP hosted "Feeding Our Future: Building Community for Food Equity and Sustainability", two networking events with as many as seventy-five participants.

The nominees said this about Lenore "Lenore's passion for social justice embraces a global perspective as well as a deep caring for the individual. She is an articulate spokesperson who keeps a group focused on common values."

Paula Wright, Executive Director of CDRC, said, "In our quest to foster constructive responses to conflict, CDRC strives to practice the principles embodied by Dr. King. It is an honor to recognize Lenore Olmstead who has lived those principles, and who has done so much to realize Dr. King's dream."

Kirby Edmonds, CDRC's Board Vice-President and Christine Christian, GIAC Board Member, presented the award to Lenore Olmstead January 19th as part of the GIAC annual Martin Luther King, Jr. Day Community Breakfast.





# United Way Day of Caring



**ON JUNE 21<sup>ST</sup>,** Chemung County ARC and the Elmira City School District chose CDRC as their Day of Caring Project. Sponsored by the United Way of the Southern Tier, the Day of Caring is an opportunity for volunteers from local businesses and organization to lend a hand to non-profit and government agencies.

The kind folks of ARC and Elmira City School District distributed Mediation Posters to over 50 locations in the Chemung County area followed by a luncheon hosted by CDRC staff.





# Mediation and Conciliation

CDRC's Mediation and Conciliation services enable and empower people to respond constructively to conflict, giving them an alternative to the courts where their conflicts often become a matter of serious public and private expense, both financially and emotionally. Our case load involves custody and visitation issues, problems between feuding neighbors, disputes within the workplace, conflicts in schools and a wide variety of conflicts and difficult conversation scenarios within families.

## JUST THIS PAST YEAR...

- 1 CDRC talked with 1868 people about conflicts or difficult situations they face
- 2 1163 individuals chose mediation/conciliation to work through their conflict
- 3 451 minor children benefitted when their parents or caregivers attempted to cooperatively resolve their differences

Quotes from those who chose mediation

*"I was impressed with the mediators skill, if not for the two mediators we would not have opened up to each other."*

*"The importance of mediation is to create a safe place where each person can be heard, thank you for providing that".*

*"My first experience with CDRC made me a firm believer in the process and results of the mediation. Compassionate and careful listeners, the mediators proved very beneficial in keeping a dialogue open and working toward a mutual resolution. As a small business owner, I am pleased my attorney recommended I include CDRC as a first step in any dispute right into my standard terms and conditions on contracts. It really works."*

*"I was completely happy with the mediation. It exceeded my thoughts. It also helped me make a hard decision."*

*"I am frankly amazed and incredibly grateful for your assistance. I am not aware of any organization in New Hampshire that provides such reasonable, helpful, much-needed assistance. I admire the work that you do and I thank you sincerely on behalf of my client".*

*"I am so glad that this type of service is available in my community. It takes the stress out of an otherwise overwhelming and intimidating process. It has been a great learning experience working with you and your organization; it is a service that I will wholeheartedly recommend to my family and friends".*

*"Thank you for all you did in trying to get us to work things out. I know we will never be friends, but we have both moved on. Thank you and have a wonderful Holiday Season."*

# Facilitation and Training

CDRC specializes in conflict management training and facilitation for adults and youth, contributing to a community culture where people are empowered to use skills to enable them to respond well to the inevitability of conflict without intervention from institutions or costly professionals.

## JUST THIS PAST YEAR...

- 1 CDRC provided training to over 360 employees of local businesses, organizations and educational institutions.
- 2 Facilitated more than 17 meetings, retreats and other structured interactions between 134 individuals

## Just a sample of trainings & facilitations we've done this year...

- *"Managing Conflict on the Job" – Home Health Aides Training*
- *"Facilitating Hot Topic Meetings" – Elected Officials Training*
- *"A Workplace Mediation" – The Society For Human Resource Management of Tompkins County*
- *"Retiring from Driving" – A Way2Go Community Training*
- *"Enhancing Team Work" – Vulcraft-Nucor Employees Training*
- *"Frack You" – A Facilitated Community Conversation on Hydrofracking*

# June 11-14, 2014

Of particular importance is CDRC's recently scheduled 4-Day Mediation Training, June 11-14, 2014.

