

***THE COMMUNITY DISPUTE RESOLUTION
CENTERS PROGRAM***

ANNUAL REPORT

APRIL 1, 1988 TO MARCH 31, 1989

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MATTHEW T. CROSSON
Chief Administrator of the
Courts

THOMAS F. CHRISTIAN, Director
*Community Dispute Resolution
Centers Program*



STATE OF NEW YORK
UNIFIED COURT SYSTEM
(OFFICE OF COURT ADMINISTRATION)
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MATTHEW T. CROSSON
Chief Administrator of the Courts

Honorable Mario M. Cuomo
Governor of the State of New York
Executive Chamber
State Capitol
Albany, New York 12224

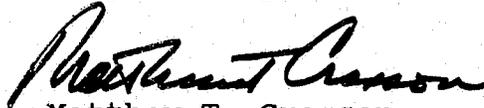
Dear Governor Cuomo:

Pursuant to Chapter 847 of the Laws of 1981, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering the fiscal period from April 1, 1988 to March 31, 1989.

The Community Dispute Resolution Centers Program, in its eighth year, is now available as an alternative to formal court proceedings to every citizen in the 62 New York counties.

Chief Judge Sol Wachtler and I thank you for your support of this valuable program and we look forward to cooperating with you in serving the people of the State of New York next year.

Respectfully,


Matthew T. Crosson

120933

U.S. Department of Justice
National Institute of Justice

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HIGHLIGHTS OF THE ANNUAL PROGRESS REPORT
OF THE NEW YORK
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
APRIL 1, 1988 TO MARCH 31, 1989

* There are community dispute resolution centers available to every citizen in the State of New York.

* A new center was established in Hamilton County this year, making a dispute resolution center available in all 62 New York counties.

* In fiscal year 1988-89, the centers screened and accepted 41,242 cases involving 95,563 people.

* The centers conducted 20,248 conciliations, mediations and arbitrations, serving 56,139 people.

* In 84% of the matters that reached the mediation stage, a voluntary agreement was reached by the parties.

* In fiscal year 1988-89, the centers reported \$1,057,501 awarded in the form of restitution and mutual agreements to New York State citizens. This is a 21% increase over 1987-88. The average award per case was \$511.

* The Community Dispute Resolution Centers Program was selected by the Fund for Modern Courts to receive the 1988 Samuel J. Duboff Award for an outstanding contribution by a lay organization to improving the New York State court system.

* In 1988 the Unified Court System honored volunteer mediators and staff of the community dispute resolution centers throughout the state. Certificates of recognition were given to each mediator in a courtroom ceremony.

* The dispute resolution centers are now teaching conflict management skills to young people in over 150 school districts across the state.

* A national conference on dispute resolution was held in Syracuse May 19-21 entitled "Expanding Horizons: Practice, Theory and Research in Dispute Resolution". The proceedings were published by the American Bar Association.

* All community dispute resolution centers complete a numbered case profile form on each dispute which is appropriate for dispute resolution. This form contains information on both the complainant and respondent. Upon disposition, the form is submitted to the Office of Court Administration where it is entered into the computer by case number (without name or address in the interest of confidentiality).

* Community dispute resolution centers receive an individual monthly management report on their program's workload from the Office of Court Administration to assist them in the effective administration of their program. The report compares their activities to the prior month and provides year-to-date statistics with technical assistance comments.

* Community dispute resolution centers are monitored by the Office of Court Administration through compliance with a State Program Procedures Manual, performance guidelines, on-site visits, regional meetings, directors' meetings, fiscal audits, and ongoing technical assistance.

* The centers submit quarterly progress and financial reconciliation reports to the Office of Court Administration, and receive constructive feedback on their activities.

* Training for new mediators is conducted by state-approved instructors who follow an established set of state curriculum guidelines. Evaluations are required after training.

* In-service training for veteran mediators is required quarterly by each center.

* Major efforts are made through the media and public speaking engagements to inform and educate the public and members of the justice system about the alternative dispute resolution process. A professionally produced video entitled "Mediation: A Better Way" is available for public relations and training needs.

* A series of research studies are regularly conducted through the Office of Court Administration, local community dispute resolution centers and institutions of higher learning in New York. The results of these studies are shared with practitioners, academics and citizens in general.

* In 1988-89, 65% of the referrals to the community dispute resolution centers were from the courts, 11% were walk-in complaints, 8% were from police and sheriffs' departments, and 3% from the district attorneys. In addition, 4% of referrals were made by private agencies and 3% by public agencies.

* Forty-five percent of the cases involved allegations of harassment, 12% involved assault, 8% were interpersonal disputes, 8% alleged a breach of contract, 5% involved housing and 3% were personal/real property disputes.

* Twenty-four percent of the disputes were between acquaintances, 22% between neighbors, 14% landlord/tenant, 10% consumer/merchant, 7% strangers and 5% were ex-boyfriend/girlfriend disputes.

* Sixty-five percent of the conflicts involved matters of a criminal nature, 30% were civil in nature and 5% involved juvenile problems.

* One hundred eighty-seven cases were reported as felonies.

* Community dispute resolution centers served women and men of all ages, races and ethnic backgrounds, at all employment, income and educational levels.

* The average number of people served per dispute resolution session was 2.3.

* It took 14.4 days from intake to final disposition for the average dispute resolution case.

* The average time per mediation was one hour and twenty-eight minutes.

* In fiscal year 1988-89, the average state cost per case screened as appropriate for dispute resolution was \$55.40; the average state cost per conciliation, mediation and arbitration was \$112.85; and the average state cost per individual served through the intervention of the mediation program was \$23.91.

DEFINITION OF TERMS

1. Community Dispute Resolution Center

A Community Dispute Resolution Center is a community based, private, not-for-profit program which contracts with the Chief Administrator of the Unified Court System of the State of New York to provide conciliation, mediation, arbitration or other types of dispute resolution services.

2. Referral

A referral is a case which has been sent by another agency or brought by one of the disputants to a dispute resolution center.

3. Case Screened Appropriate For Dispute Resolution

A matter brought to a dispute resolution center which has been reviewed by a staff person and determined to be an issue which would lend itself to a resolution by a conciliation, mediation or arbitration process.

4. Conciliation

Conciliation is a process by which a conflict between parties is resolved without formal mediation.

5. Mediation

Mediation is a procedure in which two or more parties in a dispute voluntarily meet with a trained neutral third person who assists in the resolution of the dispute. A mediation can result in a written binding agreement or no agreement reached.

6. Arbitration

Arbitration is a procedure by which two or more parties in a dispute who cannot reach an agreeable solution through their own efforts or through mediation, agree to have a third person make a written binding decision for them based on the information gathered during the dispute resolution process.

7. Compliance

Parties who have reached an agreement through conciliation, mediation or arbitration and who abide by the major portions of that agreement are said to be in compliance.

8. Walk-in

This term describes persons who come on their own initiative to a community dispute resolution center for assistance in resolving a dispute.

9. Returnee to the Dispute Resolution Process

A returnee is a person who has completed the dispute resolution process and has come back for a second mediation on the matter because of a failure in compliance. The term returnee is also used to describe a person who returns to a dispute center with a new issue that needs to be resolved.

THE COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
OF THE UNIFIED COURT SYSTEM, STATE OF NEW YORK

ANNUAL REPORT

APRIL 1, 1988 TO MARCH 31, 1989

INTRODUCTION

The Community Dispute Resolution Centers Program of the Unified Court System of the State of New York was established on July 27, 1981, through Chapter 847, of the Laws of 1981. In fiscal year 1988-89 there were programs operating in all 62 New York State Counties.

The Chief Administrator of the Unified Court System contracts with independently operated, private, not-for-profit agencies to provide dispute resolution services for a specific county or counties.

During the 1988-89 fiscal year, a new center was developed in Hamilton County. This completes Chief Judge Sol Wachtler's plan to make a community dispute resolution center available to every citizen in the State of New York.

The Community Dispute Resolution Centers Program is under the supervision of the New York State Office of Court Administration which monitors and evaluates individual programs. This supervision is accomplished by a case profile report system, from which data is compiled for monthly management reports and by quarterly progress and financial reports. The Office of Court Administration also issues a State Program Procedures Manual and program guidelines, conducts fiscal audits and provides a variety of

special reports and ongoing technical assistance. On-site visits, regional and program directors' meetings and conferences are also conducted by the Office of Court Administration.

From April 1, 1988 to March 31, 1989, 41,242 cases were screened by the dispute resolution centers and accepted as appropriate for dispute resolution services. There were 95,563 people served through this work. Included in this total are 56,139 people who were served through 20,248 conciliations, mediations and arbitrations (see Table 4).

A total of \$1,057,501 was reported by the dispute resolution centers in restitution and mutual agreements to New York State citizens during the year. This is a 21% increase over last year. The average award per case was \$511.

There are thousands of other requests for services that are answered by the centers daily, e.g., inquiries for information and referrals to programs such as drug and family counseling, shelters and other specialized services.

The majority of referrals to the centers are from the courts (65%), the police and sheriff's departments (8%) and the district attorneys (3%), indicating that the community dispute resolution centers are relieving the justice system of a number of criminal, civil and family matters (see Table 5).

In 84% of the matters that reach the mediation stage, a successful resolution is attained.

In this annual report, a special page (Page 10) is dedicated to the 1988 Samuel J. Duboff Award to the dispute resolution centers by the Fund For Modern Courts.

This annual report outlines the work of the New York community dispute resolution centers by judicial district, citing the number of cases accepted as appropriate for dispute resolution and the number of conciliations, mediations and arbitrations conducted by each center. A narrative summary of the 1988-89 caseload statistics with complainant and respondent data, a fiscal summary and staffing data for the State Community Dispute Resolution Centers Program are also included. The report sets forth the efforts undertaken to spread the word publicly about the availability and effectiveness of the dispute resolution process. Twelve tables are provided describing the workload, client demographics, source of referrals, fiscal summary, cost analysis, and a number of cross-tabulations.

Finally, the report draws a series of conclusions, and in the appendix lists the names and addresses of dispute resolution centers in each county.

SAMUEL J. DUBOFF AWARD

The Community Dispute Resolution Centers Program was awarded the 1988 Samuel J. Duboff Memorial Award. The Duboff Award is presented annually to laypeople or organizations of laypeople who have made an outstanding contribution to improving the New York State court system. Pictured from left to right are: Dr. Thomas F. Christian, Director of the Community Dispute Resolution Centers Program, The Fund For Modern Courts Chairman Cyrus R. Vance, former Chief Administrative Judge Albert M. Rosenblatt, and Robert Coulson, President, American Arbitration Association. Second row: Yvonne E. Taylor and Mark V. Collins CDRCP staff members.

Pictured below is a copy of the Samuel J. Duboff Memorial Award.

"The Dispute Resolution Centers Program is addressing a problem of growing dimensions," Mr. Vance said. "It is limiting the expense and delay while increasing accessibility to appropriate forums for the average citizen to resolve everyday disputes. This award," Mr. Vance said, "is well deserved recognition of those far-sighted legislators who created the program, the professionals who administer it and above all, those trained and skilled volunteers who guide the parties through mediation with patience, impartiality and confidentiality."



THE FUND FOR
Modern Courts

Presents the

Samuel J. Duboff Memorial Award

*For outstanding contributions by laypeople to
improving the New York State court system.*

To the

**Community Dispute Resolution
Centers Program**

*Whose 1,500 diligent volunteer mediators across
New York have resolved over 115,000 cases, thus
making this program a proven alternative to
formal judicial proceedings.*

December, 1988

Cyrus Vance
Chairman

V. F. STONE - NYC

COMMUNITY DISPUTE RESOLUTION CENTERS

1988 - 1989 CASELOAD STATISTICS

BY JUDICIAL DISTRICT

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE FIRST JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989
 =====

Deputy Chief Administrative Judge Milton L. Williams

First Judicial District Administrative Judge Peter McQuillan, Criminal Branch

Area Served: New York County

Total Cases Screened as Appropriate

For Dispute Resolution Services: 5,457

Total Conciliations, Mediations and

Arbitrations: 2,437

Population Served: 1,427,533

Total Grant Awards: \$159,500

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	258	4.7%	Aggravated Assault	12	0.2%	Acquaintances	904	16.6
Mediated/Agreement	1,948	35.7%	Aggravated Harassment	508	9.3%	Boy/Girlfriend	74	1.4
Mediation/No Agreement	89	1.6%	Animal Complaint	21	0.4%	Consumer/Merchant	53	1.0
Arbitrated	142	2.6%	Arson	0	0.0%	Divorced	35	0.6
Case Dismissed by Compl.	52	1.0%	Assault	702	12.9%	Employer/Employee	80	1.5
Unamenable for Mediation	528	9.7%	Breach of Contract	15	0.3%	Ex-boy/girlfriend	429	7.9
Comp. Refuses to Mediate	23	0.4%	Burglary	1	0.0%	Extended Family	65	1.2
Resp. Refuses to Mediate	40	0.7%	Child Custody/Support/ Visitation	3	0.1%	Friend	264	4.8
Both Refuse to Mediate	3	0.1%	Criminal Misappl. of Prop.	72	1.3%	Immediate Family	271	5.0
Comp. No Show	186	3.4%	Crim. Possn. of Stolen Prop	0	0.0%	Landlord/Tenant	426	7.8
Respondent - No Show	178	3.3%	Criminal Mischief	239	4.4%	Married	77	1.4
Both - No Show	1,853	34.0%	Criminal Tampering	44	0.8%	Neighbors	1,291	23.7
Other	71	1.3%	Criminal Trespass	35	0.6%	Room/Housemate	117	2.1
Undesignated	86	1.6%	Forgery	0	0.0%	Separated	7	0.1
Total	5,457	100%	Fraud - Bad Check	21	0.4%	Strangers	894	16.4
			Grand Larceny	2	0.0%	Other	428	7.8
Referral Source			Harassment	2,757	50.5%	Undesignated	42	0.8
City Courts	4,006	73.4%	Housing Dispute	72	1.3%	Total	5,457	100
County Courts	0	0.0%	Interpersonal Dispute	354	6.5%	Type of Dispute		
Family Courts	2	0.0%	Larceny	3	0.1%	Misdemeanor/Violation	4,833	88.6
Town/Village Courts	0	0.0%	Menacing	146	2.7%	Felony	0	0.0
Court Undesignated	2	0.0%	Noise	190	3.5%	Civil	335	6.1
Business/Corporation	0	0.0%	Persons in Need of Superv.	0	0.0%	Juvenile	273	5.0
District Attorney	1	0.0%	Personal/Real Property	3	0.1%	Undesignated	16	0.3
Legal Aid	1	0.0%	Petit Larceny	99	1.8%	Total	5,457	100
Police	697	12.8%	Reckless Endangerment	17	0.3%	No. of Individuals Served		
Private Agency	0	0.0%	Robbery	4	0.1%	For All Cases	12,571	
Private Attorney	0	0.0%	Theft of Services	11	0.2%	Total Number of Cases	5,457	
Probation	0	0.0%	Unauthor. Use of a Vehicle	2	0.0%	Ave. # of Individ. Served	2.3	
Public Agency	15	0.3%	Vandalism	0	0.0%	For Conciliations/Media- tions and Arbitrations	6,379	
Public Defender	0	0.0%	Violation of Town/City Ord.	2	0.0%	Total Number of Cases	2,437	
School	96	1.8%	Other	82	1.5%	Ave. # of Individ. Served	2.6	
Sheriff	0	0.0%	Undesignated	40	0.7%	Amount of Money Awarded	\$31,118	
State Police	0	0.0%	Total	5,457	100%	Average Award per Case	\$415	
Walk In	621	11.4%	Average # of Days from Intake to Disposition					
Other	7	0.1%	For All Cases	13.5				
Undesignated	9	0.2%	For Con./Mediations/Arb.	11.1				
Total	5,457	100%						
Average Duration of Mediation (minutes)		88 min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE SECOND JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Milton L. Williams

Second Judicial District Administrative Judge Leonard Yoswein

Area Served: Kings and Richmond Counties

Total Cases Screened as Appropriate

For Dispute Resolution Services: 9,146

Population Served: 2,583,057

Total Conciliations, Mediations and

Total Grant Awards: \$190,500

Arbitrations: 4,232

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	550	6.0%	Aggravated Assault	1	0.0%	Acquaintances	3,033	33.2
Mediated/Agreement	2,959	32.4%	Aggravated Harassment	27	0.3%	Boy/Girlfriend	52	0.6
Mediation/No Agreement	723	7.9%	Animal Complaint	24	0.3%	Consumer/Merchant	130	1.4
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	11	0.1
Case Dismissed by Compl.	637	7.0%	Assault	2,135	23.3%	Employer/Employee	43	0.5
Unamenable for Mediation	374	4.1%	Breach of Contract	13	0.1%	Ex-boy/girlfriend	260	2.8
Comp. Refuses to Mediate	97	1.1%	Burglary	2	0.0%	Extended Family	187	2.0
Resp. Refuses to Mediate	49	0.5%	Child Custody/Support/			Friend	186	2.0
Both Refuse to Mediate	17	0.2%	Visitation	2	0.0%	Immediate Family	105	1.1
Comp. No Show	348	3.8%	Criminal Misappl. of Prop.	17	0.2%	Landlord/Tenant	1,513	16.5
Respondent - No Show	450	4.9%	Crim. Possn. of Stolen Prop	1	0.0%	Married	13	0.1
Both - No Show	2,858	31.2%	Criminal Mischief	54	0.6%	Neighbors	2,943	32.2
Other	69	0.8%	Criminal Tampering	0	0.0%	Room/Housemate	15	0.2
Undesignated	15	0.2%	Criminal Trespass	7	0.1%	Separated	0	0.0
			Forgery	1	0.0%	Strangers	485	5.3
Total	9,146	100%	Fraud - Bad Check	8	0.1%	Other	153	1.7
			Grand Larceny	4	0.0%	Undesignated	17	0.2
Referral Source			Harassment	5,862	64.1%	Total	9,146	100
City Courts	8,111	88.7%	Housing Dispute	41	0.4%			
County Courts	35	0.4%	Interpersonal Dispute	64	0.7%	Type of Dispute		
Family Courts	13	0.1%	Larceny	2	0.0%	Misdemeanor/Violation	8,690	95.0
Town/Village Courts	1	0.0%	Menacing	360	3.9%	Felony	0	0.0
Court Undesignated	0	0.0%	Noise	111	1.2%	Civil	334	3.7
Business/Corporation	0	0.0%	Persons in Need of Superv.	3	0.0%	Juvenile	111	1.2
District Attorney	9	0.1%	Personal/Real Property	21	0.2%	Undesignated	11	0.1
Legal Aid	0	0.0%	Petit Larceny	35	0.4%	Total	9,146	100
Police	691	7.6%	Reckless Endangerment	3	0.0%			
Private Agency	0	0.0%	Robbery	0	0.0%	No. of Individuals Served		
Private Attorney	1	0.0%	Theft of Services	0	0.0%	For All Cases	19,155	
Probation	0	0.0%	Unauthor. Use of a Vehicle	0	0.0%	Total Number of Cases	9,146	
Public Agency	0	0.0%	Vandalism	1	0.0%	Ave. # of Indiv. Served	2.1	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%			
School	54	0.6%	Other	336	3.7%	For Conciliations/Mediations and Arbitrations	12,895	
Sheriff	0	0.0%	Undesignated	11	0.1%	Total Number of Cases	4,232	
State Police	0	0.0%	Total	9,146	100%	Ave. # of Indiv. Served	3.0	
Walk In	186	2.0%						
Other	14	0.2%	Average # of Days from Intake to Disposition					
Undesignated	31	0.3%	For All Cases	10.8				
Total	9,146	100%	For Con./Mediations/Arb.	9.1		Amount of Money Awarded	\$57,971	
Average Duration of Mediation (minutes)	81 min.					Average Award per Case	\$483	

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE THIRD JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Third Judicial District Administrative Judge Edward S. Conway

Area Served: Albany, Columbia, Greene, Rensselaer,
 Sullivan, Ulster and Schoharie Counties

Population Served: 761,318

Total Grant Awards: \$166,500

Total Cases Screened as Appropriate

For Dispute Resolution Services: 1,528

Total Conciliations, Mediations and
 Arbitrations: 988

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	214	14.0%	Aggravated Assault	6	0.4%	Acquaintances	272	17.8%
Mediated/Agreement	671	43.9%	Aggravated Harassment	17	1.1%	Boy/Girlfriend	29	1.9%
Mediated/No Agreement	102	0.1%	Animal Complaint	10	0.7%	Consumer/Merchant	209	13.7%
Arbitrated	1	4.1%	Arson	0	0.0%	Divorced	111	7.3%
Case Dismissed by Compl.	63	1.7%	Assault	65	4.3%	Employer/Employee	26	1.7%
Unamenable for Mediation	26	2.3%	Breach of Contract	123	8.0%	Ex-boy/girlfriend	109	7.1%
Comp. Refuses to Mediate	35	17.2%	Burglary	2	0.1%	Extended Family	25	1.6%
Resp. Refuses to Mediate	263	1.0%	Child Custody/Support/ Visitation	222	14.5%	Friend	74	4.8%
Both Refuse to Mediate	16	1.0%	Criminal Misappl. of Prop.	0	0.0%	Immediate Family	85	5.6%
Comp. No Show	16	1.8%	Crim. Possn. of Stolen Prop	2	0.1%	Landlord/Tenant	144	9.4%
Respondent - No Show	28	1.6%	Criminal Mischief	18	1.2%	Married	70	4.6%
Both - No Show	24	1.6%	Criminal Tampering	0	0.0%	Neighbors	164	10.7%
Other	62	4.1%	Criminal Trespass	4	0.3%	Room/Housemate	16	1.0%
Undesignated	7	0.5%	Forgery	0	0.0%	Separated	88	5.8%
Total	1,528	100%	Fraud - Bad Check	9	0.6%	Strangers	47	3.1%
			Grand Larceny	1	0.1%	Other	22	1.4%
Referral Source			Harassment	288	18.8%	Undesignated	37	2.4%
City Courts	311	20.4%	Housing Dispute	122	8.0%	Total	1,528	100
County Courts	2	0.1%	Interpersonal Dispute	284	18.6%			
Family Courts	198	13.0%	Larceny	0	0.0%	Type of Dispute		
Court Undesignated	8	0.5%	Menacing	9	0.6%	Misdemeanor/Violation	274	17.9%
Town/Village Courts	182	11.9%	Noise	14	0.9%	Felony	64	4.2%
Business/Corporation	19	1.2%	Persons in Need of Superv.	15	1.0%	Civil	964	63.1%
District Attorney	0	0.0%	Personal/Real Property	163	10.7%	Juvenile	208	13.6%
Legal Aid	1	0.1%	Petit Larceny	5	0.3%	Undesignated	18	1.2%
Police	59	3.9%	Reckless Endangerment	3	0.2%	Total	1,528	100
Private Agency	10	0.7%	Robbery	1	0.1%			
Private Attorney	18	1.2%	Theft of Services	23	1.5%	No. of Individuals Served		
Probation	23	1.5%	Unauthor. Use of a Vehicle	0	0.0%	For All Cases	3,633	
Public Agency	92	6.0%	Vandalism	10	0.7%	Total Number of Cases	1,528	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%	Ave. # of Indiv. Served	2.4	
School	224	14.7%	Other	38	2.5%			
Sheriff	2	0.1%	Undesignated	74	4.8%	For Conciliations/Media- tions and Arbitrations	2,342	
State Police	17	1.1%	Total	1,528	100%	Total Number of Cases	988	
Walk In	298	19.5%				Ave. # of Indiv. Served	2.4	
Other	39	2.6%	Average # of Days from Intake to Disposition					
Undesignated	25	1.6%	For All Cases	10		Amount of Money Awarded	\$56,585	
Total	1,528	100%	For Con./Mediations/Arb.	8		Average Award per Case	\$377	
Average Duration of Mediation (minutes)	57 min.							

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE FOURTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Fourth Judicial District Administrative Judge J. Raymond Amyot

Area Served: Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Total Cases Screened as Appropriate
 Saratoga, Schenectady, Warren and Washington Counties For Dispute Resolution Services: 1,163
 Population Served: 656,044 Total Conciliations, Mediations and
 Total Grant Awards: \$227,000 Arbitrations: 532

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	193	16.6%	Aggravated Assault	3	0.3%	Acquaintances	119	10.2
Mediated/Agreement	235	20.2%	Aggravated Harassment	24	2.1%	Boy/Girlfriend	9	0.8
Mediated/No Agreement	93	8.0%	Animal Complaint	7	0.6%	Consumer/Merchant	238	20.5
Arbitrated	11	0.9%	Arson	0	0.0%	Divorced	39	3.4
Case Dismissed by Compl.	58	5.0%	Assault	20	1.7%	Employer/Employee	30	2.6
Unamenable for Mediation	32	2.8%	Breach of Contract	277	23.8%	Ex-boy/girlfriend	44	3.8
Comp. Refuses to Mediate	140	12.0%	Burglary	0	0.0%	Extended Family	32	2.8
Resp. Refuses to Mediate	225	19.3%	Child Custody/Support/			Friend	34	2.9
Both Refuse to Mediate	37	3.2%	Visitation	87	7.5%	Immediate Family	71	6.1
Comp. No Show	6	0.5%	Criminal Misappl. of Prop.	3	0.3%	Landlord/Tenant	182	15.6
Respondent - No Show	32	2.8%	Crim. Possn. of Stolen Prop	2	0.2%	Married	74	6.4
Both - No Show	6	0.5%	Criminal Mischief	16	1.4%	Neighbors	121	10.4
Other	92	7.9%	Criminal Tampering	0	0.0%	Room/Housemate	7	0.6
Undesignated	3	0.3%	Criminal Trespass	9	0.8%	Separated	47	4.0
			Forgery	1	0.1%	Strangers	36	3.1
Total	1,163	100%	Fraud - Bad Check	23	2.0%	Other	43	3.7
			Grand Larceny	0	0.0%	Undesignated	37	3.2
Referral Source			Harassment	213	18.3%			
City Courts	448	38.5%	Housing Dispute	131	11.3%	Total	1,163	100
County Courts	0	0.0%	Interpersonal Dispute	98	8.4%			
Family Courts	32	2.8%	Larceny	1	0.1%	Type of Dispute		
Town/Village Courts	220	18.9%	Menacing	1	0.1%	Misdemeanor/Violation	278	23.9
Court Undesignated	0	0.0%	Noise	2	0.2%	Felony	11	0.9
Business/Corporation	10	0.9%	Persons in Need of Superv.	5	0.4%	Civil	820	70.5
District Attorney	3	0.3%	Personal/Real Property	126	10.8%	Juvenile	14	1.2
Legal Aid	111	9.5%	Petit Larceny	18	1.5%	Undesignated	40	3.4
Police	14	1.2%	Reckless Endangerment	3	0.3%			
Private Agency	17	1.5%	Robbery	0	0.0%	Total	1,163	100
Private Attorney	11	0.9%	Theft of Services	14	1.2%			
Probation	13	1.1%	Unauthor. Use of a Vehicle	2	0.2%	No. of Individuals Served		
Public Agency	33	2.8%	Vandalism	2	0.2%	For All Cases	2,766	
Public Defender	1	0.1%	Violation of Town/City Ord.	1	0.1%	Total Number of Cases	1,163	
School	6	0.5%	Other	38	3.3%	Ave. # of Indiv. Served	2.4	
Sheriff	1	0.1%	Undesignated	36	3.1%			
State Police	3	0.3%				For Conciliations/Media-		
Walk In	185	15.9%	Total	1,163	100%	tions and Arbitrations	1,401	
Other	30	2.6%				Total Number of Cases	532	
Undesignated	25	2.1%	Average # of Days from			Ave. # of Indiv. Served	2.6	
			Intake to Disposition					
Total	1,163	100%				Amount of Money Awarded	\$71,023	
			For All Cases	20.7		Average Award per Case	\$625	
Average Duration of			For Con./Mediations/Arb.	23.0				
Mediation (minutes)	114	min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE FIFTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Fifth Judicial District Administrative Judge William R. Roy

Area Served: Onondaga, Herkimer, Jefferson, Lewis
 Oneida and Oswego Counties

Population Served: 1,124,561

Total Grant Awards: \$251,00

Total Cases Screened as Appropriate

For Dispute Resolution Services: 2,312

Total Conciliations, Mediations and

Arbitrations: 1,426

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	849	36.7%	Aggravated Assault	10	0.4%	Acquaintances	198	8.6
Mediated/Agreement	414	17.9%	Aggravated Harassment	30	1.3%	Boy/Girlfriend	19	0.8
Mediated/No agreement	83	3.6%	Animal Complaint	39	1.7%	Consumer/Merchant	519	22.4
Arbitrated	80	3.5%	Arson	0	0.0%	Divorced	24	1.0
Case Dismissed by Compl.	134	5.8%	Assault	33	1.4%	Employer/Employee	62	2.7
Unamenable for Mediation	100	4.3%	Breach of Contract	478	20.7%	Ex-boy/girlfriend	66	2.9
Comp. Refuses to Mediate	33	1.4%	Burglary	5	0.2%	Extended Family	15	0.6
Resp. Refuses to Mediate	346	15.0%	Child Custody/Support/ Visitation	57	2.5%	Friend	28	1.2
Both Refuse to Mediate	3	0.1%	Criminal Misappl. of Prop.	4	0.2%	Immediate Family	131	5.7
Comp. No Show	45	1.9%	Crim. Possn. of Stolen Prop	4	0.2%	Landlord/Tenant	668	28.9
Resp. - No Show	58	2.5%	Criminal Mischief	22	1.0%	Married	41	1.8
Both - No Show	33	1.4%	Criminal Tampering	0	0.0%	Neighbors	181	7.8
Other	127	5.5%	Criminal Trespass	3	0.1%	Room/Housemate	9	0.4
Undesignated	7	0.3%	Forgery	2	0.1%	Separated	24	1.0
Total	2,312	100%	Fraud - Bad Check	108	4.7%	Strangers	277	12.0
Referral Source			Grand Larceny	0	0.0%	Other	31	1.3
City Courts	369	16.0%	Harassment	182	7.9%	Undesignated	19	0.8
County Courts	1	0.0%	Housing Dispute	588	25.4%	Total	2,312	100
Family Courts	12	0.5%	Interpersonal Dispute	239	10.3%	Type of Dispute		
Town/Village Courts	52	2.2%	Larceny	27	1.2%	Misdemeanor/Violation	406	17.6
Court Undesignated	1	0.0%	Menacing	1	0.0%	Felony	12	0.5
Business/Corporation	51	2.2%	Noise	15	0.6%	Civil	1,820	78.7
District Attorney	262	11.3%	Persons in Need of Superv.	2	0.1%	Juvenile	69	3.0
Legal Aid	101	4.4%	Personal/Real Property	234	10.1%	Undesignated	5	0.2
Police	45	1.9%	Petit Larceny	2	0.1%	Total	2,312	100
Private Agency	51	2.2%	Reckless Endangerment	1	0.0%	No. of Individuals Served		
Private Attorney	27	1.2%	Robbery	0	0.0%	For All Cases	6,509	
Probation	15	0.6%	Theft of Services	16	0.7%	Total Number of Cases	2,312	
Public Agency	439	19.0%	Unauthor. Use of a Vehicle	0	0.0%	Ave. # of Indiv. Served	2.8	
Public Defender	0	0.0%	Vandalism	6	0.3%	For Conciliations/Media-		
School	23	1.0%	Violation of Town/City Ord.	23	1.0%	tions and Arbitrations	4,266	
Sheriff	8	0.3%	Other	156	6.7%	Total Number of Cases	1,426	
State Police	15	0.6%	Undesignated	25	1.1%	Ave. # of Indiv. Served	3.0	
Walk In	806	34.9%	Total	2,312	100%	Amount of Money Awarded	\$103,393	
Other	27	1.2%	Average # of Days from			Average Award per Case	\$313	
Undesignated	7	0.3%	Intake to Disposition					
Total	2,312	100%	For All Cases	14.6				
Average Duration of			For Con./Mediations/Arb.	13.1				
Mediation (minutes)		76 min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE SIXTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Sixth Judicial District Administrative Judge D. Bruce Crew

Area Served: Broome, Chemung, Chenango, Cortland, Delaware, Madison, Otsego, Schuyler, Tioga and Tompkins Counties	Total Cases Screened as Appropriate For Dispute Resolution Services: 2,839
Population Served: 670,915	Total Conciliations, Mediations and Arbitrations: 1,603
Total Grant Awards: \$248,000	

CASE DISPOSITION	1988-89 Total	% of Total	Nature of Dispute	1988-89 Total	% of Total	Relationship	1988-89 Total	% of Total
Conciliated	861	30.3%	Aggravated Assault	2	0.1%	Acquaintances	304	10.7%
Mediated/Agreement	586	20.6%	Aggravated Harassment	9	0.3%	Boy/Girlfriend	36	1.3%
Mediated/No Agreement	154	5.4%	Animal Complaint	11	0.4%	Consumer/Merchant	486	17.1%
Arbitrated	2	0.1%	Arson	1	0.0%	Divorced	135	4.8%
Case Dismissed by Compl.	132	4.6%	Assault	27	1.0%	Employer/Employee	46	1.6%
Unamenable for Mediation	88	3.1%	Breach of Contract	344	12.1%	Ex-boy/girlfriend	106	3.7%
Comp. Refuses to Mediate	85	3.0%	Burglary	3	0.1%	Extended Family	31	1.1%
Resp. Refuses to Mediate	656	23.1%	Child Custody/Support/ Visitation	322	11.3%	Friend	52	1.8%
Both Refuse to Mediate	41	1.4%	Criminal Misappl. of Prop.	1	0.0%	Immediate Family	336	11.8%
Comp. No Show	17	0.6%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	560	19.7%
Respondent - No Show	32	1.1%	Criminal Mischief	13	0.5%	Married	116	4.1%
Both - No Show	22	0.8%	Criminal Tampering	0	0.0%	Neighbors	205	7.2%
Other	127	4.5%	Criminal Trespass	3	0.1%	Room/Housemate	25	0.9%
Undesignated	36	1.3%	Forgery	1	0.0%	Separated	183	6.4%
Total	2,839	100%	Fraud - Bad Check	20	0.7%	Strangers	148	5.2%
Referral Source			Grand Larceny	1	0.0%	Other	31	1.1%
City Courts	125	4.4%	Harassment	95	3.3%	Undesignated	39	1.4%
County Courts	12	0.4%	Housing Dispute	429	15.1%	Total	2,839	100
Family Courts	291	10.3%	Interpersonal Dispute	814	28.7%	Type of Dispute		
Town/Village Courts	227	8.0%	Larceny	3	0.1%	Misdemeanor/Violation	128	4.5%
Court Undesignated	8	0.3%	Menacing	1	0.0%	Felony	6	0.2%
Business/Corporation	21	0.7%	Noise	18	0.6%	Civil	2,446	86.2%
District Attorney	14	0.5%	Persons in Need of Superv.	61	2.1%	Juvenile	235	8.3%
Legal Aid	68	2.4%	Personal/Real Property	381	13.4%	Undesignated	24	0.8%
Police	124	4.4%	Petit Larceny	6	0.2%	Total	2,839	100
Private Agency	116	4.1%	Reckless Endangerment	2	0.1%	No. of Individuals Served		
Private Attorney	84	3.0%	Robbery	1	0.0%	For All Cases	6,729	
Probation	120	4.2%	Theft of Services	7	0.2%	Total Number of Cases	2,839	
Public Agency	356	12.5%	Unauthor. Use of a Vehicle	2	0.1%	Ave. # of Indiv. Served	2.4	
Public Defender	2	0.1%	Vandalism	4	0.1%	For Conciliations/Media- tions and Arbitrations	3,909	
School	138	4.9%	Violation of Town/City Ord.	90	3.2%	Total Number of Cases	1,603	
Sheriff	43	1.5%	Other	102	3.6%	Ave. # of Indiv. Served	2.4	
State Police	20	0.7%	Undesignated	64	2.3%	Amount of Money Awarded	\$54,871	
Walk In	971	34.2%	Total	2,839	100%	Average Award per Case	\$325	
Other	48	1.7%	Average # of Days from Intake to Disposition					
Undesignated	51	1.8%	For All Cases	12.3				
Total	2,839	100%	For Con./Mediations/Arb.	11.3				
Average Duration of Mediation (minutes)	107 min.							

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE SEVENTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Seventh Judicial District Administrative Judge Joseph G. Fritsch

Area Served: Cayuga, Livingston, Monroe, Ontario, Seneca,
 Steuben, Wayne and Yates Counties

Population Served: 986,800
 Total Grant Awards: \$224,000

Total Cases Screened as Appropriate
 For Dispute Resolution Services: 1,914
 Total Conciliations, Mediations and
 Arbitrations: 1,073

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	478	25.0%	Aggravated Assault	4	0.2%	Acquaintances	437	22.8
Mediated/Agreement	497	26.0%	Aggravated Harassment	56	2.9%	Boy/Girlfriend	46	2.4
Mediated/No Agreement	73	3.8%	Animal Complaint	10	0.5%	Consumer/Merchant	180	9.4
Arbitrated	25	1.3%	Arson	0	0.0%	Divorced	33	1.7
Case Dismissed by Compl. Unamenable for Mediation	80	4.2%	Assault	133	6.9%	Employer/Employee	22	1.1
Comp. Refuses to Mediate	64	3.3%	Breach of Contract	150	7.8%	Ex-boy/girlfriend	106	5.5
Resp. Refuses to Mediate	293	15.3%	Burglary	5	0.3%	Extended Family	51	2.7
Both Refuse to Mediate	232	12.1%	Child Custody/Support/Visitation	0	0.0%	Friend	54	2.8
Comp. No Show	25	1.3%	Criminal Misappl. of Prop.	55	2.9%	Immediate Family	217	11.3
Respondent - No Show	28	1.5%	Crim. Possn. of Stolen Prop.	1	0.1%	Landlord/Tenant	184	9.6
Both - No Show	35	1.8%	Criminal Mischief	1	0.1%	Married	47	2.5
Other	15	0.8%	Criminal Tampering	137	7.2%	Neighbors	301	15.7
Undesignated	64	3.3%	Criminal Trespass	3	0.2%	Room/Housemate	18	0.9
	5	0.3%	Forgery	29	1.5%	Separated	64	3.3
			Fraud - Bad Check	1	0.1%	Strangers	88	4.6
Total	1,914	100%	Grand Larceny	6	0.3%	Other	10	0.5
			Harassment	0	0.0%	Undesignated	56	2.9
Referral Source			Housing Dispute	556	29.0%	Total	1,914	100
City Courts	370	19.3%	Interpersonal Dispute	126	6.6%	Type of Dispute		
County Courts	0	0.0%	Larceny	249	13.0%	Misdemeanor/Violation	1,058	55.3
Family Courts	12	0.6%	Menacing	0	0.0%	Felony	7	0.4
Town/Village Courts	431	22.5%	Noise	29	1.5%	Civil	690	36.1
Court Undesignated	0	0.0%	Persons in Need of Superv.	15	0.8%	Juvenile	144	7.5
Business/Corporation	5	0.3%	Personal/Real Property	20	1.0%	Undesignated	15	0.8
District Attorney	5	0.3%	Petit Larceny	138	7.2%	Total	1,914	100
Legal Aid	107	5.6%	Reckless Endangerment	63	3.3%	No. of Individuals Served		
Police	9	0.5%	Robbery	7	0.4%	For All Cases	4,455	
Private Agency	210	11.0%	Theft of Services	1	0.1%	Total Number of Cases	1,914	
Private Attorney	122	6.4%	Unauthor. Use of a Vehicle	4	0.2%	Ave. # of Indiv. Served	2.3	
Probation	33	1.7%	Vandalism	5	0.3%	For Conciliations/Mediations and Arbitrations	2,590	
Public Agency	44	2.3%	Violation of Town/City Ord.	1	0.1%	Total Number of Cases	1,073	
Public Defender	34	1.8%	Other	3	0.2%	Ave. # of Indiv. Served	2.4	
School	12	0.6%	Undesignated	60	3.1%	Amount of Money Awarded	\$56,067	
Sheriff	21	1.1%		46	2.4%	Average Award per Case	\$384	
State Police	59	3.1%	Total	1,914	100%			
Walk In	22	1.1%	Average # of Days from Intake to Disposition					
Other	392	20.5%	For All Cases	20.8				
Undesignated	14	0.7%	For Con./Mediations/Arb.	20.9				
	17	0.9%						
Total	1,914	100%						
Average Duration of Mediation (minutes)		126 min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE EIGHTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Eighth Judicial District Administrative Judge James B. Kane

Area Served: Erie, Allegany, Cattaraugus, Chautauqua, Genesee
 Niagara, Orleans and Wyoming Counties

Population Served: 1,663,302

Total Grant Awards: \$236,000

Total Cases Screened as Appropriate

For Dispute Resolution Services: 4,583

Total Conciliations, Mediations and Arbitrations: 2,197

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	1,043	22.8%	Aggravated Assault	16	0.3%	Acquaintances	586	12.8
Mediated/Agreement	534	11.7%	Aggravated Harassment	44	1.0%	Boy/Girlfriend	76	1.7
Mediated/No Agreement	424	9.3%	Animal Complaint	37	0.8%	Consumer/Merchant	1,799	39.3
Arbitrated	196	4.3%	Arson	0	0.0%	Divorced	141	3.1
Case Dismissed by Compl.	180	3.9%	Assault	290	6.3%	Employer/Employee	37	0.8
Unamenable for Mediation	405	8.8%	Breach of Contract	1,535	33.5%	Ex-boy/girlfriend	399	8.7
Comp. Refuses to Mediate	766	16.7%	Burglary	20	0.4%	Extended Family	65	1.4
Resp. Refuses to Mediate	287	6.3%	Child Custody/Support/			Friend	263	5.7
Both Refuse to Mediate	9	0.2%	Visitation	145	3.2%	Immediate Family	119	2.6
Comp. No Show	58	1.3%	Criminal Misappl. of Prop.	0	0.0%	Landlord/Tenant	268	5.8
Respondent - No Show	49	1.1%	Crim. Possn. of Stolen Prop	5	0.1%	Married	45	1.0
Both - No Show	36	0.8%	Criminal Mischief	224	4.9%	Neighbors	537	11.7
Other	577	12.6%	Criminal Tampering	0	0.0%	Room/Housemate	11	0.2
Undesignated	19	0.4%	Criminal Trespass	34	0.7%	Separated	55	1.2
Total	4,583	100%	Forgery	4	0.1%	Strangers	65	1.4
Referral Source			Fraud - Bad Check	107	2.3%	Other	41	0.9
City Courts	934	20.4%	Grand Larceny	6	0.1%	Undesignated	76	1.7
County Courts	3	0.1%	Harassment	817	17.8%	Total	4,583	100
Family Courts	111	2.4%	Housing Dispute	105	2.3%	Type of Dispute		
Town/Village Courts	114	2.5%	Interpersonal Dispute	781	17.0%	Misdemeanor/Violation	891	19.4
Court Undesignated	2	0.0%	Larceny	1	0.0%	Felony	67	1.5
Business/Corporation	2	0.0%	Menacing	26	0.6%	Civil	3,527	77.0
District Attorney	232	5.1%	Noise	16	0.3%	Juvenile	58	1.3
Legal Aid	17	0.4%	Persons in Need of Superv.	20	0.4%	Undesignated	40	0.9
Police	835	18.2%	Personal/Real Property	161	3.5%	Total	4,583	100
Private Agency	1,358	29.6%	Petit Larceny	63	1.4%	No. of Individuals Served		
Private Attorney	185	4.0%	Reckless Endangerment	8	0.2%	For All Cases	10,113	
Probation	30	0.7%	Robbery	7	0.2%	Total Number of Cases	4,583	
Public Agency	83	1.8%	Theft of Services	13	0.3%	Ave. # of Individ. Served	2.2	
Public Defender	1	0.0%	Unauthor. Use of a Vehicle	6	0.1%	For Conciliations/Mediations and Arbitrations	4,918	
School	8	0.2%	Vandalism	7	0.2%	Total Number of Cases	2,197	
Sheriff	16	0.3%	Violation of Town/City Ord.	2	0.0%	Ave. # of Individ. Served	2.2	
State Police	9	0.2%	Other	30	0.7%	Amount of Money Awarded	\$144,688	
Walk In	619	13.5%	Undesignated	53	1.2%	Average Award per Case	\$384	
Other	6	0.1%	Total	4,583	100%			
Undesignated	18	0.4%	Average # of Days from Intake to Disposition					
Total	4,583	100%	For All Cases	25.8				
Average Duration of Mediation (minutes)	77 min.		For Con./Mediations/Arb.	31.4				

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE NINTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Ninth Judicial District Administrative Judge David S. Ritter

Area Served: Dutchess, Orange, Putnam, Rockland and
 Westchester Counties

Population Served: 1,707,980

Total Grant Awards: \$203,500

Total Cases Screened as Appropriate

For Dispute Resolution Services: 1,780

Total Conciliations, Mediations and

Arbitrations: 1,074

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	416	23.4%	Aggravated Assault	3	0.2%	Acquaintances	195	11.0
Mediated/Agreement	507	28.5%	Aggravated Harassment	29	1.6%	Boy/Girlfriend	24	1.3
Mediated/No Agreement	151	8.5%	Animal Complaint	25	1.4%	Consumer/Merchant	169	9.5
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	16	0.9
Case Dismissed by Compl.	163	9.2%	Assault	139	7.8%	Employer/Employee	22	1.2
Unamenable for Mediation	59	3.3%	Breach of Contract	146	8.2%	Ex-boy/girlfriend	85	4.8
Comp. Refuses to Mediate	66	3.7%	Burglary	2	0.1%	Extended Family	40	2.2
Resp. Refuses to Mediate	143	8.0%	Child Custody/Support/			Friend	93	5.2
Both Refuse to Mediate	16	0.9%	Visitation	28	1.6%	Immediate Family	183	10.3
Comp. No Show	46	2.6%	Criminal Misappl. of Prop.	0	0.0%	Landlord/Tenant	535	30.1
Respondent - No Show	58	3.3%	Crim. Possn. of Stolen Prop	0	0.0%	Married	28	1.6
Both - No Show	47	2.6%	Criminal Mischief	27	1.5%	Neighbors	255	14.3
Other	94	5.3%	Criminal Tampering	2	0.1%	Room/Housemate	8	0.4
Undesignated	14	0.8%	Criminal Trespass	8	0.4%	Separated	27	1.5
			Forgery	3	0.2%	Strangers	47	2.6
Total	1,780	100%	Fraud - Bad Check	16	0.9%	Other	23	1.3
			Grand Larceny	6	0.3%	Undesignated	30	1.7
Referral Source			Harassment	423	23.8%	Total	1,780	100
City Courts	543	30.5%	Housing Dispute	478	26.9%			
County Courts	1	0.1%	Interpersonal Dispute	230	12.9%	Type of Dispute		
Family Courts	28	1.6%	Larceny	2	0.1%	Misdemeanor/Violation	696	39.1
Town/Village Courts	238	13.4%	Menacing	23	1.3%	Felony	20	1.1
Court Undesignated	2	0.1%	Noise	23	1.3%	Civil	835	46.9
Business/Corporation	1	0.1%	Persons in Need of Superv.	15	0.8%	Juvenile	217	12.2
District Attorney	40	2.2%	Personal/Real Property	79	4.4%	Undesignated	12	0.7
Legal Aid	4	0.2%	Petit Larceny	10	0.6%			
Police	426	23.9%	Reckless Endangerment	5	0.3%	Total	1,780	100
Private Agency	5	0.3%	Robbery	1	0.1%			
Private Attorney	8	0.4%	Theft of Services	8	0.4%	No. of Individuals Served		
Probation	39	2.2%	Unauthor. Use of a Vehicle	1	0.1%	For All Cases	5,018	
Public Agency	78	4.4%	Vandalism	0	0.0%	Total Number of Cases	1,780	
Public Defender	0	0.0%	Violation of Town/City Ord.	2	0.1%	Ave. # of Indiv. Served	2.8	
School	146	8.2%	Other	18	1.0%			
Sheriff	1	0.1%	Undesignated	28	1.6%	For Conciliations/Mediations and Arbitrations	3,152	
State Police	1	0.1%				Total Number of Cases	1,074	
Walk In	175	9.8%	Total	1,780	100%	Ave. # of Indiv. Served	2.9	
Other	29	1.6%						
Undesignated	15	0.8%						
Total	1,780	100%						
Average Duration of Mediation (minutes)		98 min.	Average # of Days from Intake to Disposition			Amount of Money Awarded	\$388,179	
			For All Cases	17.4		Average Award per Case	\$1,125	
			For Con./Mediations/Arb.	18.2				

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE TENTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Tenth Judicial District Administrative Judge Leo G. McGinity

Area Served: Nassau County

Total Cases Screened as Appropriate

For Dispute Resolution Services: 430

Population Served: 2,605,813

Total Conciliations, Mediations and

Total Grant Awards: \$ 84,000

Arbitrations: 271

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	87	20.2%	Aggravated Assault	2	0.5%	Acquaintances	14	3.3
Mediated/Agreement	150	34.9%	Aggravated Harassment	10	2.3%	Boy/Girlfriend	3	0.7
Mediated/No Agreement	17	4.0%	Animal Complaint	10	2.3%	Consumer/Merchant	6	1.4
Arbitrated	17	4.0%	Arson	0	0.0%	Divorced	6	1.4
Case Dismissed by Compl.	48	11.2%	Assault	6	1.4%	Employer/Employee	5	1.2
Unamenable for Mediation	4	0.9%	Breach of Contract	3	0.7%	Ex-boy/girlfriend	39	9.1
Comp. Refuses to Mediate	12	2.8%	Burglary	0	0.0%	Extended Family	5	1.2
Resp. Refuses to Mediate	76	17.7%	Child Custody/Support/			Friend	45	10.5
Both Refuse to Mediate	2	0.5%	Visitation	0	0.0%	Immediate Family	39	9.1
Comp. No Show	1	0.2%	Criminal Misappl. of Prop.	0	0.0%	Landlord/Tenant	17	4.0
Respondent - No Show	1	0.2%	Crim. Possn. of Stolen Prop	0	0.0%	Married	31	7.2
Both - No Show	0	0.0%	Criminal Mischief	8	1.9%	Neighbors	194	45.1
Other	14	3.3%	Criminal Tampering	0	0.0%	Room/Housemate	2	0.5
Undesignated	1	0.2%	Criminal Trespass	11	2.6%	Separated	4	0.9
			Forgery	0	0.0%	Strangers	7	1.6
Total	430	100%	Fraud - Bad Check	1	0.2%	Other	11	2.6
			Grand Larceny	0	0.0%	Undesignated	2	0.5
Referral Source			Harassment	196	45.6%	Total	430	100
City Courts	14	3.3%	Housing Dispute	11	2.6%			
County Courts	0	0.0%	Interpersonal Dispute	153	35.6%	Type of Dispute		
Family Courts	52	12.1%	Larceny	0	0.0%	Misdemeanor/Violation	290	67.4
Town/Village Courts	7	1.6%	Menacing	1	0.2%	Felony	0	0.0
Court Undesignated	0	0.0%	Noise	9	2.1%	Civil	95	22.1
Business/Corporation	1	0.2%	Persons in Need of Superv.	0	0.0%	Juvenile	43	10.0
District Attorney	139	32.3%	Personal/Real Property	1	0.2%	Undesignated	2	0.5
Legal Aid	1	0.2%	Petit Larceny	0	0.0%			
Police	115	26.7%	Reckless Endangerment	1	0.2%	Total	430	100
Private Agency	0	0.0%	Robbery	0	0.0%			
Private Attorney	0	0.0%	Theft of Services	0	0.0%	No. of Individuals Served		
Probation	2	0.5%	Unauthor. Use of a Vehicle	1	0.2%	For All Cases	1,351	
Public Agency	0	0.0%	Vandalism	1	0.2%	Total Number of Cases	430	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%	Ave. # of Indiv. Served	3.1	
School	10	2.3%	Other	0	0.0%			
Sheriff	0	0.0%	Undesignated	5	1.2%	For Conciliations/Mediations and Arbitrations	934	
State Police	0	0.0%				Total Number of Cases	271	
Walk In	49	11.4%	Total	430	100%	Ave. # of Indiv. Served	3.4	
Other	13	3.0%	Average # of Days from Intake to Disposition			Amount of Money Awarded	\$2,166	
Undesignated	27	6.3%	For All Cases	38.8		Average Award per Case	\$167	
Total	430	100%	For Con./Mediations/Arb.	33.6				
Average Duration of Mediation (minutes)	129	min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE TENTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Robert J. Sise

Tenth Judicial District Administrative Judge Arthur M. Cromarty

Area Served: Suffolk County

Population Served: 1,306,559

Total Grant Awards: \$ 86,000

Total Cases Screened as Appropriate

For Dispute Resolution Services: 878

Total Conciliations, Mediations and Arbitrations: 377

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	51	5.8%	Aggravated Assault	1	0.1%	Acquaintances	254	28.9
Mediated/Agreement	253	28.8%	Aggravated Harassment	74	8.4%	Boy/Girlfriend	16	1.8
Mediated/No Agreement	73	8.3%	Animal Complaint	7	0.8%	Consumer/Merchant	194	22.1
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	5	0.6
Case Dismissed by Compl.	21	2.4%	Assault	43	4.9%	Employer/Employee	4	0.5
Unamenable for Mediation	6	0.7%	Breach of Contract	0	0.0%	Ex-boy/girlfriend	39	4.4
Comp. Refuses to Mediate	105	12.0%	Burglary	1	0.1%	Extended Family	14	1.6
Resp. Refuses to Mediate	200	22.8%	Child Custody/Support/ Visitation	0	0.0%	Friend	22	2.5
Both Refuse to Mediate	33	3.8%	Criminal Misappt. of Prop.	1	0.1%	Immediate Family	38	4.3
Comp. No Show	23	2.6%	Crim. Possn. of Stolen Prop	0	0.0%	Landlord/Tenant	24	2.7
Respondent - No Show	18	2.1%	Criminal Mischief	28	3.2%	Married	0	0.0
Both - No Show	8	0.9%	Criminal Tampering	0	0.0%	Neighbors	182	20.7
Other	84	9.6%	Criminal Trespass	6	0.7%	Room/Housemate	9	1.0
Undesignated	3	0.3%	Forgery	3	0.3%	Separated	5	0.6
Total	878	100%	Fraud - Bad Check	183	20.8%	Strangers	33	3.8
			Grand Larceny	0	0.0%	Other	3	0.3
Referral Source			Harassment	492	56.0%	Undesignated	36	4.1
City Courts	398	45.3%	Housing Dispute	5	0.6%	Total	878	100
County Courts	0	0.0%	Interpersonal Dispute	5	0.6%	Type of Dispute		
Family Courts	2	0.2%	Larceny	0	0.0%	Misdemeanor/Violation	845	96.2
Town/Village Courts	1	0.1%	Menacing	5	0.6%	Felony	0	0.0
Court Undesignated	0	0.0%	Noise	2	0.2%	Civil	27	3.1
Business/Corporation	1	0.1%	Persons in Need of Superv.	0	0.0%	Juvenile	3	0.3
District Attorney	457	52.1%	Personal/Real Property	8	0.9%	Undesignated	3	0.3
Legal Aid	0	0.0%	Petit Larceny	5	0.6%	Total	878	100
Police	0	0.0%	Reckless Endangerment	1	0.1%	No. of Individuals Served		
Private Agency	0	0.0%	Robbery	0	0.0%	For All Cases	2,219	
Private Attorney	2	0.2%	Theft of Services	1	0.1%	Total Number of Cases	878	
Probation	0	0.0%	Unauthor. Use of a Vehicle	0	0.0%	Ave. # of Indiv. Served	2.5	
Public Agency	1	0.1%	Vandalism	0	0.0%	For Conciliations/Media- tions and Arbitrations	1,169	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%	Total Number of Cases	377	
School	0	0.0%	Other	2	0.2%	Ave. # of Indiv. Served	3.1	
Sheriff	0	0.0%	Undesignated	5	0.6%	Amount of Money Awarded	\$14,087	
State Police	0	0.0%	Total	878	100%	Average Award per Case	\$220	
Walk In	12	1.4%	Average # of Days from Intake to Disposition					
Other	4	0.5%	For All Cases	25.4				
Undesignated	0	0.0%	For Con./Mediations/Arb.	31.6				
Total	878	100%						
Average Duration of Mediation (minutes)		80 min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE ELEVENTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Milton L. Williams

Eleventh Judicial District Administrative Judge Alfred D. Lerner

Area Served: Queens County

Population Served: 1,891,325
 Total Grant Awards: \$106,500

Total Cases Screened as Appropriate
 For Dispute Resolution Services: 4,241
 Total Conciliations, Mediations and
 Arbitrations: 1,875

CASE DISPOSITION	1988-89 Total	% of Total	Nature of Dispute	1988-89 Total	% of Total	Relationship	1988-89 Total	% of Total
Conciliated	166	3.9%	Aggravated Assault	0	0.0%	Acquaintances	1,375	32.4%
Mediated/Agreement	1,393	32.8%	Aggravated Harassment	0	0.0%	Boy/Girlfriend	12	0.3%
Mediation/No Agreement	316	7.5%	Animal Complaint	3	0.1%	Consumer/Merchant	35	0.8%
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	4	0.1%
Case Dismissed by Compl.	189	4.5%	Assault	925	21.8%	Employer/Employee	33	0.8%
Unamenable for Mediation	169	4.0%	Breach of Contract	14	0.3%	Ex-boy/girlfriend	28	0.7%
Comp. Refuses to Mediate	94	2.2%	Burglary	0	0.0%	Extended Family	89	2.1%
Resp. Refuses to Mediate	54	1.3%	Child Custody/Support/ Visitation	1	0.0%	Friend	54	1.3%
Both Refuse to Mediate	15	0.4%	Criminal Misappl. of Prop.	15	0.4%	Immediate Family	41	1.0%
Comp. No Show	144	3.4%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	731	17.2%
Respondent - No Show	263	6.2%	Criminal Mischief	38	0.9%	Married	10	0.2%
Both - No Show	1,410	33.2%	Criminal Tampering	0	0.0%	Neighbors	1,502	35.4%
Other	23	0.5%	Criminal Trespass	10	0.2%	Room/Housemate	0	0.0%
Undesignated	5	0.1%	Forgery	2	0.0%	Separated	0	0.0%
Total	4,241	100%	Fraud - Bad Check	8	0.2%	Strangers	278	6.6%
Referral Source			Grand Larceny	0	0.0%	Other	38	0.9%
City Courts	3,716	87.6%	Harassment	2,661	62.7%	Undesignated	11	0.3%
County Courts	0	0.0%	Housing Dispute	41	1.0%	Total	4,241	100%
Family Courts	74	1.7%	Interpersonal Dispute	58	1.4%	Type of Dispute		
Town/Village Courts	0	0.0%	Larceny	2	0.0%	Misdemeanor/Violation	3,983	93.9%
Court Undesignated	3	0.1%	Menacing	156	3.7%	Felony	0	0.0%
Business/Corporation	0	0.0%	Noise	136	3.2%	Civil	245	5.8%
District Attorney	5	0.1%	Persons in Need of Superv.	0	0.0%	Juvenile	0	0.0%
Legal Aid	0	0.0%	Personal/Real Property	1	0.0%	Undesignated	13	0.3%
Police	53	1.2%	Petit Larceny	24	0.6%	Total	4,241	100%
Private Agency	0	0.0%	Reckless Endangerment	0	0.0%	No. of Individuals Served		
Private Attorney	14	0.3%	Robbery	0	0.0%	For All Cases	8,470	
Probation	0	0.0%	Theft of Services	2	0.0%	Total Number of Cases	4,241	
Public Agency	5	0.1%	Unauthor. Use of a Vehicle	0	0.0%	Ave. # of Individ. Served	2.0	
Public Defender	0	0.0%	Vandalism	3	0.1%	For Conciliations/Media- tions and Arbitrations	5,396	
School	0	0.0%	Violation of Town/City Ord.	4	0.1%	Total Number of Cases	1,875	
Sheriff	0	0.0%	Other	126	3.0%	Ave. # of Individ. Served	2.9	
State Police	0	0.0%	Undesignated	10	0.2%	Amount of Money Awarded	\$57,767	
Walk In	340	8.0%	Total	4,241	100%	Average Award per Case	\$498	
Other	29	0.7%	Average # of Days from Intake to Disposition					
Undesignated	2	0.0%	For All Cases	8.5				
Total	4,241	100%	For Con./Mediations/Arb.	7.3				
Average Duration of Mediation (minutes)		81 min.						

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM OF THE NEW YORK STATE UNIFIED COURT SYSTEM
 AGGREGATE WORKLOAD DATA FOR THE TWELFTH JUDICIAL DISTRICT FOR THE TIME PERIOD APRIL 1, 1988 THROUGH MARCH 31, 1989

Deputy Chief Administrative Judge Milton L. Williams

Twelfth Judicial District Administrative Judge Burton B. Roberts

Area Served: Bronx County

Population Served: 1,169,115
 Total Grant Awards: \$106,500

Total Cases Screened as Appropriate
 For Dispute Resolution Services: 4,971
 Total Conciliations, Mediations and
 Arbitrations: 2,163

CASE DISPOSITION	1988-89	% of Total	Nature of Dispute	1988-89	% of Total	Relationship	1988-89	% of Total
Conciliated	189	3.8%	Aggravated Assault	3	0.1%	Acquaintances	2,046	41.2
Mediated/Agreement	1,747	35.1%	Aggravated Harassment	413	8.3%	Boy/Girlfriend	89	1.8
Mediated/No Agreement	5	0.1%	Animal Complaint	8	0.2%	Consumer/Merchant	2	0.0
Arbitrated	222	4.5%	Arson	0	0.0%	Divorced	14	0.3
Case Dismissed by Compl.	34	0.7%	Assault	485	9.8%	Employer/Employee	6	0.1
Unamenable for Mediation	146	2.9%	Breach of Contract	3	0.1%	Ex-boy/girlfriend	461	9.3
Comp. Refuses to Mediate	3	0.1%	Burglary	0	0.0%	Extended Family	151	3.0
Resp. Refuses to Mediate	14	0.3%	Child Custody/Support/			Friend	170	3.4
Both Refuse to Mediate	0	0.0%	Visitation	0	0.0%	Immediate Family	106	2.1
Comp. No Show	179	3.6%	Criminal Misappl. of Prop.	114	2.3%	Landlord/Tenant	379	7.6
Respondent - No Show	223	4.5%	Crim. Possn. of Stolen Prop	0	0.0%	Married	27	0.5
Both - No Show	2,132	42.9%	Criminal Mischief	303	6.1%	Neighbors	1,098	22.1
Other	60	1.2%	Criminal Tampering	31	0.6%	Room/Housemate	23	0.5
Undesignated	17	0.3%	Criminal Trespass	35	0.7%	Separated	9	0.2
			Forgery	3	0.1%	Strangers	316	6.4
Total	4,971	100%	Fraud - Bad Check	7	0.1%	Other	47	0.9
			Grand Larceny	0	0.0%	Undesignated	27	0.5
Referral Source			Harassment	2,936	59.1%	Total	4,971	100
City Courts	4,948	99.5%	Housing Dispute	31	0.6%	Type of Dispute		
County Courts	0	0.0%	Interpersonal Dispute	85	1.7%	Misdemeanor/Violation	4,157	83.6
Family Courts	1	0.0%	Larceny	0	0.0%	Felony	0	0.0
Town/Village Courts	2	0.0%	Menacing	138	2.8%	Civil	262	5.3
Court Undesignated	1	0.0%	Noise	149	3.0%	Juvenile	544	10.9
Business/Corporation	0	0.0%	Persons in Need of Superv.	0	0.0%	Undesignated	8	0.2
District Attorney	0	0.0%	Personal/Real Property	0	0.0%	Total	4,971	100
Legal Aid	0	0.0%	Petit Larceny	126	2.5%	No. of Individuals Served		
Police	8	0.2%	Reckless Endangerment	9	0.2%	For All Cases	12,603	
Private Agency	0	0.0%	Robbery	0	0.0%	Total Number of Cases	4,971	
Private Attorney	0	0.0%	Theft of Services	7	0.1%	Ave. # of Indiv. Served	2.5	
Probation	0	0.0%	Unauthor. Use of a Vehicle	1	0.0%	For Conciliations/Media-		
Public Agency	0	0.0%	Vandalism	0	0.0%	tions and Arbitrations	6,753	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%	Total Number of Cases	2,163	
School	0	0.0%	Other	64	1.3%	Ave. # of Indiv. Served	3.1	
Sheriff	0	0.0%	Undesignated	20	0.4%	Amount of Money Awarded	\$19,586	
State Police	0	0.0%	Total	4,971	100%	Average Award per Case	\$356	
Walk In	8	0.2%						
Other	0	0.0%	Average # of Days from					
Undesignated	3	0.1%	Intake to Disposition					
Total	4,971	100%	For All Cases	10.1				
			For Con./Mediations/Arb.	9.1				
Average Duration of								
Mediation (minutes)		98 min.						

NARRATIVE SUMMARY OF THE 1988-89

CASELOAD STATISTICS

Overview of Data Management

Statistical data on all cases processed by programs contracting with the Chief Administrator of the Courts through the Community Dispute Resolution Centers Program (CDRCP) are collected with the use of a "case profile" form. This standardized form collects data on 35 variables relevant to the processing of the case. The data collected include such information as the source of referral, the nature and type of dispute, certain demographic data about the disputing parties and the final disposition of the case.

After a case has been screened and accepted as appropriate for dispute resolution, a case number is assigned and a profile form is filled out as part of the intake process. At the conclusion of a case, the disposition is recorded on the form which is then submitted by the local program for processing and entry into a permanent data base maintained by the CDRCP office. No names or addresses of the parties are included to safeguard confidentiality.

The data is summarized monthly, compared to the previous month's data, reviewed by the State office and then disseminated to the programs. In addition, special reports are regularly produced which provide the local programs with additional caseload data by zip code within their county, the relationship between the disposition of a case and case characteristics such as the source

of referral, the nature of dispute, and the nature of relationship between the parties. Finally, on an annual basis the fiscal year caseload statistics are summarized and compared to previous years (both for each program and on a statewide and regional basis) to provide the data necessary for additional technical assistance and feedback to the programs. These data are also used for fiscal planning.

Overall Caseload

The CDRCP began in late 1981, and fiscal year 1982-83 marked its first full year of operation. The case profile was instituted for the 1983-84 fiscal year, and six full years of computerized case profile data (through fiscal year 1988-89) are now available. Overall caseload (as represented by the number of case profiles received by the State office) for each of the six years of operation has been consistent, averaging over 40,000 cases per year.

At 41,242, the caseload for fiscal year 1988-89 is up 4.3% from the previous fiscal year.

STATISTICAL BREAKDOWN AND COMPARISONS

Case Disposition

During the 1988-89 state fiscal year, 41,242 cases were screened and accepted as appropriate for the dispute resolution process. A total of 20,248 matters (49%) reached conciliation, mediation or arbitration, a percentage similar to that of the past

two fiscal years. The graph below (Figure 1) depicts, for the past six years, the percentage of cases initially screened and accepted as appropriate for dispute resolution and that resulted in a conciliation, mediation or arbitration.

With added emphasis on improving the screening process, the percentage of total cases conciliated, mediated or arbitrated has improved since 1983-84. Also, continuing efforts have been made to educate community members and referral organizations on the types of

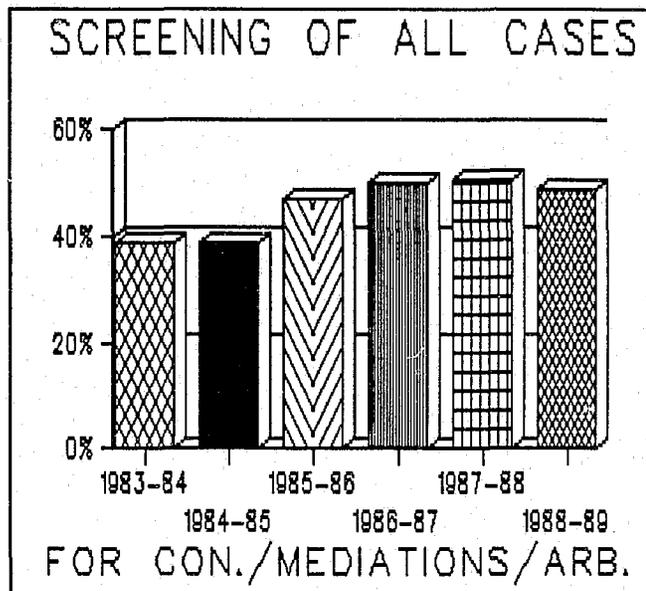


Figure 1

cases that are appropriate for dispute resolution services.

Of those cases originally accepted, 26.7% were not disposed of through a conciliation, mediation or arbitration because one or both disputants failed to appear for a scheduled hearing. Refusal to mediate by one or both parties accounted for 11% of the cases dismissed. In addition there were a total of 2,001 cases (4.9%) which were unamenable for the dispute resolution process. This includes cases in which one of the parties was incompetent to negotiate, cases in which domestic violence was a dominant factor and mediation could not be expected to resolve the problem, and cases in which one of the parties was under the influence of alcohol or drugs.

Of the 20,248 cases processed formally through dispute resolution, 5,355 cases were conciliated in fiscal year 1988-89 (a 9% increase from last year), 11,894 were mediated with a written agreement (3% less than in 1987-88), 2,303 cases were mediated with no written agreement (a 15% increase over 1987-88), and 696 were arbitrated (a 24% decrease from last year). (See Table 1 for these figures on a state-wide basis, and Table 4 for a breakdown by program.)

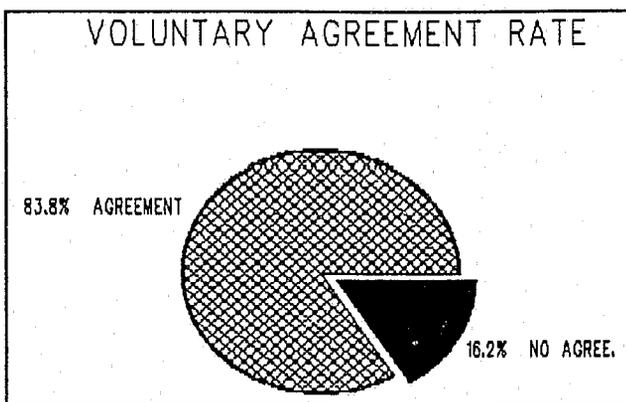


Figure 2

Another measure of the effectiveness of alternative dispute resolution is the high number of mediated cases which result in a voluntary agreement. The parties utilized mediation in 14,197 of the conflicts. Of

these, 11,894 cases resulted in an agreement (Figure 2).

The workload of the centers is illustrated in Figure 3, which shows the total number of cases screened and accepted as appropriate for dispute resolution compared to the number of conciliations, mediations, and arbitrations completed.

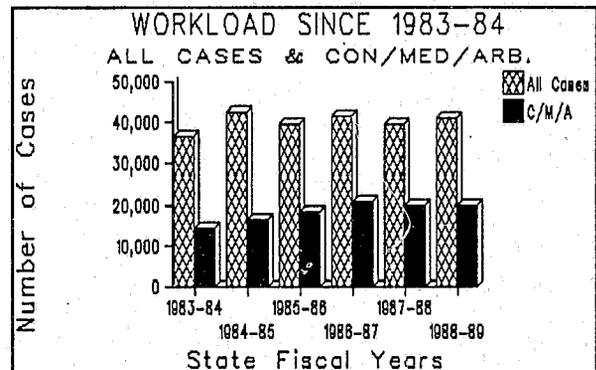


Figure 3

Referral Source

The majority of referrals to the community dispute resolution centers in 1988-89 came from the court system (65% of referred cases). This figure has remained constant over the years. Last year, however, there was an 18% increase in Town and Village court referrals and a 15% increase in County court referrals.

As in the past, the courts remain the major source of referrals to the programs, but the increasing share of the total referrals from non-court sources suggests that the programs are becoming better known and more

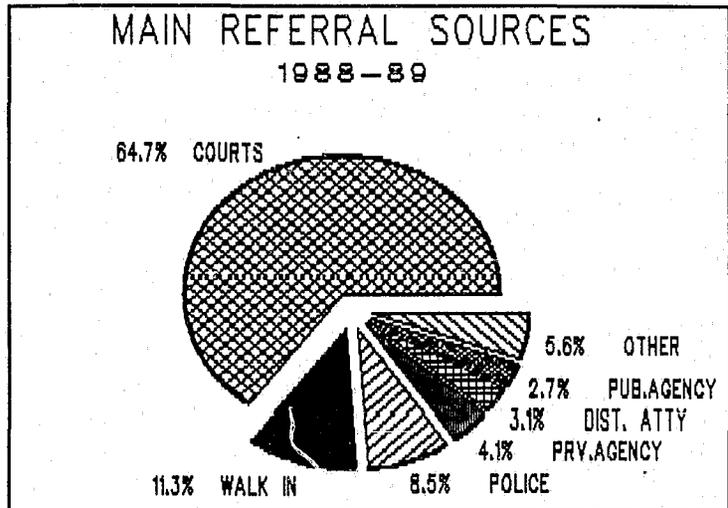


Figure 4

utilized in their communities. This trend is also reflected in the percentage of the total caseload which is derived from "walk-in" referrals (i.e., individuals who bring a dispute to a center on their own initiative). These "self" referrals represented 11% of the total in 1988-89, a 10% increase over 1987-1988. (See Table 1 for these figures on a state-wide basis, and Table 5 for a breakdown by program). This is an encouraging trend and it indicates that a number of matters which historically would have ended up in the criminal justice system are being dealt with through alternative methods provided by the community dispute resolution centers.

The next largest group of referrals are from police (8%), private agencies (4%), District Attorneys' offices (3%), and public agencies (3%). Referrals from private agencies, state police, and private attorneys showed the largest percentage increases over the previous year by 136%, 98% and 62%, respectively. The graph (Figure 4) indicates the proportionate number of referrals by the major referral sources.

Figure 5 identifies referral sources by the percentage of cases resulting in an agreement or arbitration. The referral source categories with the highest conciliations,

PERCENTAGE OF CASES CONCILIATED, MEDIATED WITH AGREEMENT OR ARBITRATED TO TOTAL NUMBER REFERRED BY REFERRAL SOURCE								
Referral Source	Con/Med with			Referral Source	Con/Med with			
	Agree. & Arb.	%	Total Referrals		Agree. & Arb.	%	Total Referrals	
School	592	83%	714	Village Crt	665	45%	1,470	
Family Courts	512	62%	822	Legal Aid	137	44%	313	
Business/Corp	62	56%	110	Dist. Atty.	535	42%	1,261	
Undesignated	129	56%	230	County Crts.	20	41%	49	
Other	137	54%	256	Other Court	11	41%	27	
Private Atty.	199	53%	374	Police	1,329	41%	3,263	
Public Agcy.	593	53%	1,128	City Courts	9,804	40%	24,224	
Probation	143	50%	284	State Police	34	39%	87	
Private Agcy.	776	46%	1,678	Sheriff	42	32%	130	
Walk-in	2,131	46%	4,641	Public Defend	5	31%	16	

(Figure 5)

mediations with an agreement or arbitrations are schools (83%), Family Court (62%) and Business/Corporation (56%). The categories with the lowest percentage of conciliations, mediations or arbitrations are public defender (31%), sheriff (32%) and state police (39%). Two major factors may account for the percentage of

agreements. First, better screening of cases by the referral source determines the likelihood of having the case resolved with an agreement, and second, certain types of cases which may come from selected referral sources may have a better chance of being resolved if they are properly screened by the program. In either case, proper screening of cases at the intake stage is a very significant factor in determining the likelihood of agreement.

Type of Dispute

The numbers of criminal and juvenile disputes handled by the dispute resolution centers for 1988-89 have remained constant over the years, but civil disputes have increased. In 1988-89, there were 26,716 criminal disputes¹ (65% of total caseload and 2.5% less than the previous year), 12,400 civil disputes (30% of caseload but 24% more than 1987-88) and 1,919 juvenile disputes (5% of

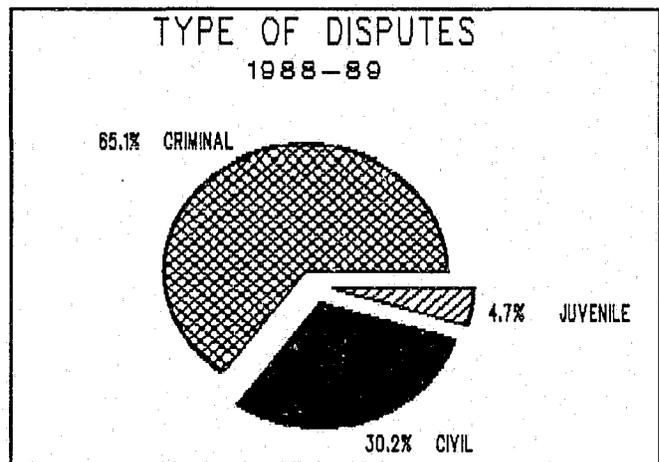


Figure 6

caseload and equal to the prior fiscal year). Of the criminal cases, 187 matters were felonies (only .5% of total workload but 45% higher than 1987-88). The 24% increase in civil disputes for 1988-89 reflects the centers' broad-based expansion into areas other than criminal cases. Table 12 illustrates a cross tabulation

¹ "Criminal" disputes included 26,529 Misdemeanors and 187 Felonies. Disputes are coded "criminal" when they would be considered criminal if they went to a court for disposition.

of case dispositions with type of dispute. Civil cases were more likely to be conciliated (29% of all civil cases) than other types of disputes, but there was also a greater refusal rate, i.e., one or both parties refused to mediate (21%). Juvenile cases were more likely to be mediated with an agreement (53% of all juvenile cases). Juvenile cases also had the highest rate of mediated agreements (94%). Criminal misdemeanor cases make up the majority of the total caseload (64%). Like juvenile cases, they also have a high rate of mediated agreements (87% of all mediated cases). Criminal misdemeanor cases, however, have the highest percentage of cases where one or more parties failed to appear for a scheduled mediation (38%).

Relationship of Parties

The vast majority of cases coming to CDRCs involve people who know each other. Almost a quarter of the relationships were acquaintances, and another 22% were neighbors. Landlords/tenants made up 14% of the caseload. "Strangers" and "Other" accounted for less than 10% of the cases.

About 17% of the cases involved people who were "family" in some sense (immediate or extended, current or ex-couples, or room/housemates). Among these parties, the most frequent complaint was harassment (31%), followed by interpersonal disputes (22%), custody/support/visitation (12.5%), and assault (10%). A third of the assault cases and over 55% of the custody/support/visitation cases reached the mediation stage.

Separated and divorced parties were most likely to bring custody-support-visitation cases. About 55% of the cases with ex-boy/girlfriends involved complaints of harassment (44%) or aggravated harassment(11%).

Looking at dispositions and relationships for all cases, most were either mediated with an agreement (29%) or both parties failed to attend the hearing (21%). In landlord/tenant cases, most were either mediated with agreement (22%) or conciliated (20%). The largest proportion of consumer/merchant cases, on the other hand, were conciliated (37%) or the respondent refused to participate (14%).

Nature of Dispute

Harassment and assault, including aggravated harassment and aggravated assault, continue to make up the largest proportion of cases handled by the centers. Statewide in Fiscal Year 1988-89, these categories comprised nearly 58% of the caseload. For programs other than those in the New York City Metropolitan area, the percentage was about 38% for harassment and assault.

In terms of case disposition, assault and harassment cases tended to either be mediated (30-35% with an agreement, another 5-6% without), or both parties didn't appear. This same pattern - - either mediation or both parties failed to appear -- was apparent in cases involving criminal mischief and trespass, larceny and robbery, reckless endangerment and noise. Mediated agreements made up a large portion of the dispositions (25-35%) in disputes involving personal contact and/or a perceived violation of personal

space. Disputes involving property and/or money, including housing disputes, breach of contract, theft of services, fraud and forgery were more likely to be conciliated than mediated. In cases which were more often conciliated, the second most common disposition was "respondent refused".

Figure 6 shows the pattern in Nature of Complaints for the largest categories of complaints from Fiscal Year 1984-85 through FY 1988-89. Assault cases are making up a decreasing proportion of the caseload, while

the harassment portion is relatively stable. Note that the actual numbers for harassment and assault are four times those shown on the graph.

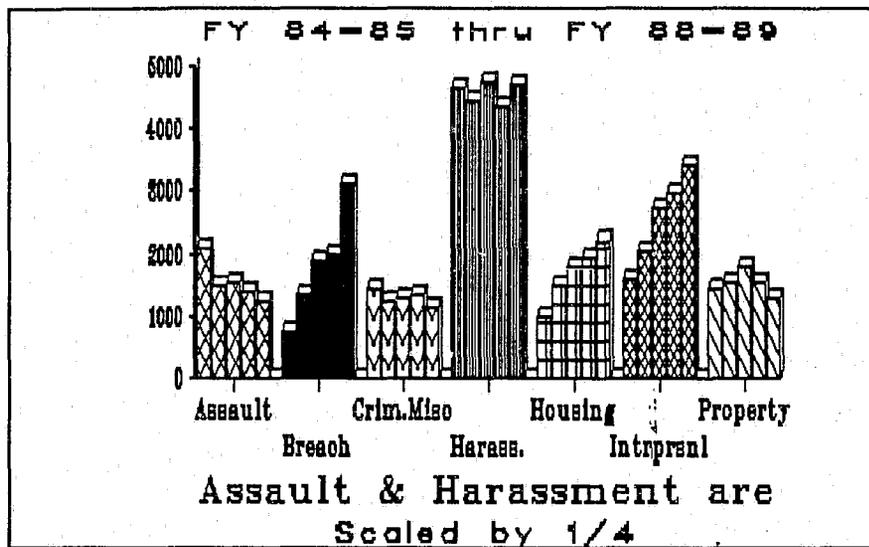


Figure 7

"Breach" refers to breach of contract cases.

Over the last five years, the proportion of cases involving housing disputes has increased steadily, and we expect this category to increase as programs begin to accept mobile-home cases referred by the New York State Division of Housing. There has also been a steady increase in interpersonal disputes and breach-of-contract cases.

Nonmediated Cases Referred to Another Agency

Cases are screened by dispute resolution center staff through an intake process. Matters that are not appropriate for mediation are referred to other agencies. The majority of these cases involve some form of violence or the possibility of violence and are referred to the district attorney or the court. This is particularly true for cases of domestic violence. Any evidence of child abuse is reported to the proper authorities.

If disputants need legal advice or counselling, they are directed to consult an attorney, family counselor or other appropriate person. If further assistance is needed, the screener will provide the party with a contact person at an appropriate agency. Each center has a directory of available community resources. Cases involving mental illness, or the need for family, alcohol or drug abuse counseling are referred to other agencies for service.

In fiscal year 1988-89, 5,441 cases which did not go through a dispute resolution process were referred to other agencies. The greatest percentage of these referrals were made to the court system (77%) based on the refusal of one or more parties to participate in mediation or because the cases involved violence. (See Table 1).

Individuals Served

A total of 95,563 individuals were served by the dispute resolution centers in 1988-89 for the 41,242 cases screened appropriate for dispute resolution. Of this number, 56,139 individuals were served by the centers in an actual conciliation,

mediation or arbitration. The average number of individuals served for all cases was 2.3 and the average number for a conciliation, mediation, arbitration was 2.8. This indicates that, for the most part, disputes involved individual parties in one-on-one situations rather than multi-party confrontations (See Table 1). It should be pointed out that in addition to people served through a dispute resolution process, thousands of additional citizens are served by the centers through staff listening to their problems, referring them to an appropriate resource, or providing other information or service.

Money Awarded

In fiscal year 1988-89, New York State dispute resolution centers reported \$1,057,501 awarded to New York citizens in restitution and mutual agreements. The average award was \$511. This is an increase of \$181,149 (21%) over the 1987-88 state fiscal year.

Days From Intake To Final Disposition

The average period from initial screening or intake of a case through a final disposition (regardless of its nature) was 14.4 calendar days. For cases resulting in a conciliation, mediation or arbitration, it was 14.2 days (See Page 3 of Table 1), demonstrating that on the average, a case accepted by a community dispute resolution center is fully processed and completed in two weeks. This contrasts markedly with what can happen in the formal court system where continuances, delays and dismissals are common.

Duration of Mediation Sessions

The average duration for a mediation or arbitration is one session lasting 88 minutes (See Table 1). This suggests that many disputes are resolvable given the opportunity to bring people together as soon as possible and give them sufficient time to discuss the problem, vent their feelings and look to the future. The length of an average mediation hearing allows the parties significant time to listen to the other side, uncover the underlying issues of the dispute, and work on an agreeable and voluntary solution.

COMPLAINANT AND RESPONDENT DEMOGRAPHIC DATA

Age

The community dispute resolution centers served people of all age categories in 1988-89. Approximately 10% of disputants were under the age of 21, and approximately 6% were 60 or over. (Note that for complainants, less than 9% have an undetermined age, whereas for respondents this figure is over 38% -- this is a consistent trend in dispute demographics). The age categories with the highest percentage of cases was 30 - 39 (22%) followed by the 21 - 29 age group (17%).

Gender

Sixty-one percent of the complainants are female and 39% male. Forty-six percent of the respondents are male and 35% female (again note, these figures include a 20% undetermined category because disputants were unreachable or preferred not to provide this information. See Tables 2 & 3).

Employment Status

Fifty-three percent of the complainants and 46% of respondents were employed. Nine percent of the complainants and four percent of the respondents were on public assistance. Twelve percent of the complainants and 6% of respondents were unemployed. For 9% of the complainants and 36% of the respondents, employment status was undetermined (See Tables 2 & 3).

Race/Ethnic Background

The community dispute resolution centers continue to serve all racial and ethnic groups. Forty-three percent of the complainants were white, 27% black, and 18% Hispanic (less than 8% were undetermined). In reference to the respondents, 36% were white, 16% black, and 11% Hispanic. Thirty-six percent of the respondents had an undetermined race/ethnic background (See Tables 1 & 2).

Income Level

People of all income levels are served by the centers. Forty-one percent of the complainants reported earning less than \$9,000, 17% reported \$9,001 to \$16,000, 15% reported \$16,001 to \$25,000 and 11% reported over \$25,000. For sixteen percent of complainants income was not determined. Twenty-eight percent of the respondents reported earning less than \$9,000, 11% reported \$9,001 to \$16,000, 10% reported \$16,001 to \$25,000 and 7% reported over \$25,000. Forty-four percent of respondents had an undetermined income (See Tables 2 & 3).

Education Level

All educational levels are represented in the caseload of the community dispute resolution centers program. Thirty-eight percent of the complainants completed high school, 25% had less than a high school diploma, and 26% had more than a high school degree. The educational level was undetermined for 11% of the complainants. For respondents, 15% completed less than a high school diploma, 31% had high school diplomas, and 12% had more than a high school degree. Educational level was undetermined for 42% of the respondents (See Tables 2 & 3).

FISCAL SUMMARY

In fiscal year 1988-89, grant awards from the Office of Court Administration to not-for-profit agencies totaled \$2,289,000 for the centers in all 62 counties of the state. A fiscal summary for each center is presented in Table 7, covering fiscal years 1984-85 through 1989-90.

In Table 8, a cost analysis is calculated from 1984-85 through 1988-89. For fiscal year 1988-89, total state expenses are expected to be less than the total amount of the grant awards, which will be reduced upon final reconciliation of the fourth quarter.

Based on the figures to date, the average state cost for each case screened and accepted as appropriate for dispute resolution services is \$55.40. This compares favorably with the past fiscal year cost of \$48.66. The state cost per conciliation, mediation or arbitration is \$112.85 which also compares well to the 1987-88 fiscal year average of \$95.92.

The State of New York pays up to 50% of the expenses of individual centers after an initial match-free grant of \$20,000 per county. The remaining costs are the responsibility of the local community. The figures above reflect only the state's portion of the expense for the dispute resolution centers.

Local cash contributions to the dispute resolution centers come from many sources. Figure 8 shows a percentage breakdown for

the primary local (non-OCA) funding sources.

The major source of local funding is city and town governments (\$968,531) followed by county governments (\$400,394), Division for Youth (DFY - \$356,369), fees for service

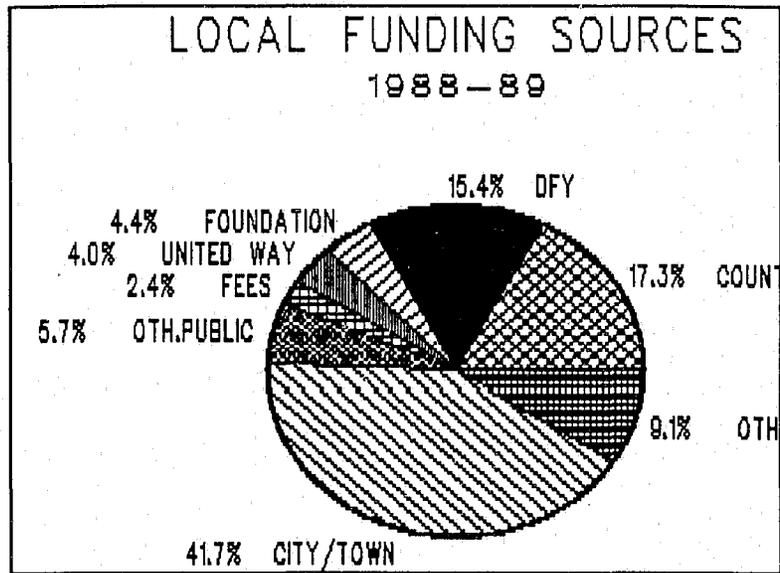


Figure 8

(\$168,931), other public revenues (\$132,244), foundations (\$103,206), United Way (\$93,443) and other miscellaneous sources (\$155,541)². This broad range of financial support reflects the wide acceptance of dispute resolution across the state.

²Includes local school districts (\$55,439), mediation training income (\$25,039), contracting agency's fund-raising (\$22,166), IOLA - Interest On Lawyers' Accounts (\$15,000), private donations (\$12,405) in addition to other general fund-raising.

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

STAFFING

The staff of the Community Dispute Resolution Centers Program of the Office of Court Administration which reports to the Chief Administrator of the Courts consists of the original director, Thomas F. Christian, Ph.D., appointed October 30, 1981; Mark V. Collins, M.S.J.A., Management Analyst, hired March 11, 1982; and Yvonne E. Taylor, Secretary, hired January 2, 1985. Michael Van Slyck, M.A., hired September 3, 1985, was in the position of Court Analyst till December 21, 1988. Thomas L. Buckner was interviewed and hired as Court Analyst and began work on April 3, 1989.

PUBLIC INFORMATION EFFORTS ON DISPUTE RESOLUTION

The Community Dispute Resolution Centers Program publishes and distributes an informational brochure in English and in Spanish and a newsletter called The New York Mediator Newsletter. The publications report on the centers' activities and help inform citizens and public officials about the services we offer.

An informational packet on the New York Community Dispute Resolution Centers Program is available upon request.

Public speakers, slide presentations, public service announcements, films, video and audio tapes and a library of articles, books and other publications are also made available.

A video tape entitled "Mediation: A Better Way" and a series of public service announcements in English and Spanish are available, from the State office and from each center, for the media and the general public. The video tape was professionally produced by the CDRCP and is made up of two sixteen minute segments. The first part is designed for training purposes and shows the various stages of the mediation process. The second section of the video is in a narrative form for general viewing by the public.

The public service announcements are based on the video and include a thirty-second and twenty-second segment in English and Spanish. With the availability of the video tape and public service announcements, the centers across the state have powerful tools to use for training, speaking engagements and television

announcements. This has increased public awareness of the centers considerably.

With the cooperation and assistance of John W. Herritage, Deputy Commissioner, Bureau of Municipal Police, New York Division of Criminal Justice Services, the video Mediation: A Better Way has been distributed to every police training academy in New York State. The Bureau of Municipal Police also will provide a copy of the video to any New York police chief on request. This ongoing exposure will make every New York police officer aware of mediation as an alternative to arrest.

The CDRCP held a national conference in Syracuse, New York from May 19 to May 21, 1988. Over four hundred people attended from all parts of the state and country. The plenary speakers were the Honorable Albert M. Rosenblatt, New York's Chief Administrative Judge; James Laue, Lynch Professor of Conflict Resolution, George Mason University; Albie Davis, Director, Mediation Project, Trial Court of the Commonwealth, District Court Department, Massachusetts and George Nicolau, President, Society for Professionals in Dispute Resolution, Washington, D.C. Forty workshops and seminars were also presented. The proceedings of the conference were edited and published by the American Bar Association in a volume entitled, Expanding Horizons: Practice, Theory and Research in Dispute Resolution.

Dr. Thomas Christian, Director of the CDRCP, served as a member of the New York City Criminal Court's Task Force on Processing Civilian Complaints. The findings and recommendations

were published in the Report of the Task Force on the Civilian-Initiated Complaint Process in the New York City Criminal Court.

CDRCP staff wrote an article entitled "School Mediation: The Student with the Problem Becomes Architect of the Solution", which was published in the April 1989 issue of Journal of the New York State School Boards Association, Inc.

We co-authored an article entitled "Mediation: New Addition to Cop's Toolbox" which was published in Law Enforcement News June 15, 1989 through the John Jay College of Criminal Justice, City University of New York.

We conducted recognition ceremonies for all dispute resolution centers staff and volunteer mediators and presented certificates of appreciation signed by Chief Judge Sol Wachtler, Chief Administrative Judge Albert M. Rosenblatt, the local District Administrative Judge and the State Director of the Community Dispute Resolution Centers Program, Dr. Thomas F. Christian. The press, television and radio stations were present at a number of the ceremonies providing good coverage for the work of the centers.

Staff members of the CDRCP made presentations promoting alternative dispute resolution to the following people and organizations during fiscal year April 1, 1987 to March 31, 1988: The Albany Law School; School of Criminal Justice, State University of New York at Albany; New York State Division of Parole Services; New York State Division of Probation and Correctional Alternatives; Michigan State University School of Criminal Justice; the New York State Court Officers; Albany Diocese Criminal Justice Commission;

Horizon House, an Albany Halfway House for Ex-offenders; New York State Family Court Clerks; New York State Board of Education; Spanish Heritage Week; American Bar Association Chicago Conference for Bar Leaders; the Martin Luther King, Jr. Commission on Non-Violence; training for Town and Village Justices in St. Lawrence County and State Magistrates Association in Ellenville; training for Trial Court Judges in Rochester; Third Judicial District Judges Meeting; Chief Clerks Conference; National Academy of Conciliators; Conference in Baltimore on Dispute Resolution and the State Courts; Black and Puerto Rican Legislative Conference; National Conference on Peacemaking and Conflict Resolution in Montreal; Westchester Alliance For Juvenile and Criminal Justice, Inc.; Sullivan Correctional Facility Affirmative Action Officers; Washington Correctional Facility inmates; a series of planning meetings for the October 1989 mediation conference in Buffalo entitled, The Peace Bridge Conference - Dispute Resolution Into the 90's: New Partnerships, Enhanced Techniques and Emerging Markets; series of meetings with the Department of Education on Mediation of Special Education Cases; New York Council on Children and Families; a series of meetings with the State Division of Housing on mobile home disputes; and the Division of Criminal Justice Services on police training.

In addition to efforts on the state level to publicize the availability of dispute resolution resources, each center reaches out in its local community through speaking engagements, seminars and other meetings to inform the public of this valuable resource.

CONCLUSIONS

Chief Judge Sol Wachtler and Chief Administrator of the Courts Matthew T. Crosson are pleased to report to the Governor, the Legislature, the Judiciary and the citizens of New York that the Community Dispute Resolution Centers Program is available in every county and is providing a valuable alternative dispute resolution resource to all citizens and to the justice system in the State of New York.

The dispute resolution centers are designed to meet the needs of the citizens of each county. Each center has the ability to address any type of dispute suitable for mediation, conciliation or arbitration. Often the party or parties simply need a forum for discussion and have no need to take their disputes further. Additional community resources can also be utilized by the dispute resolution center for referral to address the other specific issues involved. The statewide network of community dispute resolution centers provides the court with a quick, convenient, efficient, cost-effective means to resolve disputes. The use of community dispute centers is relieving the courts of a number of matters that do not need a formal court structure. The dispute resolution process allows people to take responsibility for their own problems and reach mutually agreeable solutions. The dispute resolution process can help reduce crime by preventing situations from escalating into serious, sometimes violent incidents. The staff and volunteer citizen mediators can teach people to manage conflict constructively in a peaceful, effective manner. In each community with access to a dispute resolution center, individuals and groups

have a forum in which to communicate and hopefully achieve understanding.

For fiscal year 1990-91 the Chief Administrator of the Courts requested \$2,513,000 to continue state grants working in partnership with the local community for all 62 counties across the state. In fiscal year 1989-90, no increase in funds was requested for the centers due to state fiscal restraints.

The centers are beginning to expand their influence into the New York State school systems and teach young people how to manage conflict responsibly and without violence. The dispute resolution centers are teaching conflict management skills to young people in over 150 school districts across the State.

The New York State Association of Community Dispute Resolution Centers has hired a full-time executive director, Christopher Owens, J.D.. The Association has signed a contract with the New York State Division of Housing to handle mobile home disputes. The Association is working closely with the State CDRCP in the areas of training, the national and state conference, the development of a mediation video, and other public information efforts. The potential for the centers to handle many local disputes in a wide variety of areas is now becoming evident.

Chief Judge Sol Wachtler views the community dispute resolution centers as enormously successful and essential to the court system. Conciliation, mediation and arbitration are processes that work and assist all of us to find harmony within ourselves, our families, neighborhoods, schools, workplace and communities.

COMMUNITY DISPUTE RESOLUTION CENTERS
STATISTICAL TABLES

TABLE 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1987-88 AND 1988-89 WORKLOAD ANALYSIS FOR ALL PROGRAMS

	[1987-88]		[1988-89]		
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	(5) % CHANGE FROM 1987-88 (3-1)/(1)
CASE DISPOSITION					
CONCILIATED	4,901	12.4%	5,355	13.0%	9.3%
MEDIATED WITH AGREEMENT	12,243	31.0%	11,894	28.8%	-2.9%
MEDIATED WITH NO AGREEMENT	2,001	5.1%	2,303	5.6%	15.1%
ARBITRATED	921	2.3%	696	1.7%	-24.4%
CASE DISMISSED BY COMP. UNAMENABLE FOR MEDIATION	1,348	3.4%	1,791	4.3%	32.9%
COMP. REFUSES TO MEDIATE	1,493	3.8%	2,001	4.9%	34.0%
RESP. REFUSES TO MEDIATE	1,384	3.5%	1,752	4.2%	26.6%
BOTH REFUSE TO MEDIATE	2,914	7.4%	2,585	6.3%	-11.3%
COMP. - NO SHOW	208	0.5%	217	0.5%	4.3%
RESP. - NO SHOW	1,055	2.7%	1,097	2.7%	4.0%
BOTH - NO SHOW	1,545	3.9%	1,425	3.5%	-7.8%
OTHER	8,144	20.6%	8,444	20.5%	3.7%
UNDETERMINED	1,253	3.2%	1,464	3.5%	16.8%
	143	0.4%	218	0.5%	52.4%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%
REFERRAL SOURCE					
CITY COURTS	24,196	61.2%	24,320	59.0%	0.5%
COUNTY COURTS	47	0.1%	54	0.1%	14.9%
FAMILY COURTS	839	2.1%	828	2.0%	-1.3%
TOWN/VILLAGE COURTS	1,255	3.2%	1,475	3.6%	17.5%
BUSINESS/CORPORATION	122	0.3%	111	0.3%	-9.0%
DISTRICT ATTORNEY	1,617	4.1%	1,269	3.1%	-21.5%
LEGAL AID	399	1.0%	313	0.8%	-21.6%
POLICE	2,851	7.2%	3,277	7.9%	14.9%
PRIVATE AGENCY	711	1.8%	1,679	4.1%	136.1%
PRIVATE ATTY	237	0.6%	383	0.9%	61.6%
PROBATION	232	0.6%	286	0.7%	23.3%
PUBLIC AGENCY	1,124	2.8%	1,136	2.8%	1.1%
PUBLIC DEFENDER	10	0.0%	16	0.0%	60.0%
SCHOOL	849	2.1%	726	1.8%	-14.5%
SHERIFF	178	0.5%	130	0.3%	-27.0%
STATE POLICE	44	0.1%	87	0.2%	97.7%
WALK IN	4,253	10.8%	4,662	11.3%	9.6%
OTHER	391	1.0%	260	0.6%	-33.5%
UNDETERMINED	198	0.5%	230	0.6%	16.2%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%
TYPE OF DISPUTE					
CRIMINAL MISDEMEANOR	27,208	68.8%	26,529	64.3%	-2.5%
CRIMINAL FELONY	129	0.3%	187	0.5%	45.0%
CIVIL	9,999	25.3%	12,400	30.1%	24.0%
JUVENILE	1,928	4.9%	1,919	4.7%	-0.5%
UNDETERMINED	289	0.7%	207	0.5%	-28.4%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%

(continued on page 2 of table 1)

PAGE 2 OF TABLE 1
 COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1987-88 AND 1988-89 WORKLOAD ANALYSIS FOR ALL PROGRAMS

NATURE OF DISPUTE	[1987-88]		[1988-89]		% CHANGE FROM 1987-88 (3-1)/(1)
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	
AGGRAVATED ASSAULT	73	0.2%	63	0.2%	-13.7%
AGGRAVATED HARASSMENT	1,237	3.1%	1,241	3.0%	0.3%
ANIMAL COMPLAINT	221	0.6%	212	0.5%	-4.1%
ARSON	1	0.0%	1	0.0%	N/A
ASSAULT	5,452	13.8%	5,003	12.1%	-8.2%
BREACH OF CONTRACT	2,024	5.1%	3,101	7.5%	53.2%
BURGLARY	19	0.0%	41	0.1%	115.8%
CUSTODY/SUPPORT/VISITATION	975	2.5%	922	2.2%	-5.4%
CRIM. MISAPPL. OF PROPERTY	238	0.6%	228	0.6%	-4.2%
CRIM. POSS. OF STOLEN PROP.	17	0.0%	17	0.0%	0.0%
CRIMINAL MISCHIEF	1,364	3.4%	1,127	2.7%	-17.4%
CRIMINAL TAMPERING	56	0.1%	80	0.2%	42.9%
CRIMINAL TRESPASS	206	0.5%	194	0.5%	-5.8%
FORGERY	20	0.1%	21	0.1%	5.0%
FRAUD-BAD CHECK	852	2.2%	517	1.3%	-39.3%
GRAND LARCENY	19	0.0%	20	0.0%	5.3%
HARASSMENT	16,208	41.0%	17,478	42.4%	7.8%
HOUSING DISPUTE	1,939	4.9%	2,180	5.3%	12.4%
INTERPERSONAL DISPUTE	2,939	7.4%	3,414	8.3%	16.2%
LARCENY	60	0.2%	41	0.1%	-31.7%
MEHACING	913	2.3%	896	2.2%	-1.9%
NOISE	742	1.9%	700	1.7%	-5.7%
PERSONS IN NEED OF SUPERVS.	110	0.3%	141	0.3%	28.2%
PERSONAL/REAL PROPERTY	1,574	4.0%	1,316	3.2%	-16.4%
PETIT LARCENY	536	1.4%	456	1.1%	-14.9%
RECKLESS ENDANGERMENT	115	0.3%	60	0.1%	-47.8%
ROBBERY	13	0.0%	15	0.0%	15.4%
THEFT OF SERVICES	188	0.5%	106	0.3%	-43.6%
UNAUTH. USE OF A VEHICLE	7	0.0%	20	0.0%	185.7%
VANDALISM	50	0.1%	35	0.1%	-30.0%
VIOLATION OF TOWN/CITY ORD	109	0.3%	127	0.3%	16.5%
OTHER	881	2.2%	1,052	2.6%	19.4%
UNDETERMINED	395	1.0%	417	1.0%	5.6%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%
NONMEDIATED CASE REFERRED TO ANOTHER AGENCY					
SOCIAL SERVICE AGENCY	220	3.5%	245	4.5%	11.4%
COURTS	4,557	72.3%	4,164	76.5%	-8.6%
DISTRICT ATTORNEY	796	12.6%	415	7.6%	-47.9%
POLICE/SHERIFF	213	3.4%	107	2.0%	-49.8%
OTHER	519	8.2%	510	9.4%	-1.7%
TOTAL	6,305	100.0%	5,441	100.0%	-13.7%

(continued on page 2 of table 1)

PAGE 3 OF TABLE 1
 COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1987-88 AND 1988-89 WORKLOAD ANALYSIS FOR ALL PROGRAMS

RELATIONSHIP	[1987-88]		[1988-89]		% CHANGE FROM 1987-88 (3-1)/(1)
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	
ACQUAINTANCES	8,920	22.6%	9,737	23.6%	9.2%
BOY/GIRLFRIEND	508	1.3%	485	1.2%	-4.5%
CONSUMER/MERCHANT	3,303	8.4%	4,020	9.7%	21.7%
DIVORCED	662	1.7%	574	1.4%	-13.3%
EMPLOYER/EMPLOYEE	466	1.2%	416	1.0%	-10.7%
EX-BOY/GIRLFRIEND	2,191	5.5%	2,171	5.3%	-0.9%
EXTENDED FAMILY	808	2.0%	770	1.9%	-4.7%
FRIEND	1,500	3.8%	1,339	3.2%	-10.7%
IMMEDIATE FAMILY	1,726	4.4%	1,742	4.2%	0.9%
LANDLORD/TENANT	5,062	12.8%	5,631	13.7%	11.2%
MARRIED	645	1.6%	579	1.4%	-10.2%
NEIGHBORS	8,990	22.7%	8,974	21.8%	-0.2%
ROOM/HOUSEMATE	290	0.7%	260	0.6%	-10.3%
SEPARATED	470	1.2%	513	1.2%	9.1%
STRANGERS	2,159	5.5%	2,721	6.6%	26.0%
OTHER	1,327	3.4%	881	2.1%	-33.6%
UNDETERMINED	526	1.3%	429	1.0%	-18.4%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%
RETURNEE TO MEDIATION					
MED. OF NEW MATTER	724	1.8%	458	1.1%	-36.7%
REMED. OF OLD MATTER	233	0.6%	232	0.6%	-0.4%
NONCOMPLIANCE OF PAST MED.	127	0.3%	76	0.2%	-40.2%
OTHER	99	0.3%	1	0.0%	-99.0%
LEFT BLANK	38,370	97.0%	40,475	98.1%	5.5%
TOTAL	39,553	100.0%	41,242	100.0%	4.3%

ADDITIONAL INFORMATION	1987-88	1988-89	% CHANGE FROM 1987-88
NO. OF INDIVIDUALS SERVED THROUGH THE CONCILIATION/MEDIATION/ARBITRATION PROCESS	56,994	56,139	-1.5%
AVE. NO. OF INDIVIDUALS SERVED	2.8	2.8	0.0%
ALL CASES	93,629	95,563	2.1%
AVE. NO. OF INDIVIDUALS SERVED	2.4	2.3	-4.2%
TOTAL DOLLAR AMOUNT AWARDED	\$876,352	\$1,057,501	20.7%
TOTAL NO. OF CASES INVOLVED	2,035	2,069	1.7%
AVE. DOLLAR AMOUNT AWARDED PER CASE	\$431	\$511	18.6%
AVE. DAYS FROM INTAKE TO DISPOSITION FOR:			
ALL CASES	13.7	14.4	5.1%
CONCILIATED/MEDIATED/ARBITRATED	13.5	14.2	5.2%
AVE. MINUTES PER MEDIATION/ARBITRATION	85	88	3.5%
CASE MEDIATED WITH AGREEMENT AND REFERRED TO ANOTHER AGENCY FOR ADDITIONAL SERVICES	579	1,013	75.0%

TABLE 2

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1986-87 AND 1987-88

	(APRIL 1, 1987 TO MARCH 31, 1988)				(APRIL 1, 1988 TO MARCH 31, 1989)			
	COMPLAINANT	RESPONDENT	COMPLAINANT	RESPONDENT	COMPLAINANT	RESPONDENT	COMPLAINANT	RESPONDENT
AGE	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
LESS THAN 17	1896	4.8%	1804	4.6%	1809	4.4%	1760	4.3%
17 - 20	2191	5.5%	2077	5.3%	2336	5.7%	2017	4.9%
21 - 29	8192	20.7%	5974	15.1%	8168	19.8%	5688	13.8%
30 - 39	10604	26.8%	7045	17.8%	11213	27.2%	7301	17.7%
40 - 49	6817	17.2%	4673	11.8%	6843	16.6%	4726	11.5%
50 - 59	3514	8.9%	2149	5.4%	3578	8.7%	2227	5.4%
60 - 64	1324	3.3%	678	1.7%	1372	3.3%	668	1.6%
65+	2134	5.4%	965	2.4%	2309	5.6%	948	2.3%
UNDETERMINED	2881	7.3%	14188	35.9%	3614	8.8%	15907	38.6%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%
SEX								
MALE	15432	39.0%	18115	45.8%	15874	38.5%	18973	46.0%
FEMALE	23845	60.3%	12825	32.4%	25043	60.7%	14317	34.7%
UNDETERMINED	276	0.7%	8613	21.8%	325	0.8%	7952	19.3%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%
EMPLOYMENT STATUS								
DISABILITY	1110	2.8%	358	0.9%	1031	2.5%	320	0.8%
EMPLOYED	19719	49.9%	15818	40.0%	20681	50.1%	18042	43.7%
FAMILY EMPLOYED	1555	3.9%	885	2.2%	1359	3.3%	888	2.2%
PUBLIC ASSISTANCE	4490	11.4%	2067	5.2%	3844	9.3%	1492	3.6%
SOC. SEC./RETIRED	2717	6.9%	968	2.4%	2762	6.7%	922	2.2%
STUDENT	2893	7.3%	2370	6.0%	2991	7.3%	2347	5.7%
UNEMPLOYED	3638	9.2%	2362	6.0%	4842	11.7%	2282	5.5%
UNDETERMINED	3431	8.7%	14725	37.2%	3732	9.0%	14949	36.2%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%

(continued on page 2 of table 2)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1986-87 AND 1987-88

(APRIL 1, 1987 TO MARCH 31, 1988)

(APRIL 1, 1988 TO MARCH 31, 1989)

RACE/ETHNIC -----	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
ASIAN	492	1.2%	304	0.8%	670	1.6%	361	0.9%
BLACK	11,592	29.3%	7,146	18.1%	11,244	27.3%	6,481	15.7%
HISPANIC	6,994	17.7%	4,288	10.8%	8,140	19.7%	4,371	10.6%
AMERICAN INDIAN	64	0.2%	38	0.1%	83	0.2%	43	0.1%
WHITE	17,713	44.8%	14,899	37.7%	17,767	43.1%	14,899	36.1%
OTHER	231	0.6%	263	0.7%	225	0.5%	266	0.6%
UNDETERMINED	2,467	6.2%	12,615	31.9%	3,113	7.5%	14,821	35.9%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%
INCOME LEVEL								

LESS THAN \$9,000	16,129	40.8%	10,779	27.3%	16,698	40.5%	11,538	28.0%
\$9,001 - \$16,000	7,448	18.8%	5,098	12.9%	7,154	17.3%	4,425	10.7%
\$16,001 - \$25,000	5,999	15.2%	3,727	9.4%	6,178	15.0%	4,081	9.9%
\$25,001 - \$35,000	2,469	6.2%	1,667	4.2%	2,755	6.7%	1,740	4.2%
\$35,000+	1,472	3.7%	1,363	3.4%	1,822	4.4%	1,322	3.2%
UNDETERMINED	6,036	15.3%	16,919	42.8%	6,635	16.1%	18,136	44.0%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%
EDUCATION LEVEL								

0 - 8	3,535	8.9%	2,103	5.3%	3,635	8.8%	1,847	4.5%
9 - 11	6,650	16.8%	4,495	11.4%	6,830	16.6%	4,114	10.0%
12	14,379	36.4%	11,233	28.4%	15,531	37.7%	12,865	31.2%
13 - 15	5,996	15.2%	2,819	7.1%	6,035	14.6%	2,692	6.5%
16	3,118	7.9%	1,746	4.4%	3,212	7.8%	1,688	4.1%
17+	1,276	3.2%	622	1.6%	1,401	3.4%	645	1.6%
UNDETERMINED	4,599	11.6%	16,535	41.8%	4,598	11.1%	17,391	42.2%
TOTAL	39,553	100.0%	39,553	100.0%	41,242	100.0%	41,242	100.0%

TABLE 3

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1987-88 AND 1988-89 STATE FISCAL YEARS

	(APRIL 1, 1987 TO MARCH 31, 1988)		(APRIL 1, 1988 TO MARCH 31, 1989)	
	COMPLAINANTS/ RESPONDENTS (1)	(2)	COMPLAINANTS/ RESPONDENTS (1)	(2)
AGE		% OF		% OF
---	CASES	TOTAL	CASES	TOTAL
---	-----	-----	-----	-----
LESS THAN 17	3,700	4.7%	3,569	4.3%
17 - 20	4,268	5.4%	4,353	5.3%
21 - 29	14,166	17.9%	13,856	16.8%
30 - 39	17,649	22.3%	18,514	22.4%
40 - 49	11,490	14.5%	11,569	14.0%
50 - 59	5,663	7.2%	5,805	7.0%
60 - 64	2,002	2.5%	2,040	2.5%
65+	3,099	3.9%	3,257	3.9%
UNDETERMINED	17,069	21.6%	19,521	23.7%
TOTAL	79,106	100.0%	82,484	100.0%
SEX				

MALE	33,547	42.4%	34,847	42.2%
FEMALE	36,670	46.4%	39,360	47.7%
UNDETERMINED	8,889	11.2%	8,277	10.0%
TOTAL	79,106	100.0%	82,484	100.0%
EMPLOYMENT STATUS				

DISABILITY	1,468	1.9%	1,351	1.6%
EMPLOYED	35,537	44.9%	38,723	46.9%
FAMILY EMPLOYED	2,440	3.1%	2,247	2.7%
PUBLIC ASSISTANCE	6,557	8.3%	5,336	6.5%
SOC. SEC./RETIRED	3,685	4.7%	3,684	4.5%
STUDENT	5,263	6.7%	5,338	6.5%
UNEMPLOYED	6,000	7.6%	7,124	8.6%
UNDETERMINED	18,156	23.0%	18,681	22.6%
TOTAL	79,106	100.0%	82,484	100.0%

(continued on page 2 of table 3)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
 FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1987-88 AND 1988-89 STATE FISCAL YEARS

(APRIL 1, 1987 TO MARCH 31, 1988)

(APRIL 1, 1987 TO MARCH 31, 1988)

RACE/ETHNIC -----	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
	CASES	% OF TOTAL	CASES	% OF TOTAL
ASIAN	796	1.0%	1,031	1.2%
BLACK	18,738	23.7%	17,725	21.5%
HISPANIC	11,282	14.3%	12,511	15.2%
AMERICAN INDIAN	102	0.1%	126	0.2%
WHITE	32,612	41.2%	32,666	39.6%
OTHER	494	0.6%	491	0.6%
UNDETERMINED	15,082	19.1%	17,934	21.7%
TOTAL	79,106	100.0%	82,484	100.0%
INCOME LEVEL				

LESS THAN \$9,000	26,908	34.0%	28,236	34.2%
\$9,001 - \$16,000	12,546	15.9%	11,579	14.0%
\$16,001 - \$25,000	9,726	12.3%	10,259	12.4%
\$25,001 - \$35,000	4,136	5.2%	4,495	5.4%
\$35,000+	2,835	3.6%	3,144	3.8%
UNDETERMINED	22,955	29.0%	24,771	30.0%
TOTAL	79,106	100.0%	82,484	100.0%
EDUCATION LEVEL				

0 - 8	5,638	7.1%	5,482	6.6%
9 - 11	11,145	14.1%	10,944	13.3%
12	25,612	32.4%	28,396	34.4%
13 - 15	8,815	11.1%	8,727	10.6%
16	4,864	6.1%	4,900	5.9%
17+	1,898	2.4%	2,046	2.5%
UNDETERMINED	21,134	26.7%	21,989	26.7%
TOTAL	79,106	100.0%	82,484	100.0%

TABLE 4
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1988-89 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1) CASES SCREENED APPROP.	(2) CONCILIATIONS	(3) MEDIATED AGREEMENT	(4) MEDIATED-NO AGREEMENT	(5) TOTAL MEDIATIONS	(6) % MEDIATION W/ AGREEMENT	(7) ARBITRATIONS	(8) TOT. COM/ARB (2+5+7)	(9) % COM/ARB (8 / 1)	(10) PEOPLE SERVED	(11) DAYS FROM INTAKE TO DISPOSTN. ALL CASES	(12) DAYS FROM INTAKE TO DISPOSTN. COM/MED/ARB
ALBANY - DMP	524	20	375	64	439	85%	1	460	88%	1,252	2.6	2.7
ALLEGANY CO. - DSC	16	0	3	1	4	75%	1	5	31%	37	27.3	39.6
BROOME CO. - ACCORD	770	122	237	30	267	89%	0	389	51%	1,819	12.0	10.6
CATTARAUGUS CO. - DCS	305	67	26	13	39	67%	8	114	37%	685	23.4	29.2
CAYUGA CO. - DRC	102	2	45	11	56	80%	0	58	57%	227	16.8	17.0
CHAUTAUQUA CO. - DCS	563	87	102	31	133	77%	17	237	42%	1,235	20.4	23.2
CHEMUNG CO. - NJP	819	361	134	47	181	74%	2	544	66%	1,893	8.2	7.8
CHENANGO - DRC	123	43	9	9	18	50%	0	61	50%	404	21.2	22.9
CLINTON CO. - NNY CCR	33	2	6	1	7	86%	8	17	52%	78	19.8	27.4
COLUMBIA CO. - C.G.	246	56	48	8	56	86%	0	112	46%	642	11.4	12.2
CORTLAND - RESOLVE	58	9	7	3	10	70%	0	19	33%	155	23.1	29.2
DELAWARE CO.	77	13	17	2	19	89%	0	32	42%	163	18.4	20.4
DUTCHESS - CDRC	345	70	145	55	200	73%	0	270	78%	881	18.8	21.8
ERIE - DSC	2,886	725	299	308	607	49%	141	1,473	51%	6,261	28.1	33.9
ESSEX CO. - NNY CCR	20	1	5	4	9	56%	0	10	50%	56	16.8	20.0
FRANKLIN - CCR	67	24	10	3	13	77%	0	37	55%	136	4.9	4.7
FULTON	75	8	17	9	26	65%	0	34	45%	164	7.0	7.2
GENESEE CO - BBB	172	26	21	9	30	70%	13	69	40%	446	25.6	33.3
GREENE COUNTY - CDRC	197	45	36	5	41	88%	0	86	44%	448	13.1	12.0
HAMILTON CO. - NNYCCR	5	0	5	0	5	100%	0	5	100%	14	N/A	N/A
HERKIMER CO.	474	219	84	10	94	89%	0	313	66%	1,439	7.0	7.0
JEFFERSON CO. - CDRC	363	119	44	12	56	79%	0	175	48%	831	13.3	11.3
LEWIS COUNTY MED. SRV.	37	15	5	3	8	63%	0	23	62%	112	17.5	21.9
LIVINGSTON CO. - CDS.	168	22	81	3	84	96%	5	111	66%	487	31.9	29.1
MADISON-RESOLVE	47	7	4	9	13	31%	0	20	43%	120	16.8	16.1
MONROE - CDS, INC.	663	119	137	35	172	80%	17	308	46%	1,473	25.6	28.9
MONTGOMERY	35	4	7	4	11	64%	0	15	43%	79	6.9	5.4
NASSAU CO. AAA - CDC	291	18	93	4	97	96%	17	132	45%	868	49.5	51.4
NASSAU CO. - MAP	139	69	57	13	70	81%	0	139	100%	483	16.1	16.1
NIAGARA CO.	556	129	56	55	111	50%	10	250	45%	1,233	20.5	24.2
IMCR - BRONX	4,971	189	1,747	5	1,752	100%	222	2,163	44%	12,603	10.1	9.1
IMCR - NEW YORK	4,894	205	1,795	79	1,874	96%	140	2,219	45%	11,579	14.4	11.5
VSA - KINGS (BROOKLYN)	7,842	232	2,434	664	3,098	79%	0	3,330	42%	16,250	10.5	8.5
VSA - QUEENS	4,241	166	1,393	316	1,709	82%	0	1,875	44%	8,469	8.5	7.3
STATEN ISLAND - CDRC.	1,304	318	525	59	584	90%	0	902	69%	2,915	12.4	11.2
WASH. HEIGHTS	563	53	153	10	163	94%	2	218	39%	991	5.2	7.2
ONEIDA COUNTY J.C.	609	316	109	14	123	89%	80	519	85%	1,848	10.0	10.2
ONONDAGA NEW JUSTICE	370	98	45	15	60	75%	0	158	43%	991	27.9	27.7
ONONDAGA (VOL CTR)	316	44	109	18	127	86%	0	171	54%	949	16.7	16.5
ONTARIO - CDS, INC.	195	13	65	5	70	93%	0	83	43%	506	28.0	32.8
ORANGE CO. MED. PROJ.	461	55	179	40	219	82%	0	274	59%	1,184	22.3	24.2
ORLEANS - BBB	29	5	2	4	6	33%	2	13	45%	65	20.4	26.7
OSWEGO CO. NEW JUST.	143	38	18	11	29	62%	0	67	47%	334	22.4	23.0
OTSEGO CO	183	62	14	4	18	78%	0	80	44%	440	27.3	25.8
PUTNAM CO.	41	3	18	10	28	64%	0	31	76%	103	26.5	27.8
RENSSELAER CO. - CDSP	143	39	19	5	24	79%	0	63	44%	386	11.0	11.6
ROCKLAND CO. - VMC	97	1	54	10	64	84%	0	65	67%	223	19.6	19.4
Subtotal of page	36,578	4,239	10,794	2,030	12,824	84%	686	17,749	49%	83,957	14.1	13.8

* Cases which intake staff have determined may be appropriate for dispute resolution services.

(continued on page 2 of Table 4)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 19 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1) * CASES SCREENED APPROP.	(2) CONCIL- IATIONS	(3) MEDIATED AGREEMNT	(4) MEDI- ATED-NO AGREEMNT	(5) TOTAL MEDI- ATIONS	(6) % MEDI- ATION W/ AGREEMNT	(7) ARBI- TRATIONS	(8) TOT. CON/ MED/ARB (2+5+7)	(9) % CON/ MED/ARB (8 / 1)	(10) PEOPLE SERVED	(11) DAYS FROM INTAKE TO DISPOSTN. ALL CASES	(12) DAYS FROM INTAKE TO DISPOSTN. CON/MED/ARB
ST. LAWRENCE CO. CCR	152	44	19	5	24	79%	0	68	45%	558	7.9	6.4
SARATOGA COUNTY - DSP	121	10	44	10	54	81%	3	67	55%	275	15.7	17.4
SCHENECTADY CO. CDSP	509	67	92	48	140	66%	0	207	41%	1,048	33.1	40.4
SCHOHARIE CO.	5	1	3	0	3	100%	0	4	80%	11	5.8	6.3
SCHUYLER COUNTY - NJP	215	142	14	11	25	56%	0	167	78%	446	7.1	6.9
SENECA CO. - CDS, INC.	56	1	23	1	24	96%	0	25	45%	119	24.3	29.2
STEBEN COUNTY - NJP	458	276	58	5	63	92%	0	339	74%	1,086	5.1	5.1
SUFFOLK - CMC, INC.	878	51	253	73	326	78%	0	377	43%	2,219	25.4	31.6
SULLIVAN - MED. + JUV.	164	24	95	4	99	96%	0	123	75%	337	16.7	11.4
TIOGA COUNTY - ACCORD	249	67	68	16	84	81%	0	151	61%	587	9.8	9.6
TOMPKINS COUNTY - CDRC	298	35	82	23	105	78%	0	140	47%	706	12.8	15.6
ULSTER CO. - MED. SERV	249	29	95	16	111	86%	0	140	56%	521	13.2	10.2
WARREN COUNTY	46	5	9	3	12	75%	0	17	37%	127	11.9	14.4
WASHINGTON CO. - DSP	100	28	21	6	27	78%	0	55	55%	231	13.1	14.0
WAYNE CO. - CDS, INC.	244	45	78	12	90	87%	3	138	57%	507	23.6	27.0
WESTCHESTER CO.	836	287	111	36	147	76%	0	434	52%	2,608	13.7	12.6
WYOMING CO. - BBB	56	4	25	3	28	89%	4	36	64%	152	34.0	38.1
YATES CO. - CDS, INC.	28	0	10	1	11	91%	0	11	39%	68	25.2	30.6
Subtotal of page	4,664	1,116	1,100	273	1,373	80%	10	2,499	54%	11,606	14.1	13.8
1988-89 GRAND TOTAL	41,242	5,355	11,894	2,303	14,197	84%	696	20,248	49%	95,563	14.1	13.8

* Cases which intake staff have determined may be appropriate for dispute resolution services.

PAGE 1 OF TABLE 5
 (Continued on page 2 of table 5)
 COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1988 TO MARCH 31, 1989

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY CRTS.	TOWN CRTS.	BUSI-NESS/ CORP.	DIST. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTY	PROBA-TION	PUBLIC AGENCY	PUBLIC DE-FENDER	SCHOOL	WALK -IN	OTHER	UNRE-CORDED	PROGRAM TOTALS
ALBANY CO.- DMP	160	0	121	74	1	0	0	8	3	1	4	8	0	107	35	1	1	524
ALLEGANY CO.- DSC	0	0	0	3	0	0	0	1	4	0	2	0	0	0	6	0	0	16
BRONX CO.- IMCR	4,949	0	1	2	0	0	0	8	0	0	0	0	0	0	8	0	3	4,971
BROOME CO.- ACCORD	34	7	244	20	1	3	5	77	34	29	4	120	1	19	157	6	9	770
CATTARAUGUS CO.- DSC	133	0	3	11	1	0	0	83	21	4	3	5	0	0	40	0	1	305
CAYUGA CO. - DRC	16	0	0	25	0	0	0	43	0	5	0	0	0	0	4	9	0	102
CHAUTAUGUA CO. - DSC	105	0	80	26	0	0	15	57	46	9	6	29	0	4	177	4	5	563
CHEMUNG CO. - NJP	18	0	11	4	6	0	17	30	13	14	15	115	0	93	469	2	12	819
CHENANGO CO. - DRC	17	2	0	16	2	0	1	11	26	7	0	7	1	2	12	17	2	123
CLINTON CO. - CCR	0	0	0	2	0	0	1	2	0	0	9	5	0	0	3	8	3	33
COLUMBIA CO.- COMMON GROUND	54	0	1	11	13	0	1	9	5	10	5	18	0	3	89	23	4	246
CORTLAND CO. - RESOLVE	3	0	0	17	0	1	2	5	1	1	1	6	0	5	14	2	0	58
DELAWARE CO. - DRC	1	0	14	19	0	1	2	6	2	0	2	12	0	0	15	0	3	77
DUTCHESS CO. - CDRC	101	1	10	95	1	3	1	8	1	4	22	10	0	35	42	8	3	345
ERIE CO. - DSC	660	1	24	18	0	229	0	387	1,153	146	5	36	0	1	217	2	7	2,886
ESSEX CO. - CCR	1	0	0	14	0	0	0	0	0	0	1	0	0	0	3	0	0	20
FRANKLIN CO. - CCR	2	0	0	44	0	0	0	0	0	0	0	1	0	0	19	0	1	67
FULTON CO. - CDR	7	0	15	32	0	0	5	2	2	4	0	1	0	0	7	0	0	75
GENESEE CO. - DSC	20	1	0	19	1	3	2	16	32	6	1	10	1	2	58	0	0	172
GREENE CO. - COMMON GROUND	11	0	6	78	3	0	0	22	0	0	5	13	0	1	57	0	1	197
HAMILTON CO. - CCR	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	5
HERKIMER CO. - CDRC	1	0	0	10	23	2	66	9	11	6	0	83	0	6	242	15	0	474
JEFFERSON CO. - CDRC	15	0	1	7	0	0	0	18	15	2	0	207	0	1	93	4	0	363
KINGS CO. - VSA	7,679	33	12	0	0	0	0	4	0	0	0	0	0	0	108	6	0	7,842
LEVIS CO.-MEDIATION SERVICE	0	0	0	4	0	1	0	2	6	1	0	14	0	1	8	0	0	37
LIVINGSTON CO. - CDS	0	0	4	123	0	0	0	8	1	1	5	1	0	0	23	0	2	168
MADISON CO. - RESOLVE	2	1	0	0	0	1	0	4	3	1	1	5	0	3	4	7	15	47
MONROE CO. - CDS, INC.	264	0	1	92	0	104	0	84	0	3	4	0	0	1	109	0	1	663
MONTGOMERY CO. - CDR	11	0	1	9	1	0	6	1	3	0	0	1	0	0	2	0	0	35
NASSAU CO. - AAA/WCDC	14	0	0	0	0	139	0	88	0	0	0	0	0	0	48	0	2	291
NASSAU CO. - MAP	0	0	52	7	1	0	1	27	0	0	2	0	0	10	1	13	25	139
NEW YORK CO. - IMCR	3,919	0	2	0	0	1	1	451	0	0	0	0	0	0	512	0	8	4,894
NEW YORK CO. - WHIC	89	0	0	0	0	0	0	246	0	0	0	15	0	96	109	7	1	563
NIAGARA CO. - DSC	9	1	0	4	0	0	0	309	98	20	0	1	0	0	110	0	4	556
ONEIDA CO. - CDRC	202	0	0	0	0	2	31	0	6	2	1	87	0	1	273	3	1	609
ONONDAGA CO. - RESOLVE	103	1	10	15	2	6	4	21	13	15	8	44	0	14	105	4	5	370
ONONDAGA CO.-VOLUNTEER CTR.	46	0	1	13	0	238	0	14	0	0	2	0	0	0	0	0	2	316
ONTARIO CO. - DSC	80	0	3	33	0	0	2	28	0	2	6	1	0	4	34	0	2	195
ORANGE CO.- MEDIATION PROG.	64	0	9	69	0	0	0	184	1	1	14	26	0	60	21	7	5	461
ORLEANS CO. - DSC	4	0	0	18	0	0	0	3	0	0	0	0	0	0	3	0	1	29
OSWEGO CO.-RESOLVE	3	0	0	3	26	12	0	4	0	1	4	4	0	0	85	1	0	143
OTSEGO CO. - AGREE	19	2	1	59	12	0	8	6	3	7	0	6	0	0	53	5	2	183
PUTNAM CO.- MEDIATION PROG.	4	0	7	13	0	3	1	3	0	0	1	3	0	0	4	2	0	41
QUEENS CO. - VSA	3,719	0	74	0	0	5	0	53	0	14	0	5	0	0	340	29	2	4,241
RENSSELAER CO. - CDSP	6	0	0	10	2	0	0	30	1	3	9	49	0	7	19	6	1	163
RICHMOND CO. - CDRC	432	2	1	1	0	9	0	687	0	1	0	0	0	54	78	8	31	1,304
ROCKLAND CO. - VHC	4	0	0	61	0	4	0	4	0	0	1	0	0	7	16	0	0	97
SAINT LAWRENCE CO. ?	1	0	0	13	0	2	69	3	0	1	0	2	0	0	51	10	0	152
SARATOGA CO. - DSP	9	0	5	21	0	0	21	1	9	1	0	8	0	0	40	5	1	121

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1987 TO MARCH 31, 1988

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY CRTS.	TOWN CRTS.	BUSI-NESS/ CORP.	DISY. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTNY	PROBA- TION	PUBLIC AGENCY	PUBLIC DE- FENDER	SCHOOL	WALK -IN	UNRE- OTHER CORDED	GRAND TOTALS	
SCHEMECTADY CO. - CDSP	413	0	10	12	9	1	0	2	1	3	1	8	1	0	39	4	5	509
SCHOMARIE CO. - CDR	0	0	0	2	0	0	0	0	1	1	0	0	0	1	0	0	0	5
SCHUYLER CO. - NJP	0	0	1	6	0	1	7	7	1	4	33	65	0	11	77	0	2	215
SENECA CO. - CDS	1	0	0	21	0	0	1	24	0	0	1	0	0	0	8	0	0	56
STEBEN CO. - NJP	2	0	2	11	5	0	3	53	120	9	19	16	0	16	185	5	12	458
SUFFOLK CO. - CMC	398	0	2	1	1	457	0	0	0	2	0	1	0	0	12	4	0	878
SULLIVAN CO. - MEDIATION	2	2	15	5	0	0	0	5	0	1	0	2	0	103	23	5	1	164
TIOGA CO. - ACCORD	2	0	18	76	0	0	1	35	1	5	24	3	0	2	79	1	2	249
TONPKINS CO. - CDRC	36	0	2	10	0	7	25	6	32	16	40	17	0	3	91	8	5	298
ULSTER CO. - MEDIATION	86	0	55	2	0	0	0	4	0	2	0	2	0	2	75	4	17	249
WARREN CO. - MEDIATION	1	0	1	16	0	0	2	3	2	0	2	2	0	1	6	2	8	46
WASHINGTON CO. - MEDIATION	3	0	0	57	0	0	7	4	0	1	1	4	0	0	15	1	7	100
WAYNE CO. - CDS	6	0	2	105	0	1	3	48	1	13	9	16	12	0	28	0	0	244
WESTCHESTER CO. - CLUSTER	372	0	2	0	0	30	2	229	3	3	1	39	0	44	92	12	7	836
WYOMING CO. - DSC	5	0	4	15	0	0	0	4	4	0	13	2	0	1	8	0	0	56
YATES CO. - CDS INC.	1	0	0	21	0	2	0	3	0	0	0	0	0	0	1	0	0	28
SUBTOTALS	1,328	2	114	360	15	499	51	427	166	60	144	177	13	184	739	46	66	4,391
GRAND TOTAL	24,319	54	828	1,475	111	1,268	313	3,494	1,679	383	286	1,136	16	726	4,662	260	232	41,242

TABLE 6

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
STATEWIDE REFERRAL COMPARISONS BY FISCAL YEAR

SOURCE OF REFERRALS	1983-84 % OF TOTAL		1984-85 % OF TOTAL		1985-86 % OF TOTAL	
COURTS	25,311	67.3%	32,541	76.6%	27,684	70.8%
BUSINESS/CORPORATION	N/A	N/A	NA	NA	47	400.0%
DISTRICT ATTORNEY	1,640	4.4%	2,029	4.8%	1,939	5.0%
LEGAL AID	236	0.6%	362	0.9%	379	1.0%
POLICE/SHERIFF	1,658	4.4%	2,725	6.4%	2,716	6.9%
PRIVATE ATTORNEY	328	0.9%	196	0.5%	205	0.5%
PROBATION	N/A	N/A	NA	NA	198	0.5%
PUBLIC AGENCY	523	1.4%	1,390	3.3%	1,512	3.9%
PUBLIC DEFENDER	N/A	N/A	NA	NA	23	0.1%
SCHOOL	48	0.1%	71	0.2%	238	0.6%
WALK-IN	6,396	17.0%	2,465	5.8%	3,061	7.8%
OTHER	1,447	3.8%	690	1.6%	1,092	2.8%
TOTAL	37,587	100.0%	42,469	100.0%	39,094	100.0%

SOURCE OF REFERRALS	1986-87 % OF TOTAL		1987-88 % OF TOTAL		1988-89 % OF TOTAL	
CITY COURTS	25,937	62.4%	24,111	61.2%	24,320	59.0%
COUNTY COURTS	393	0.9%	47	0.1%	54	0.1%
FAMILY COURTS	683	1.6%	833	2.1%	828	2.0%
TOWN/VILLAGE COURTS	1,027	2.5%	1,246	3.2%	1,475	3.6%
BUSINESS/CORPORATION	174	0.4%	122	0.3%	111	0.3%
DISTRICT ATTORNEY	1,908	4.6%	1,612	4.1%	1,269	3.1%
LEGAL AID	402	1.0%	399	1.0%	313	0.8%
POLICE	3,003	7.2%	2,841	7.2%	3,277	7.9%
PRIVATE AGENCY	660	1.6%	704	1.8%	1679	4.1%
PRIVATE ATTORNEY	264	0.6%	234	0.6%	383	0.9%
PROBATION	209	0.5%	229	0.6%	286	0.7%
PUBLIC AGENCY	1,190	2.9%	1,116	2.8%	1,136	2.8%
PUBLIC DEFENDER	57	0.1%	9	0.0%	16	0.0%
SCHOOL	680	1.6%	830	2.1%	726	1.8%
SHERIFF	129	0.3%	176	0.4%	130	0.3%
STATE POLICE	50	0.1%	44	0.1%	87	0.2%
WALK-IN	4,087	9.8%	4,231	10.7%	4,662	11.3%
OTHER	394	0.9%	388	1.0%	260	0.6%
ERROR	295	0.7%	195	0.5%	230	0.6%
TOTAL	41,542	100.0%	39,367	100.0%	41,242	100.0%

TABLE 7

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR -----	1984-85 EXPENSES -----	1985-86 EXPENSES -----	1986-87 EXPENSES -----	1987-88 EXPENSES -----	1988-89 AWARD -----	1989-90 AWARD -----
ALBANY COUNTY						
Albany Mediation Program	\$22,855	\$24,110	\$25,600	\$30,000	\$35,500	\$35,500
ALLEGANY COUNTY						
BBB of Western NY, Inc.	\$9,036	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
BROOME COUNTY						
ACCORD - (Broome & Tioga)	\$40,000	\$48,000	\$50,000	\$53,000	\$61,000	\$61,000
CAYUGA COUNTY						
Cayuga County Dispute Resolution Center	n/a	n/a	n/a	\$8,742	\$20,000	\$20,000
CHAUTAUQUA COUNTY						
BBB of Western NY, Inc.	\$9,870	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
CHEMUNG COUNTY						
NJP (Chemung/Steuben)	\$42,000	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
NJP (Chemung/Schuyler/Steuben)	n/a	\$65,000	\$70,000	\$74,000	\$85,000	\$85,000
COLUMBIA COUNTY						
Common Ground (Columbia & Greene)	\$21,988 n/a	\$28,472 n/a	COMBINED \$37,912	COMBINED \$40,000	COMBINED \$46,000	COMBINED \$46,000
DELAWARE COUNTY						
DCDRC (Delaware)	n/a	\$2,246	\$17,000	COMBINED	COMBINED	COMBINED
DCDRC (Delaware & Chenango)	n/a	n/a	n/a	\$32,000	\$42,000	\$42,000
DUTCHESS COUNTY						
Community Dispute Resolution Center	\$33,000	\$33,000	\$33,000	\$35,000	\$37,500	\$37,500
ERIE COUNTY						
Dispute Settlement Center (Erie)	\$75,000	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
DSC (Erie/Allegany/Chautauqua/Niagra/ Cattaraugus/Wyoming/Genesee/Orleans)	n/a	\$153,881	\$190,000	\$203,274	\$236,000	\$236,000
FRANKLIN COUNTY						
Northern NY Ctr. for Conflict Resolution	n/a	\$8,317	\$12,459	COMBINED	COMBINED	COMBINED
FULTON, MONTGOMERY & SCHOHARIE COUNTIES - Tri-County Center for Dispute Resolution	\$35,000	\$35,000	\$30,035	\$32,577	\$43,000	\$43,000
GREENE COUNTY						
Community Dispute Resolution Center	\$19,097	\$10,564	COMBINED	COMBINED	COMBINED	COMBINED
HERKIMER COUNTY						
Community Dispute Resolution Program	n/a	\$3,365	COMBINED	COMBINED	\$22,000	\$22,000
JEFFERSON COUNTY						
Community Dispute Resolution Center	\$21,739	\$22,000	COMBINED	COMBINED	COMBINED	COMBINED
Jefferson & Lewis	n/a	n/a	\$27,685	\$33,970	\$39,000	\$39,000
KINGS & QUEENS COUNTIES						
Victim Services Agency	\$160,000	\$160,000	\$175,000	\$185,000	\$213,000	\$213,000
LEWIS COUNTY						
Lewis Mediation Service	\$21,365	\$19,788	COMBINED	COMBINED	COMBINED	COMBINED
Lewis & Herkimer	n/a	n/a	\$25,402	COMBINED	COMBINED	COMBINED
Subtotal of Page 1	\$510,950	\$613,743	\$694,093	\$727,563	\$880,000	\$880,000

(continued on page 2 of Table 7)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR -----	1984-85 EXPENSES -----	1985-86 EXPENSES -----	1986-87 EXPENSES -----	1987-88 EXPENSES -----	1988-89 AWARD -----	1989-90 AWARD -----
LIVINGSTON, ONTARIO & WAYNE COUNTIES Center For Dispute Settlement, Inc.	\$45,000	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
MONROE COUNTY Center For Dispute Settlement, Inc. CDS (Monroe/Livingston/Ontario/ Wayne/Seneca/Yates)	\$85,000 n/a	COMBINED \$167,000	COMBINED \$175,256	COMBINED \$176,000	COMBINED \$204,000	COMBINED \$204,000
NASSAU COUNTY Community Dispute Center Mediation Alternative Project	\$39,046 \$34,000	\$38,194 \$34,000	\$36,047 \$35,000	\$36,947 \$36,000	\$44,000 \$40,000	\$44,000 \$40,000
NEW YORK & BRONX COUNTIES IMCR Dispute Resolution Center	\$158,782	\$160,000	\$175,000	\$185,000	\$213,000	\$213,000
NEW YORK COUNTY Washington Heights-Inwood Coalition	\$44,715	\$45,000	\$45,000	\$46,000	\$53,000	\$53,000
ONEIDA COUNTY CDRP (Oneida) CDRP (Oneida & Herkimer)	\$20,912 n/a	\$25,459 n/a	COMBINED \$35,457	COMBINED \$49,695	\$46,000 n/a	\$46,000 n/a
ONONDAGA COUNTY Resolve-A Center For Dispute Settlement, Inc. Resolve - Onondaga/Oswego/Cortland/Madison Dispute Resolution Center of the Volunteer Center, Inc.	\$38,000 n/a \$25,000	\$37,764 n/a \$29,682	COMBINED \$63,914 \$32,902	COMBINED \$82,275 \$31,086	COMBINED \$104,000 \$40,000	COMBINED \$104,000 \$40,000
ORANGE AND PUTNAM COUNTIES Orange County Mediation Project (Putnam)	\$48,778	\$54,988	\$54,756	\$55,000	\$61,000	\$61,000
OSWEGO COUNTY Resolve-A Center for Dispute Settlement, Inc.	\$22,000	\$18,294	COMBINED	COMBINED	COMBINED	COMBINED
OTSEGO COUNTY Agree-A Center for Dispute Settlement	\$19,751	\$17,370	\$21,713	\$24,000	\$28,000	\$28,000
RENSSELAER COUNTY Community Dispute Settlement Program	\$20,000	\$19,371	\$20,783	\$25,000	\$29,000	\$29,000
RICHMOND COUNTY Staten Island Community Dispute Resolution Center	\$67,019	\$62,358	\$67,273	\$68,113	\$84,000	\$84,000
ROCKLAND COUNTY Volunteer Mediation Center	\$31,900	\$33,000	\$30,000	\$28,473	\$30,000	\$30,000
ST. LAWRENCE COUNTY Northern NY Ctr. for Conflict Resolution (St. Lawrence/Franklin/Essex/Clinton) (St. Lawr./Frank./Essex/Clinton/Hamilton)	\$19,961 n/a n/a	\$19,983 n/a n/a	\$19,370 n/a n/a	COMBINED \$60,518 n/a	COMBINED COMBINED \$92,000	COMBINED COMBINED \$92,000
Subtotal of Page 2	\$719,864	\$762,463	\$812,471	\$904,107	\$1,068,000	\$1,068,000

(continued on page 3 of Table 7)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR	1984-85 EXPENSES	1985-86 EXPENSES	1986-87 EXPENSES	1987-88 EXPENSES	1988-89 AWARD	1989-90 AWARD
SARATOGA COUNTY						
Dispute Settlement Program (Saratoga/Warren/Washington)	\$18,934 n/a	\$20,000 n/a	\$24,051 n/a	COMBINED \$49,000	COMBINED \$60,000	COMBINED \$60,000
SCHENECTADY COUNTY						
Community Dispute Settlement Program	\$19,162	\$19,959	\$22,000	\$27,000	\$32,000	\$32,000
SCHUYLER COUNTY						
Neighborhood Justice Project	\$13,000	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
STEBEN COUNTY						
Agree-A Center for Dispute Resolution	\$4,100	n/a	n/a	n/a	n/a	n/a
SULLIVAN COUNTY						
Mediation Services of Sullivan Co.	\$19,823	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
SUFFOLK COUNTY						
Community Mediation Center, Inc.	\$70,000	\$76,000	\$76,000	\$76,000	\$86,000	\$86,000
TOMPKINS COUNTY						
Community Dispute Resolution Center	\$22,000	\$22,000	\$24,000	\$27,000	\$32,000	\$32,000
ULSTER COUNTY						
Mediation Services of Ulster Co. Med. Serv. (Ulster/Sullivan)	\$22,000 n/a	COMBINED \$42,303	COMBINED \$41,273	COMBINED \$49,000	COMBINED \$56,000	COMBINED \$56,000
WESTCHESTER COUNTY						
Westchester Mediation Center of CLUSTER	\$36,971	\$50,357	\$61,523	\$65,000	\$75,000	\$75,000
Subtotal of Page 3	\$225,990	\$230,619	\$248,847	\$293,000	\$341,000	\$341,000
GRAND TOTAL OF TABLE 7	\$1,456,804	\$1,606,825	\$1,755,411	\$1,924,670	\$2,289,000	\$2,289,000

TABLE 8
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

COST ANALYSIS					
CATEGORY	1984-85	1985-86	1986-87	1987-88	1988-89
Total State Expense	\$1,456,804	\$1,606,825	\$1,755,411	\$1,924,670	2,285,000*
Number of Cases Screened As Appropriate for Dispute Resolution	42,711	39,307	41,552	39,551	41,242
Cost per Request for Service	\$34.11	\$40.88	\$42.25	\$48.66	\$55.40
Number of Conciliation, Mediation and Arbitration	16,554	18,541	20,845	20,066	20,248
Cost per Conciliation, Mediation and Arbitration	\$88.00	\$86.66	\$84.21	\$95.92	\$112.85
Persons Served Through the Intervention of the Mediation Program	119,585	113,964	92,380	92,495	95,563
Cost per Person Served	\$12.18	\$14.10	\$19.00	\$20.81	\$23.91
Persons Served Through an Actual Conciliation, Mediation or Arbitration Process	46,670	54,146	60,788	56,678	56,139
Cost per Person Served	\$31.21	\$29.68	\$28.88	\$33.96	\$40.70

* This amount represents the maximum grant award given to each program. Once final reconciliation of each programs expenses and revenue is conducted, we will determine whether any money is owed back to the state of New York. Consequently, the calculations for cost per conciliation/mediation/arbitration or people served is a conservative estimate and will most likely be less than that stated on this table.

TABLE 9

APRIL 1, 1988 THROUGH MARCH 31, 1989
 CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Unknown	Conciliation	Med. Agreement	Med.-No Agreement	Arbitrated	Unamen. for Med.	Comp. Refuse to Med.	Respond refuse to Med.	Both refuse to Med.	Comp. No Show	Respond No Show	Both No Show	Complt. Dismiss.	Other	Total
Missing	5	71	103	30	9	14	42	44	4	7	17	28	14	29	417
Aggravated assault	0	7	19	5	1	1	4	6	0	3	0	10	2	5	63
Aggravated harassment	3	56	400	20	28	136	61	36	6	34	46	355	22	38	1,241
Animal complaint	1	37	55	13	2	2	19	31	0	3	5	22	10	12	212
Arson	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Assault	14	198	1,842	274	49	293	170	64	20	194	209	1365	237	74	5,003
Breach of Contract	10	1,165	249	416	93	386	43	399	12	8	30	18	63	209	3,101
Burglary	0	5	15	2	3	2	2	0	0	2	2	3	2	3	41
Custody/Support/ and Visitation	6	95	415	104	0	38	27	107	13	10	14	10	33	50	922
Crim. Misap. of Property	1	7	71	2	8	16	1	3	0	5	13	88	6	7	228
Crim. poss. of stolen property	0	6	3	0	0	2	2	1	0	0	1	1	0	1	17
Criminal Mischief	5	107	371	48	64	49	57	40	6	37	51	231	42	19	1,127
Criminal Tampering	0	3	21	0	3	5	3	0	0	1	7	36	1	0	80
Criminal Trespass	1	18	53	8	6	7	24	11	0	7	3	35	16	5	194
Fraud-Bad Check	3	160	50	14	4	8	11	140	3	2	19	20	3	80	517
Forgery	0	3	3	1	2	1	2	4	1	0	1	2	0	1	21
Grand Larceny	1	3	5	2	2	0	0	2	0	1	0	2	1	1	20
Harassment	94	1,031	5,635	885	251	616	752	428	87	580	767	5210	776	366	17,478
Housing Dispute	15	899	234	80	25	77	60	341	4	23	39	58	207	118	2,180
Interpersonal Dispute	18	663	994	143	28	146	305	445	35	55	35	173	146	228	3,414
Larceny	0	5	14	5	0	0	0	4	0	2	2	7	0	2	41
Menacing	1	39	314	50	18	36	22	14	4	45	39	280	29	5	896
Noise	3	55	284	27	21	32	15	29	5	24	29	130	30	16	700
Other	6	202	310	54	6	60	18	59	5	26	30	185	52	39	1,052
Petit Larceny	5	45	108	9	16	7	28	19	5	15	25	138	21	15	456
PIHS	13	12	61	10	0	9	4	2	1	2	4	10	4	9	141
Personal/Real Property	7	385	188	88	39	47	62	298	5	5	22	9	61	100	1,316
Reckless Endangerment	1	3	25	2	4	2	6	2	0	1	4	8	0	2	60
Robbery	0	0	7	0	1	0	0	0	0	0	1	2	2	2	15
Theft of Services	3	29	12	4	0	1	3	20	1	3	3	4	5	18	106
Unauthorized Use of a Vehicle	0	3	3	0	1	0	2	3	0	0	1	2	2	3	20
Vandalism	0	5	8	5	2	0	3	2	0	2	3	2	0	3	35
Violation of town/city Ordinance	2	38	22	2	10	8	4	30	0	0	3	0	4	4	127
TOTALS	218	5,355	11,894	2,303	696	2,001	1,752	2,585	217	1,097	1,425	8,444	1,791	1,464	41,242
Percent of Total	0.53%	12.98%	28.84%	5.58%	1.69%	4.85%	4.25%	6.27%	0.53%	2.66%	3.46%	20.47%	4.34%	3.55%	100.00%

TABLE 10
 APRIL 1, 1968 THROUGH MARCH 31, 1969
 CROSS TABULATION OF RELATIONSHIP AND DISPOSITION

Relationship	Unknown	Conciliated	Med. Agreement	Med.- No Agreement	Arbitrated	Unamenable	Compl. Refuses to Med.	Respond Refuses to Med.	Both Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	3	55	91	21	10	17	64	32	9	6	19	41	14	47	429
Acquaintances	34	627	2,956	398	153	351	454	306	56	343	414	2,993	424	228	9,737
Boy/Girlfriend	3	65	144	16	5	17	24	19	10	9	12	101	33	27	485
Consumer/Merchant	13	1,508	320	457	100	421	98	558	8	22	58	65	71	321	4,020
Divorced	6	46	237	58	2	31	36	64	6	5	13	23	19	28	574
Employer/Employee	3	76	90	26	7	15	23	56	3	10	10	60	16	21	416
Extended Family	3	70	201	36	8	31	45	48	6	20	32	217	33	20	770
Friend	7	151	532	42	17	33	83	71	6	26	40	222	56	53	1,339
Immediate Family	27	253	537	107	14	105	86	140	23	31	42	224	82	71	1,742
Landlord/Tenant	36	1,140	1,263	377	97	228	158	506	15	182	202	897	334	196	5,431
Married	0	64	189	32	4	48	29	47	10	7	6	70	35	38	579
Neighbor	34	547	3,387	494	167	363	381	405	36	261	378	1,889	419	213	8,974
Other	8	101	298	24	18	53	18	38	2	30	33	205	28	25	881
House/Roommate	2	30	68	11	3	25	5	17	0	11	7	66	7	8	260
Separated	0	67	198	43	1	23	23	67	9	8	6	18	18	32	513
Stranger	27	321	776	96	50	135	82	115	6	70	98	790	108	47	2,721
Ex-Boy/Girlfriend	12	234	607	65	40	105	143	96	12	56	55	563	94	89	2,171
TOTALS	218	5,355	11,894	2,303	696	2,001	1,752	2,585	217	1,097	1,425	8,444	1,791	1,464	41,242
PERCENT OF TOTAL	0.53%	100.00%	28.84%	5.58%	1.69%	4.85%	4.25%	6.27%	0.53%	2.66%	3.46%	20.47%	4.34%	3.55%	100.00%

TABLE 11
 APRIL 1, 1988 THROUGH MARCH 31, 1989
 CROSS TABULATION OF REFERRAL SOURCE AND DISPOSITION

Referral Source	Unknown	Conciliated	Med. Agreement	Med.-No Agreement	Arbitrated	Unamenable	Compl. Refuses to Med.	Respond Refuses to Med.	Both Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	4	74	52	11	3	7	13	28	3	1	3	6	8	17	230
Business/Corp.	1	47	16	5	0	4	1	9	0	1	4	0	6	17	111
County Courts	0	6	13	5	1	2	2	4	0	8	8	4	0	1	54
Other Court	1	7	4	1	0	0	3	3	0	0	4	3	0	1	27
City Courts	133	1,404	7,969	1,218	474	946	633	387	102	855	1,027	7,697	1,003	445	24,293
Family Courts	4	66	450	102	0	17	17	58	13	11	19	27	17	27	828
Town/Village Court	4	163	488	131	15	33	182	220	15	33	43	29	39	80	1,475
District Attorney	2	166	337	64	35	13	66	246	16	42	60	37	149	36	1,269
Legal Aid	1	120	17	2	0	20	16	86	3	4	3	0	24	17	313
Other	1	67	66	15	6	13	6	31	1	1	2	13	19	19	260
Private Agency	10	675	72	303	30	366	15	54	3	0	1	1	23	126	1,679
Police	16	520	774	121	40	229	421	233	13	87	107	280	145	291	3,277
Private Attorney	1	141	53	65	11	13	13	48	0	2	1	4	16	15	383
Probation	11	28	116	23	1	11	13	27	3	4	8	9	15	17	286
Public Agency	6	451	139	36	5	56	51	244	7	3	5	11	63	59	1,136
Public Defender	0	1	4	0	0	2	2	5	0	0	0	0	1	1	16
School	3	92	509	27	1	14	11	36	5	2	3	5	15	3	726
Sheriff	0	20	21	3	1	3	10	37	4	1	2	0	11	17	130
State Police	1	15	19	6	0	3	9	17	2	0	0	0	7	8	87
Walk-in	19	1,292	775	165	73	249	268	812	27	42	125	318	230	267	4,662
TOTALS	218	5,355	11,894	2,303	696	2,001	1,752	2,585	217	1,097	1,425	8,444	1,791	1,464	41,242
PERCENT OF TOTAL	0.53%	12.98%	28.84%	5.58%	1.69%	4.85%	4.25%	6.27%	0.53%	2.66%	3.46%	20.47%	4.34%	3.55%	100.00%

TABLE 12

APRIL 1, 1988 THROUGH MARCH 31, 1989
 CROSS TABULATION OF TYPE OF DISPUTE AND DISPOSITION

Case Disposition	Civil	Col. %	Criminal Felony	Col. %	Criminal Misdemeanor	Col. %	Juvenile	Col. %	Undetermined	Col. %	Total	Col. %
Unknown	63	0.5%	1	0.5%	131	0.5%	20	1.0%	3	1.4%	218	0.5%
Conciliated	3,559	28.7%	28	15.0%	1,536	5.8%	193	10.1%	39	18.8%	5,355	13.0%
Mediated w/Agreement	2,174	17.5%	56	29.9%	8,603	32.4%	1,012	52.7%	49	23.7%	11,894	28.8%
Mediated w/ No Agreement	892	7.2%	13	7.0%	1,327	5.0%	61	3.2%	10	4.8%	2,303	5.6%
Arbitrated	219	1.8%	9	4.8%	439	1.7%	24	1.3%	5	2.4%	696	1.7%
Unamenable	742	6.0%	4	2.1%	1,185	4.5%	65	3.4%	5	2.4%	2,001	4.9%
Compl. Refuses to Mediate	818	6.6%	13	7.0%	861	3.2%	39	2.0%	21	10.1%	1,752	4.2%
Respond. Refuses to Mediate	1,733	14.0%	14	7.5%	740	2.8%	71	3.7%	27	13.0%	2,585	6.3%
Both Refuse to Mediate	81	0.7%	3	1.6%	116	0.4%	14	0.7%	3	1.4%	217	0.5%
Compl. No Show	132	1.1%	7	3.7%	919	3.5%	36	1.9%	3	1.4%	1,097	2.7%
Respond. No Show	181	1.5%	9	4.8%	1,185	4.5%	41	2.1%	9	4.3%	1,425	3.5%
Both No Show	328	2.6%	8	4.3%	7,840	29.6%	251	13.1%	17	8.2%	8,444	20.5%
Compl. Dismisses Case	577	4.7%	12	6.4%	1,147	4.3%	51	2.7%	4	1.9%	1,791	4.3%
Other	901	7.3%	10	5.3%	500	1.9%	41	2.1%	12	5.8%	1,464	3.5%
TOTALS	12,400	100%	187	100%	26,529	100%	1,919	100%	207	100%	41,242	100%

APPENDIX A

COMMUNITY DISPUTE RESOLUTION CENTERS
BY COUNTY

NEW YORK STATE COMMUNITY DISPUTE
RESOLUTION CENTER

Rev. 8-22-89

Albany County

Sheri Lynn Dwyer, Dir.
Albany Mediation Program
West Mall Office Plaza
845 Central Avenue, Suite 106
Albany, N.Y. 12206
(518) 438-3951

Allegheny County**

Judith A. Peter, Dir.
Wendy Tuttle, Coordinator
Dispute Settlement Center of
110 West State Street
P.O. Box 68
Olean, New York 14760
(716) 373-5133

Broome County

Karen Monaghan, Dir.*
ACCORD
The Cutler House
834 Front Street
Binghamton, N.Y. 13905
(607) 724-5153

Cattaraugus County**

Judith A. Peter, Dir.
Wendy Tuttle, Coordinator
Dispute Settlement Center of
Cattaraugus County
110 West State Street
P.O. Box 68
Olean, New York 14760
(716) 373-5133

Cayuga County

John W. McMullen, Director
Cayuga County Dispute
Resolution Center, Inc.
9021 North Seneca Street
Weedsport, New York 13166
(315) 834-6881

Chautauqua County**

Judith A. Peter, Dir.
Betty Lou Blixt, Coordinator
Dispute Settlement Center of
Chautauqua County
Jamestown Municipal Building
300 East Third Street
Jamestown, N.Y. 14701
(716) 664-4223

Chemung County

David Rynders, Esq., Director*
Neighborhood Justice Project
451 East Market Street
Elmira, New York 14901
(607) 734-3338

Chenango County

Allen Case, Director
R. L. Morgan-Davie, County Director
The Dispute Resolution Center
For Chenango County
The Norwich Center Office Plaza
27 West Main Street
Norwich, New York 13815
(607) 336-5442

Clinton County

Kyle Blanchfield, J.D., Director
Donna Combs, J.D., Coordinator
Northern New York Center For Conflict
Resolution, Inc.
Clinton County Center
Hawkins Hall, Room 031F
SUNY at Plattsburg
Plattsburg, New York 12901
(518) 564-2327

Columbia County

David Valachovic, Exec. Dir.
Ann Kelly, Coordinator
Common Ground
Box 1
Green & State Streets
Hudson, New York 12534
(518) 828-4611

Cortland County

John McCullough, Dir.
Cortland Co. NEW JUSTICE Conflict
Resolution Services, Inc.
Charles M. Drumm Center
111 Port Watson Street
Cortland, New York 13045
(607) 753-6952

Delaware County

Allen Case, Director*
Ruth Hanson, Coordinator
Delaware County Dispute
Resolution Center
72 Main Street
Delhi, New York 13753
(607) 746-6392/746-7345

Dutchess County

Terry Funk-Antman, Director
Community Dispute Resolution Center
327 Mill Street
Poughkeepsie, New York 12601
(914) 471-7213

Erie County

Judith A. Peter, Director*
Mary Beth Cerrone, Coordinator
Dispute Settlement Ctr., Regional Ofc.
346 Delaware Avenue
Buffalo, New York 14202
(716) 856-7180/Fax #716 - 856-7287
ext. 288 - Judith Peter
ext. 287 - David Polino

Essex County

Kyle Blanchfield, J.D., Director
David Anderson, Coordinator
Northern New York Center For Conflict
Resolution, Inc.
Essex County Center
North County Community College
Elizabethtown, New York 12932
(518) 873-9910

Franklin County

Kyle Blanchfield, J.D., Director
Bryan Bashaw, Coordinator
Northern New York Center for
Conflict Resolution
55 West Main Street, P.O. Box 270
Malone, New York 12953
(518) 483-2781

Fulton/Montgomery/Schoharie Counties

Nancy Betz, Director*
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4245

Genesee County**

Judith A. Peter, Director
Mary Beth Cerrone, Coordinator
Dispute Settlement Center of
Genesee County
Main Street
Batavia, New York 14020
(716) 343-8180 x 250

*Administrator's Office

**Call Toll Free within Western New York (716 area code) 1-800-828-5000.

Community Dispute Resolution Centers

Greene County

David Valachovic, Exec. Dir.
Judith Clearwater, Coordinator
Common Ground
P.O. Box 329
1 Bridge Street
Catskill, New York 12414
(518) 943-9205

Hamilton County

Kyle Blanchfield, J.D., Director
Toni E. Morrison, Coordinator
The Village Hall
Elm Lake Road, P.O. Box 471
Speculator, New York 12164
(518) 548-8213

Herkimer County

Maxine Harodecki, Director
Community Dispute Resolution Program
c/o Catholic Family and Community
Services
216 Henry Street
Herkimer, New York 13350
(315) 866-4268

Jefferson County

Camie E. Baker, Director*
Community Dispute Resolution Center
Community Action Planning Council
of Jefferson County
Box 899
Watertown, New York 13601
(315) 782-4900

Lewis County

Camie E. Baker, Director
Community Dispute Resolution Ctr.
of Jefferson and Lewis Counties
5402 Dayan Street
Lowville, New York 13637
(315) 376-7991

Livingston County

Andrew Thomas, Executive Director
Letitia J. Rosenthal, Coordinator
Center for Dispute Settlement, Inc.
Livingston Co. Satellite Office
4241 Lakeville Road
Geneseo, New York 14454
(716) 243-4410

Madison County

John McCullough, Director
Jon Benedict, Coordinator
Madison Co. NEW JUSTICE Conflict
Resolution Services, Inc.
Stoneleigh Housing, Inc.
120 East Center Street
Canastota, New York 13032
(315) 697-3809

Monroe County

Andrew Thomas, Executive Director*
David Sheffer, Coordinator
Center for Dispute Settlement, Inc.
87 North Clinton Avenue, Suite 510
Rochester, New York 14604
(716) 546-5110

Nassau County

Mark Resnick, Director
Warren Price, Coordinator
Nassau County Community
Dispute Center
American Arbitration Association
585 Stewart Avenue
Garden City, New York 11530
(516) 222-1660

Nassau County

Rebecca Bell, Director
E.A.C., Inc.
Mediation Alternative Project
100 East Old Country Road
Mineola, New York 11501
(516) 741-5580 or
MAP Mediation Center
50 Clinton Street, Suite 101
Hempstead, N.Y. 11550
(516) 489-7733

NEW YORK CITY

New York & Bronx Counties

Manuel S. Orochena, Esq., Director*
Claude Frazier, Coordinator
IMCR Dispute Resolution Center
425 West 144th Street
New York, New York 10031
(212) 690-5700\Fax #212 - 226-4880

Manhattan (IMCR)

Manuel S. Orochena, Esq., Director
Arthur Toole, Coordinator
Summons Part of Criminal Court
346 Broadway
New York, New York 10007
212 - 766-4230

The Bronx (IMCR)

Manuel S. Orochena, Esq., Director
Haleemah Shakir, Coordinator
Bronx Criminal Court
215 East 161st Street
New York, New York 10451
(212) 590-2380

Northern Manhattan

Mary Grateraux, Director
Washington Heights-Inwood Coalition
652 West 187th Street
New York, New York 10033
(212) 781-6722

NEW YORK CITY - cont'd.

Kings & Queens Counties

Christopher Whipple, Director*
Victim Services Agency
2 Lafayette Street
New York, New York 10007
(212) 577-7700\Fax #212 - 385-0331

Kings County - (VSA)

Christopher Whipple, Director
Les Lopes, Coordinator
Brooklyn Mediation Center
210 Joralemon Street, Room 618
Brooklyn, New York 11201
(718) 834-6671

Queens County - (VSA)

Christopher Whipple, Director
James Goulding, Coordinator
Queens Mediation Center
119-45 Union Turnpike
Kew Gardens, New York 11375
(718) 793-1900

Richmond County

Vincent Miranda, Director
Staten Island Community
Resolution Center
42 Richmond Terrace
Staten Island, New York 10301
(718) 720-9410

Niagara County

Judith A. Peter, Director
Susan Lang, Coordinator
Dispute Settlement Center of
Niagara County
1 Locks Plaza
Lockport, New York 14094
(716) 439-6684

Oneida County

Maria Stewart Zalocha, Director*
Oneida County Justice Center
Utica Community Action
214 Rutger Street
Utica, New York 13501
(315) 797-6473

Onondaga County

John McCullough, Director*
NEW JUSTICE Conflict Resolution
Services, Inc.
210 East Fayette Street
Lafayette Bldg., 7th Floor
Syracuse, New York 13202
(315) 471-4676

Community Dispute Resolution Centers

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Onondaga County

Ross Myers, Director
Dispute Resolution Center
Volunteer Center, Inc.
Onondaga County Civic Center
12th Floor
Syracuse, New York 13202
(315) 425-3053

Ontario County

Andrew Thomas, Executive Director
Lynne Standish, Coordinator
Center for Dispute Settlement
One Franklin Square
Geneva, New York 14456
(315) 789-0364

Orange County

Deborah Murnion, Director*
Orange County Mediation
Project, Inc.
57 North Street
P.O. Box 520
Middletown, New York 10940
(914) 342-6807

Orleans County**

Judith A. Peter, Director
Susan Lang, Coordinator
Dispute Settlement Center of
Orleans County
Orleans Co. Administration Bldg.
Route 31
Albion, New York 14411
(716) 439-6684

Oswego County

John McCullough, Director
Martha Marshall, Coordinator
Oswego Co. NEW JUSTICE Conflict
Resolution Services, Inc.
198 West First Street
Oswego, New York 13126
(315) 342-3092

Otsego County

Barbara Potter, Director
Agree-A Ctr. for Dispute Settlement
9 South Main Street
Oneonta, New York 13820
(607) 432-5484

Putnam County

Deborah Murnion, Director
Carolyn Carcelli, Coordinator
Putnam County Mediation Program
P.O. Box 776
Carmel, New York 10512
(914) 225-9555

Rensselaer County

Geri de Seve, Director
Community Dispute Settlement Program
12 King Street
Troy, New York 12180
(518) 274-5920

Rockland County

Cort Engelken, Director
Rockland Mediation Center
Volunteer Counseling Service
151 South Main Street
New City, New York 10956
(914) 634-5729

Saratoga County

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Schenectady County

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Community Dispute Resolution Centers

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