



talk  
works.

annual report, 2013-14

**Over 30 years  
of community  
service!**



## Dear Supporters of CDRC,

Wait until you have had a chance to read this Annual Report! Usually Annual Reports from various non-profit agencies are dry recitations of figures and accomplishments, accompanied by charts and graphs to show how the money has been spent. That is not the way that the Community Dispute Resolution Center reports to you.

First off – we moved our Ithaca Office. And what a move it is: from our previous office space on State Street that had been our home for decades to our new home in the center of downtown Ithaca. Instead of an imposing flight of stairs and a lack of accessibility, we have an inviting, modern office space that says we are a professional organization. And to top it all off it is more efficient and less expensive.

And, when you read about the *Train the Trainer* program a smile should come to your face. Look at those smiling young faces who have become Conflict Managers. If a generation of children could learn transformative conflict skills just think what the world (not just our communities) could be. When we lost our substantial New York State funding a couple of years ago, due to the usual state budget woes, our outreach to the next generation suffered. But thanks to CDRC staff and some creative approaches we are back. Again, just look at those smiling faces. Conflict? Bring it on!

This Spring CDRC is bringing Dr. Joseph Folger, ‘the’ transformative educator in the United States, for a two-day workshop and evening reception. You will hear more about his visit in a future mailing but we want you to mark the dates in your 2015 calendars. And we want you to come to the evening reception to meet him and hear his presentation.

Finally, let me praise our outstanding staff – in Schuyler, Chemung, and Tompkins Counties. It is not easy to move back-and-forth between these three counties. All of us realize that they are quite different in terms of their demographics and upstate culture. We are one, if not the only, agency that spans the three counties. We are able to do it because of our staff; and they deserve a great deal of thanks for their competence and dedication.

So, enjoy our 2015 Annual Report. It is a great read. And think about joining us as a volunteer, a board member, or a mediator. CDRC needs you and appreciates your support.

Michael Hartney  
President, Board of Directors

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**SCHUYLER COUNTY**  
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Watkins Glen, NY 14891  
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**TOMPKINS COUNTY**  
171 East MLK, Jr./State Street  
Center Ithaca Box 111  
Ithaca, NY 14850  
Tel. 607.273.9347  
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# The Move!

After nearly 30 years in one location on State Street, CDRC moved its' offices to Center Ithaca. Stop by and check out our new digs at Center Ithaca, Suite 105-1.

An open house was held for Ithaca's new office space.



# PLEASE JOIN US IN THANKING...

## DONORS SUPPORTING CDRC'S MISSION

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Carolyn Tomaino  
Lynn & Mark Turnquist  
Peggy Walbridge  
Charles & Jane Walcott  
Anke Wessels  
Hans Wien  
Joel & Cathy Zumoff  
Gail Zussman & John Dobbins

### In Memory of

Elizabeth C. Delahanty *given by*  
*Mary Delahanty*  
Adrienne Harber *given by* Becca  
*Harber*  
Candace Widmer *given by* Sue  
*Robinson*

## MEDIATORS WITH CDRC FOR 30+ YEARS!!!

Kirby Edmonds  
Judy Saul

## MEDIATORS WITH CDRC 20+ YEARS

Laura Branca  
Peggy Walbridge  
Leslyn McBean-Clairborne

## MEDIATORS WITH 15+ YEARS

Dorothy Caldwell  
Eileen Driscoll  
Satomi Hill  
Jürgen Kerber  
Sandy Rhodes

## MEDIATORS WITH 5+ YEARS

Heather Baker  
Darlene Barela  
Sharron Beckworth  
Sherron Brown  
Judy Burrill  
Kathy Carpenter  
Barbara Coman  
Troy Council  
Raymond Gozzi  
Ruth Hopkins  
Paul Houle  
David Kay  
Jim Ketcham  
Tim Logue  
Ann Martin  
Cili Phillips  
Mike Wald  
Brian Williams

## MEDIATORS WITH 5 OR LESS YEARS

Cal Brewer  
Shirley Brown  
Tammy Brown  
Jana Bugliosi  
JR Clairborne  
Beth Cohen  
Cindy Emmer  
LJ Freitag  
Michael Hartney  
Srivalli Indrani  
Patrice Lockert-Anthony  
Erica Marx  
John McNeill  
Jane Murphy  
Mary Newhart  
Jim O'Brien  
Angel Sackett  
Sidney Whitfield

# PLEASE JOIN US IN THANKING THESE ORGANIZATIONS...

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

Brookdale Senior Living Center

Community and Regional Development Institute

Cornell University

GST Boces

Human Services Coalition of Tompkins County

Legacy Foundation

New York State Agricultural Mediation Program

New York State Dispute Resolution Association

New York State Unified Court System

Tompkins County

Town of Danby

United Way of Schuyler County

United Way of the Southern Tier

United Way of Tompkins County

Village at Ithaca

# 2013-2014 Finances

## INCOME

Contributions, Grants, Gifts	11,389
NY State Unified Court System	208,321
Case Fees	4,412
United Ways*	53,007
Tompkins County	43,059
Training Income	8,820
Other	1,381

*\*Chemung, Schuyler & Tompkins Counties*

## EXPENSES

Program Services*	281,788
Administration	39,781
Development	9,946

*\*Mediation, Facilitation & Training*

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

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

Were you one of the 11,791 visits to CDRC's Website this past year? 78% of those visits were from new visitors. Our website reached visitors from around the world including; Brazil, Canada, Australia, United Kingdom and India. A regular visit to our website will keep you up to date on the newest information and activities of the agency.



### Facebook

Were you one of the 417 who viewed our posts on our Facebook Page? If so, thanks for viewing. If not, please visit our page, like us and check out our posts.  
<https://facebook.com/CDRCtalkworks>

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 116 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.goodsearch.com/toolbar/community-dispute-resolution-center-cdrc>

# Peacemaker Award: Dr. Baruch Whitehead



**IN PARTNERSHIP** with GIAC, CDRC selected Dr. Baruch Whitehead for the 2014 Martin Luther King, Jr. Peacemaker Award.

Dr. Baruch J. Whitehead is an Associate Professor of music education at Ithaca College. Dr. Whitehead is an elementary music specialist with the Orff-Schulwerk Process. He is the founder of the Ithaca College Orff certification program and lead teacher of the Orff certification program at Boston University.

He is the director of the multicultural chorus “Voices” in the Greater Ithaca Community and the Syracuse-based Gospel Choir “Unshackled”, as well as the founder and director of the “Dorothy Cotton Jubilee Singers”, established in 2011.

According to the numerous nominations received for Dr. Whitehead, his life purpose is dedicated to creating peaceful, loving relationships through music. Not only is he an Associate Professor of music education at Ithaca College where he affects the futures of his students, but his passion reaches deeply into the community. Through education and music-making for Ithacans, his work touches the lives of many to promote multicultural awareness. In the words of the nominators, it is Dr. Whitehead’s heart that touches our community in so many ways that truly matter. Annually he chairs a committee at the First Baptist Church to sponsor a Christmas party for low-income children. Whether he is teaching little ones to drum at Southside Community Center, or informing community members of the history behind African and American Gospel music as they sing in one of the choruses he’s founded, his gift comes from deep within his heart. As he imparts this understanding behind the music to his singer, his message contributes to reducing racism and instilling pride in our multicultural community. His passion, high energy, joy and laughter are contagious.

Amber Driscoll of CDRC presented the Award to Dr. Baruch Whitehead as part of the GIAC annual Martin Luther King, Jr. Day Community Breakfast. 🌱

*The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.*

—Dr. Martin Luther King, Jr.

CDRC / GST Boces / Elmira City Schools

# Conflict Manager's Train the Trainer Program Collaboration Spotlight

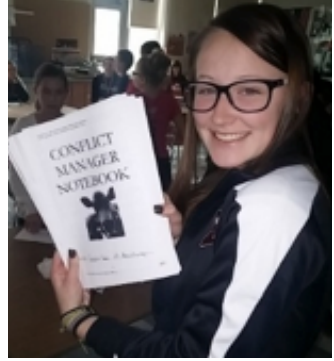


**SINCE 2012**, CDRC and Greater Southern Tier BOCES have been training groups of high-school seniors in the skills of conflict resolution. In 2012 and 2013, Jeff Shepardson (CDRC Director of Training & Facilitation Services) worked with Mrs. Kelly Smith (Teacher, New Vision's Program), in providing a Peer Mediation training for her classes of high school seniors. The hope was to provide the broader GST BOCES campus with Peer Mediation services while teaching valuable life-skills to the New Visions students. However, referrals to the program were slow in coming. So, this year, Kelly and Jeff put their heads together and came up with what we feel has been a brilliant "Plan B."

Using CDRC's Conflict Manager's curriculum for elementary students, Kelly and Jeff developed a Conflict Manager's Train the Trainer curriculum for the 2014 New Vision's seniors. Throughout the month of September, 2014, these 20 very-talented seniors were trained in the Transformative theory of conflict resolution and in the skills of the Conflict Manager. They took to it like fish to water! That was step one.



In the meantime, Kelly Smith was reaching out to various elementary schools throughout the Elmira City School District inviting them to consider sponsoring the Conflict Manager's Training Program. Four elementary schools (Hendy, Beecher, Coburn, and Broadway) all extended invitations to the BOCES Seniors to come and train a hand-selected group of 5th and 6th graders to become Conflict Managers in their schools.

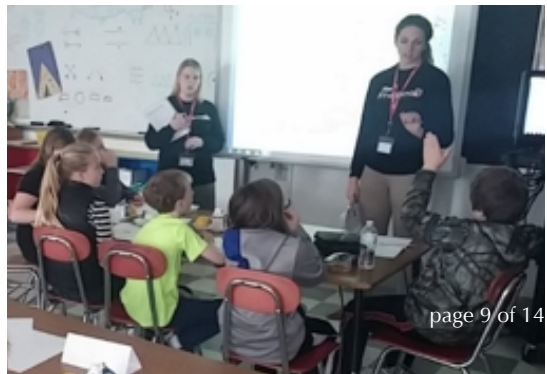


The rest is history. As this spotlight article is being written, the Boces students have commenced their training of the elementary students. Using manuals, a smart board, role plays, and other learning activities, they are teaching students the transformative theory of conflict and the role and skills of the Conflict Manager. The elementary students love mixing it up with the "big kids." And the seniors... well, who doesn't like being "looked up to?"

The beneficial outcomes of this collaboration are numerous:

- The GST Boces campus has a group of students versed in conflict resolution skills as a resource for student conflicts. This group of students has already received 3 mediation referrals which they were lining up to mediate!
- The New Visions Seniors learn the theory and skills of Transformative Conflict Resolution on a level deep enough to be able to communicate and teach it to others. They are also beginning to develop their teaching and public presentation skills.
- The elementary schools are gaining a group of students who, under the support and leadership of school counselors and teachers, will provide a conflict resolution process that supports conflict resolution and decision-making for students in conflict.
- The 5th and 6th grade Conflict Managers are learning critical life-skills that will support their personal and social development.

So, KUDOS to Mrs. Smith, the New Vision's seniors, and CDRC for "working all the angles!" We're thrilled with the outcome! 🌱



# This past year our volunteer mediators:

- 1 mediated 153 cases
- 2 invested an impressive 540 hours facilitating conversations about people's differences, and another 376 hours of training and continuing education
- 3 contributed professional services easily valued at \$68,700.00\*

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

## JUST THIS PAST YEAR...

- 1 CDRC talked with 1597 people about conflicts or difficult situations they face
- 2 858 individuals chose mediation/ conciliation to work through their conflict
- 3 649 minor children benefitted when their parents or caregivers attempted to cooperatively resolve their differences
- 4 provided training to over 18 local businesses, organizations and educational institutions, totaling 446 individuals

Quotes from those who chose mediation

*"Fantastic session, I feel great about it and the weight on my shoulders has been lifted. Wish we had done it sooner."*

*"Outstanding job by our two mediators. They made it possible for the two of us to better hear what the other was saying. Hopefully this will improve our relationship in the workplace by having a better understanding among other things, of what constitutes "respect" for the other person."*

*"I was extremely happy with our mediation. I am impressed with how professional the mediators were, the information given was knowledgeable and they seemed very impartial. I also think this resolution will make our families transition better for all of us, Thank you!"*

*"I want to thank the two mediators who were in the room with us last night. It worked!! It did not look good when we left, but it opened up after I took on what the others requested in terms of working together. What happened in the session made a huge difference and we are on much better footing. Thank you very much for what you do...you make a huge difference in the world!"*

# Diminishing the Cost of Conflict

## *A Mediation Skill Training for Professionals*

HOSTED BY: Scheinman Institute at  
Cornell School of ILR Conference Center



**JEFF SHEPARDSON** (Director of Training and Facilitation) successfully completed the trainer certificate process for the New York State Unified Court Systems Alternative Dispute Resolution Center office. This certification was a 6+ month process. Following this certification, Jeff facilitated a four day professional development training in the Transformative model of mediation. The premises of Transformative Mediation are based on a relational world-view of human competence and moral motivation that when put into practice can create respectful and productive relationships in the workplace, at home, in faith communities, community groups, etc. This ethical framework not only informs how we view conflict and people-in-conflict, but also how we work to support those individuals in any number of contexts.

This training offered participants a better understanding of conflict, becoming comfortable with conflict, and learning how to support shifts in and transformation of conflict interactions.

Of the twenty four participants attending this training, nine moved on to the apprenticeship phase. 🌱



## CDRC THANKS OUR COACHING PARTNERS...

CDRC's Apprenticeship Program is supported by a team of veteran CDRC volunteer mediators called Coaching Partners. CDRC Coaching Partners play a vital role as part of the Basic Mediation Training team. They are assigned 3 trainees whom they apprentice through what can be a several month-long process. The apprenticeship includes a video-taped role play and assessment, mediation observations, and co-mediating with the trainees. This process offers the trainee opportunity to "get their legs" with a mentor who can work with them in the context of an on-going relationship. It also provides the Coaching Partners opportunities to strengthen their own skills and understanding. Coaching Partners support each other as they gather before and after the apprenticeship period to discuss and debrief their work with the trainees. Overall this mentoring process strengthens the sense of community vital to a healthy organization whose volunteers are at the heart of it mission and work. 🌱

### COACHING PARTNERS

Judy Burrill  
Cili Phillips  
Sandy Rhodes  
Brian Williams  
Erica Marx  
Ann Martin  
Kathy Carpenter  
Leslyn McBean-Clairborne  
Mary Newhart  
Cindy Emmer

### APPRENTICES

Kimberly Anderson  
Sherry Colb  
Lydia Dempsey  
Sue-Je Gage  
Theresa Krüeggeler  
Moirá Osorio  
Laurel Kiorpes-Parker  
Sarah Rubenstein-Gills  
Laura Ward

# upcoming events

April 30–May 1, 2015

CDRC, the Scheinman Institute, and the Institute for the Study of Conflict Transformation are hosting **DR. JOSEPH FOLGER\*** on April 30th and May 1st at the ILR Conference Center, Cornell University.

## **APRIL 30, 2015**

CDRC Reception and Keynote with Dr. Folger:  
**“Why There Will Never Be A Reality TV Show”**

## **MAY 1, 2015**

Day Long Workshop: **“Effectively Responding to Workplace Conflict; The Transformative Perspective”**

*\*Dr. Joseph Folger is a Professor of Adult and Organizational Development at Temple University in Philadelphia, Pennsylvania. He is co-founder and current Board President of The Institute for the Study of Conflict Transformation.*

Visit **[www.cdrc.org](http://www.cdrc.org)** after the holidays for registration information.



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*A special thank you to Kirby Edmonds for serving on CDRC's Board of Directors. During his tenure, Kirby was Vice President, Governance Committee Chair and helped lead CDRC's Strategic Plan. Kirby contributed in many ways with his commitment to transformative mediation and peacemaking, and will continue to provide us with his skills as a veteran mediator. Kirby, you will be greatly missed on the Board.*