The training is being graciously hosted by the Scheinman Institute at the School of Industrial & Labor Relations' state-of-the-art Conference Center and will represent the culmination of Jeff Shepardson's year-long N.Y.S. Alternative Dispute Resolution Trainer Certification. Please visit [www.cdrc.org](http://www.cdrc.org) and click on 2014 Mediation Training for more information.

**Meredith Josef, Manager, Strategic Communications for Communications and Media Relations Division of the American Bar Association in Washington, DC published the following op ed piece in a Rochester Law Chronicle during ABA's Mediation Week, October 14-20, 2012.**

**Homeowners can waste months arguing** over property lines. Families can suffer bitter splits because of battles over custody of a child. A fired co-worker can spend years trying to recover benefits in a dispute. Conflict is part of our daily lives — part of the dialogue we have with neighbors, with friends or with family members.

Feelings run high when people disagree. However, a neutral, trained facilitator brings people past the emotion to focus on the disputed issues and helps opposing sides find common ground. When parties engage in mediation, thorny disagreements are easier to resolve.

As a certified mediator for the last eight years, I have seen firsthand many conflicts that are resolved expeditiously without the need to go to court. Mediation is a successful and widely used alternative means of settling a broad range of disputes and an important tool for avoiding expensive litigation.

Mediation is a process led by an impartial, skilled third person who guides the parties to discuss their issues and interests. The parties provide each other with information and explore ideas for the resolution of the dispute. The ultimate goal is to find a workable solution that everyone can accept.

Consider this story from the Community Dispute Resolution

Center Serving Chemung, Schuylker and Tompkins counties. Sarah and David are frustrated over the visitation schedule for their children. After 18 months of seeking resolution in court every time a schedule change is needed, the judge overseeing their case urges them to try mediation. After meeting with experienced professionals for a few hours to work through their concerns, Sarah and David altered their visitation schedule to fit their needs and the best interests of their children.

Corporations and governments rely on mediation to resolve a wide range of conflicts, such as labor strife between airlines and their pilots, and tense contract talks between school districts and teachers. Mediation is increasingly considered the principal model for the resolution of civil and family disputes such as Sarah and David's. Mediation is effectively used in cases ranging from divorce and elder care to foreclosure and employment contracts, as well as complex business disputes.

Critics say mediation undermines the civil court system. But the process, generally less expensive and timelier than a traditional court proceeding, helps reduce the caseload of our already overburdened and underfunded courts so they can focus on more complex matters.

Critics also say that by choosing to use mediation, parties lose

their day in court. But if parties opt for nonbinding mediation first, without success, no legal rights are lost. When parties are willing to try mediation first, courts will generally postpone trial.

Mediation can bring the parties together constructively. Mediators do not decide who is right or who is wrong; they have no authority to impose settlement. In fact, mediators have a professional responsibility to protect both parties' interests. They encourage parties to speak for themselves and make the decisions. While parties are usually not required to bring a lawyer to mediation, parties frequently bring legal counsel if the dispute involves legal issues. The two sides are often encouraged to seek counsel from other advisers during the process.

Not every mediation ends in agreement. Ultimately, the decision to agree is always left to the parties concerned. The two sides can end the process at any time if it is no longer productive.

Mediation improves the chances of settlement, promotes effective communication and preserves relationships. As we celebrate Mediation Week, the American Bar Association is engaged in a national campaign, including public service announcements and school programs, to increase awareness about how mediation can resolve disputes rapidly, fairly and cost effectively.

Every American deserves to know that he or she has a choice when a dispute erupts. Mediation has been the solution for thousands of people seeking justice.