



THE COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

ANNUAL REPORT

APRIL 1, 1989 TO MARCH 31, 1990

128986

U.S. Department of Justice
National Institute of Justice

This document has been reproduced exactly as received from the person or organization originating it. Points of view or opinions stated in this document are those of the authors and do not necessarily represent the official position or policies of the National Institute of Justice.

Permission to reproduce this copyrighted material has been granted by
NYS Unified Court System/Community
Dispute Resolution Centers Program

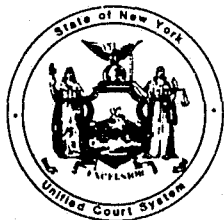
to the National Criminal Justice Reference Service (NCJRS)

Further reproduction outside of the NCJRS system requires permission of the copyright owner

MATTHEW T. CROSSON
Chief Administrator of the
Courts

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

10-3-91
128986
wfi



STATE OF NEW YORK
UNIFIED COURT SYSTEM
(OFFICE OF COURT ADMINISTRATION)
270 BROADWAY
NEW YORK, NEW YORK 10007
(212) 587-2004

4/7

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 April 1, 1989 to March 31, 1990.

The Community Dispute Resolution Centers Program, in its ninth year, is 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,

A handwritten signature in dark ink, appearing to read "Matthew T. Crosson".
Matthew T. Crosson

TABLE OF CONTENTS

HIGHLIGHTS	Page 1
PROGRAM MANAGEMENT	Page 2
DEFINITION OF TERMS	Page 4
INTRODUCTION	Page 6
What is the Community Dispute Resolution Centers Program?	Page 6
How did the Community Dispute Resolution Centers Program begin?	Page 6
What are the goals of the Community Dispute Resolution Centers Program?	Page 7
How are the Centers funded?	Page 7
Who works in the Community Dispute Resolution Centers Program?	Page 7
PROGRAM OPERATIONS	Page 8
How does the dispute resolution process work?	Page 8
How do people learn about the existence of a community dispute resolution center?	Page 8
Can a person just walk into a Center?	Page 9
How often do people reach an agreement?	Page 9
Are people satisfied with an alternative dispute resolution process?	Page 9
How many people are living up to their agreements?	Page 9
Are referral sources satisfied with the services of a community dispute resolution center?	Page 10
What happens when one or both of the parties do not live up to their agreement?	Page 10
Do dispute resolution centers work with young people in the schools?	Page 10
Why should a person use a dispute resolution center?	Page 11
How many mediators are working in the Centers?	Page 11
How are volunteer mediators selected and trained?	Page 11
Do the staff and mediators belong to any professional organizations?	Page 12
Do the community dispute resolution centers have their own statewide organization?	Page 12
Who works in the local dispute resolution centers?	Page 13
How are people referred to the Centers?	Page 13
Do citizens receive monetary settlements in the dispute resolution process?	Page 14
How long does it take to process a case?	Page 15
How long does a mediation take?	Page 15
Whom do dispute resolution centers serve?	Page 15
What are the costs for dispute resolution services?	Page 16
Who supports local dispute resolution centers?	Page 17
How many cases were handled directly by the Centers?	Page 18
Do community dispute resolution centers handle all kinds of disputes?	Page 18
What happens to cases which are not appropriate for services by the Centers?	Page 18
What types of cases are handled by the Centers?	Page 18
How many people are served by the Centers?	Page 19
What are the natures of the disputes brought to the Centers?	Page 20
Why would parties either refuse the process or fail to come to hearings?	Page 20
How are disputants related to each other?	Page 21
CASELOAD STATISTICS BY JUDICIAL DISTRICT	Following Page 21
First Judicial District	Page 23
New York County	
Second Judicial District	Page 24
Kings and Richmond Counties	

TABLE OF CONTENTS

STATISTICS BY JUDICIAL DISTRICT - CONTINUED

Third Judicial District	Page 25
Albany, Columbia, Greene, Rensselaer, Sullivan, Ulster and Schoharie Counties	
Fourth Judicial District	Page 26
Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Schenectady, St. Lawrence, Warren and Washington Counties	
Fifth Judicial District	Page 27
Herkimer, Jefferson, Lewis, Oneida, Onondaga and Oswego Counties	
Sixth Judicial District	Page 28
Broome, Chemung, Chenango, Cortland, Delaware, Madison, Otsego, Schuyler, Tioga and Tompkins Counties	
Seventh Judicial District	Page 29
Cayuga, Livingston, Monroe, Ontario, Seneca, Steuben, Wayne and Yates Counties	
Eighth Judicial District	Page 30
Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties	
Ninth Judicial District	Page 31
Dutchess, Orange, Putnam, Rockland and Westchester Counties	
Tenth Judicial District -- Nassau County	Page 32
Tenth Judicial District -- Suffolk County	Page 33
Eleventh Judicial District	Page 34
Queens County	
Twelfth Judicial District	Page 35
Bronx County	

STATISTICAL TABLES Following Page 35

Table 1	1988-89 and 1989-90 Workload Analysis for All Programs	Page 36
Table 2	Client Demographic Analysis For All Programs For 1988-89 And 1989-90	Page 39
Table 3	Statewide Client Demographic Comparisons For Combined Complainants And Respondents For State FYs 1988-89 And 1989-90	Page 41
Table 4	1988-89 Workload Summary By Program	Page 43
Table 5	1988-89 Referral Sources By Program	Page 45
Table 6	Statewide Referral Comparisons By Fiscal Year	Page 46
Table 7	Fiscal Summary By Program	Page 47
Table 8	Cost Analysis - Statewide	Page 49
Table 9	Cross Tabulation of Nature of Dispute and Disposition	Page 50
Table 10	Cross Tabulation of Relationship and Disposition - FY 1989-90	Page 52
Table 11	Cross Tabulation of Referral Source and Disposition -FY 1989-90	Page 52
Table 12	Cross Tabulation of Type of Dispute and Disposition -FY 1989-90	Page 53

APPENDIX A	Current List of Community Dispute Resolution Centers By County ...	Following Page 53
------------	--	-------------------

**HIGHLIGHTS OF THE ANNUAL PROGRESS REPORT
OF THE NEW YORK STATE
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
APRIL 1, 1989 TO MARCH 31, 1990**

- ✧ There are community dispute resolution centers available to every citizen in the 62 counties in the State of New York.
- ✧ In fiscal year 1989-90, the Centers screened 39,042 cases as appropriate for direct services by the Centers serving 88,979 people.
- ✧ Indirect services in the form of assistance, referrals to appropriate resources and other helpful information are provided by the Centers each day.
- ