

COMMUNITY DISPUTE RESOLUTION CENTER



SERVING CHEMUNG, TOMPKINS AND SCHUYLER COUNTIES



2009 Annual Report

120 W. State / MLK Jr. St. Ithaca, New York 14850 607.273.9347 www.cdrc.org

A Vision of Empowerment

Achieving the Mission

Conflict. It affects us all. Handled without skill, it compromises families, erodes communities, and carries devastating financial, personal and societal costs. One organization in our community devotes itself wholly to responding to conflict constructively and peacefully: the Community Dispute Resolution Center.

Again and again, CDRC proves that TALK WORKS to:

- Empower others to respond constructively to conflict through mediation
- Teach school children life skills in conflict resolution
- Train volunteers to become skilled mediators in our communities
- Save tax payers the cost of supporting an overburdened court system
- Provide vital services at no cost so everyone can afford help
- Save families, organizations and communities the terrible costs of ongoing conflict

Spectrum of Services

The impact of CDRC remains as broad as it is deep. Since 1983, CDRC has:

- Worked with almost 60,000 people in conflict – equivalent to about one-third of the population of the agency's service area
- Mediated nearly 10,000 cases
- Trained 2,500 individuals of all ages in mediation whose skills can impact every corner of our community
- Taught more than 2,000 children how to cope with conflict constructively

Partnering with many agencies, courts, schools, municipal bodies, and businesses, CDRC provides an array of services that advances strong families and counters the community-wide consequences of protracted conflict. Just a few of the areas CDRC mediation services cover include elder care, neighbor disputes, child custody, child permanency placement, parent-teen conflicts, small claims court and agricultural issues. Believing deeply in a proactive approach to conflict, CDRC also continues its tradition as the area's foremost expert in conflict education for youth in schools, community centers, after-school programs, camps and youth groups.

Setting the Standard

In a state leading the nation in mediation, CDRC leads the state. A recent internal study measured six primary performance indicators of similarly funded dispute resolution centers covering 15 upstate counties and almost two-million New Yorkers. In each of the six metrics – cases per capita, percent of cases mediated, mediations per capita, persons served per capita, average case duration, and resolution rate (the percentage of cases in which parties reach an agreement) – CDRC ranked first.

mission
To foster constructive responses to conflict.

2009 | A Vintage Year at CDRC

A Year of Transition

2009 was a year of change for CDRC. Longtime founder-director Judy Saul moved on after 26 years at the helm. Jeff Lydon came aboard as the new executive director to build upon Judy's incredible legacy.

Embracing Diversity

CDRC believes our mediation and conflict education services provide Chemung, Schuyler and Tompkins Counties with effective community building tools. In 2009, we launched an agency wide initiative to focus on enhancing our rapport with diverse ethnic, cultural, and religious communities. As a responsive, needs-based organization, we have identified access to alternative dispute resolution services as a real community need. We are working with partners to advance our networking capacity and cultural competency so that anyone interested in our services will feel comfortable and welcome at CDRC.

Judy Saul Wins Prestigious Peace Award

Judy Saul, CDRC founder and former executive director, won the annual Lawrence Cooker Peace Innovator Award presented by the New York State Dispute Resolution Association.

A Strong Message in Major Media Outlets

Of all the media recognition CDRC earned in 2009, we wanted to highlight a moving article Executive Director Jeff Lydon wrote for the Elmira Star Gazette and Ithaca Journal. Titled *Settling Conflict Close to Home*, the essay celebrated the United Nations International Day of Peace. An excerpt reads: "At the Community Dispute Resolution Center, we specialize in transforming the feelings of helplessness wrought by conflict into feelings of empowerment that enable constructive responses to conflict. Hope lies in action, and in the recognition of the connection between what we do in our own lives, families and communities with what happens in the larger world."

Gino Bush Wins The Martin Luther King, Jr. Peacemaker Award

In partnership with the Greater Ithaca Activities Center, CDRC was pleased to present the 2009 MLK Peacemaker award to Gino Bush, who spearheaded efforts to rename State Street in Ithaca after Martin Luther King, Jr.

More Mediators Than Ever Before

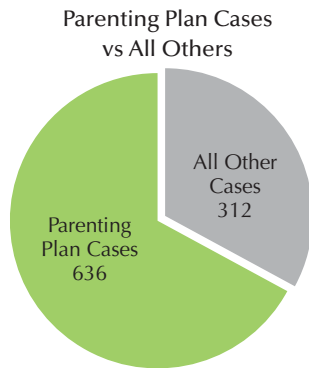
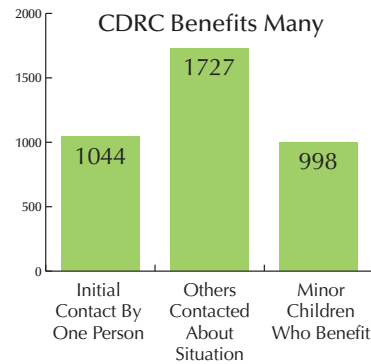
Twenty-nine mediation students received intensive training in 2009, preparing them for active mediation and instilling them with conflict resolution skills that can touch many aspects of their lives and many corners of their communities. Mediation at CDRC is in large part a process of empowerment, and we believe there's nothing more empowering than the ability to empower others.

Leading in Human Relations

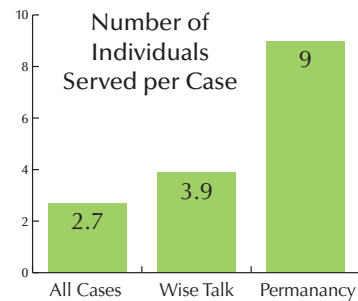
After a strong run administering the Chemung County Human Relations Commission, CDRC was recognized for its service by the Commission at its 27th annual breakfast. We were proud to be dubbed a "perfect match" for taking on this vital community building work, and honored by the Commission's acknowledgement of how far CDRC's efforts had advanced the Commission's mandate.

Mediation & Facilitation Services

In 2009, CDRC served 2771 people through its interpersonal mediation programs. Our influence spreads in interesting ways: for every individual who contacted CDRC about a conflict or difficult situation, CDRC reached out to an average of two others. An additional 998 children benefited when their parents or caregivers attempted to cooperatively resolve their differences.



CDRC's strongest partnership is with our Family Courts. That's one reason that Parenting Plan cases continue to lead all others. Almost 93% of those who reach agreements about parenting their children choose to file those agreements with Family Court. CDRC helps here too, filling out the paperwork and sending agreements to court for a judge's review.



While most often CDRC mediates with 2 people, both Wise Talk, our Elder Mediation program, and Permanency, child welfare mediation, included many more individuals per case.

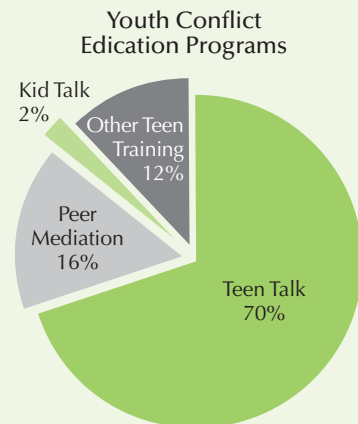
Conflict Education for Youth Recognized

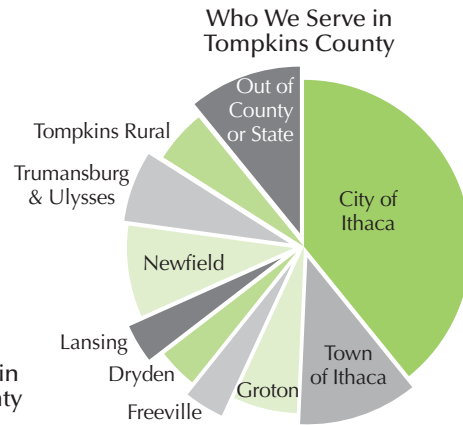
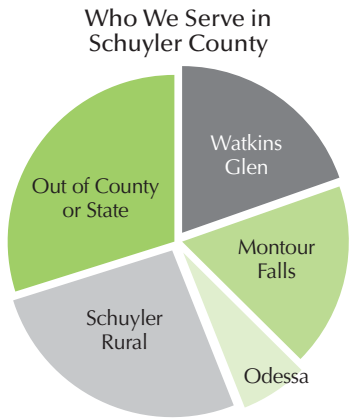
Conflict Education for Youth Continues

For the sixth year in a row, the Elmira City School District contracted with CDRC to teach conflict resolution and mediation skills to students in its elementary, middle and high schools.

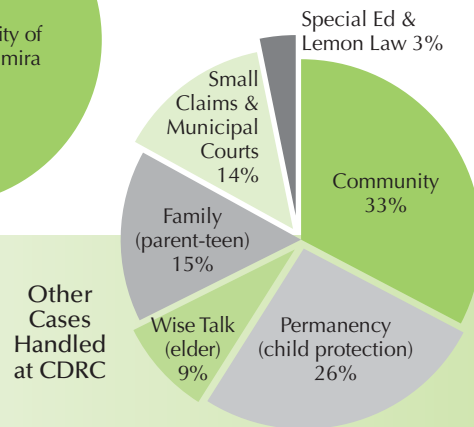
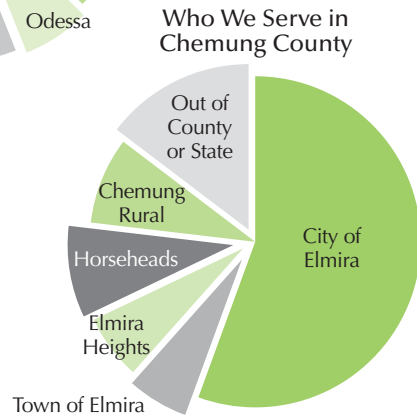
For the third straight year CDRC received a grant from The Triangle Fund to train young people in Schuyler and Chemung Counties. Odessa-Montour was pleased to have CDRC train another class of sixth graders in managing conflict and provide eighth graders trained two years ago with a second round of training to reinforce skills. Southside Community Center and Children's Integrated Services also received teen talk training through the generosity of the Triangle Fund.

With the support of the Schuyler County Youth Bureau, CDRC was able to train over 60 Schuyler County youth at the Schuyler County Teen Center and the Watkins Glen High School, as well as 3 teen mediators to serve as volunteers for CDRC's Family Mediation Program.

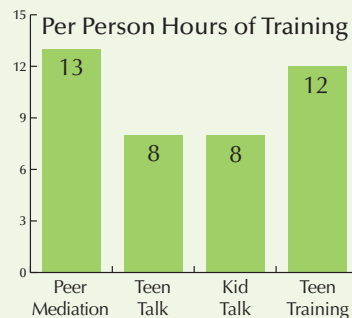
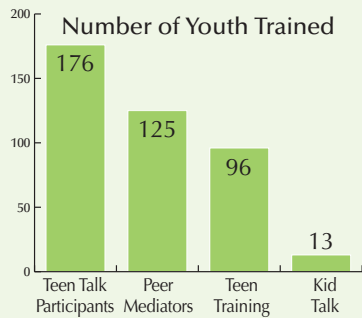




Residents of communities in all of our counties are served through mediation.



CDRC helps people with many situations other than parenting. These situations include:



During 2009, CDRC taught 410 young people the skills they need to talk through differences. The youth participated in 161 hours of training. Schools continue to be the major market for this training. Just over 80% of youth trained participated during school hours or as part of a school activity.

Most of these young people participated in Teen Talk, a series that helps adolescents think through conflict in relationships or on the job. Many others also learned to be peer mediators.

CDRC wishes to give special thanks in recognition of our contributors. Their generosity makes our work possible.

2009

Benefactors: \$1,000 - \$4,999.99

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2009 Donations in Honor or Memory

In Honor of Judy Saul, gift of George J. Conneman
In Honor of Judy Saul, gift of Barbara DeWall & Deborah Jones
In Honor of Judy Saul, gift of Betsy East & Elizabeth Bixler
In Honor of Betsy East & Elizabeth Bixler, gift of Vicky M. East & John DeNinno
In Honor of Judy Saul, gift of Dooley Kiefer
In Honor of David Stotz, gift of Suzanne & Carl J. Kilgore
In Honor of Irene Koplinka-Loehr for Christmas, gift of Carrie Koplinka-Loehr
In Honor of Judy Saul and Laura Branca, gift of Janice & Jan Negro

In Memory of Hazel M. Kemble, gift of Virginia Rinker
In Memory of Candace Widmer, gift of Sue Robinson
In Honor of Judy Saul, gift of Karen Snyder
In Honor of Judy Saul, gift of Martha Taylor
In Memory of Lois King, gift of Deb & Mitch Youngling
In Honor of Milton Zussman & Johanna Zussman-Dobbins, gift of Gail Zussman & John Dobbins

thank you

2009 Finances

INCOME

Contributions, Grants, Gifts	16,587
NY State Unified Court System	494,691
Case Fees	68,178
United Ways*	50,251
Tompkins County	48,697
Chemung County Human Relations Commission	33,233
Training Income	16,400
Schuyler County Youth Bureau	5,556
IOLA Fund	5,200
Event Fees	3,080
Other Income	4,417

* Chemung, Schuyler & Tompkins Counties

EXPENSES

Mediation Services	529,672
Conflict Education	78,735
Administration	85,894
Development	21,471

CDRC also wishes to express our deepest appreciation to organizations that provided funding:

Chemung Canal Trust • Chemung County Human Relations • Chemung Probation / DSS • City of Elmira • Community Foundation of Elmira • Community Foundation of Tompkins County • Human Resources of the Twin Tier • Interest On Lawyer Account • New York United Court System / 6th District • NYSEG • Schuyler County Youth Bureau • Tompkins County • Triangle Fund • United Way of Schuyler County • United Way of the Southern Tier • United Way of Tompkins County • Westhill Graphics



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Volunteer Mediators

Our corps of dedicated mediators is one reason CDRC is a leader in the mediation field. Their commitment, courage and selflessness make it possible for CDRC to provide such an array of high-quality services usually at no charge to those in need.

2009 CDRC Volunteer Mediators

Hannah Aspenwall*	Karen Comstock	Glenn Kennedy
Darlene Barela	Abby DeLoache	Jurgen Kerber
Sharron Beckworth	Eileen Driscoll	Jim Ketcham*
Dylan Bleier*	Kirby Edmonds	Chana Leib*
Ted Bowen*	Rowan Elizabeth*	Ilma Levine
Laura Branca	Raymond Gozzi	Cynthia Lion
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Sherron Brown	Leni Hochman*	Tim Logue
Connor Buchanan*	Ruth Hopkins	Harriet London
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Kathy Carpenter	Sylvester Johnson	Clairborne
Beth Cohen*	Emily Karr-Cook*	
Barbara Coman	David Kay	* 2009 Apprentices

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607.734.9087

SCHULYER COUNTY
105 9th St., Unit 15, Watkins Glen, NY 14891
607.535.6860

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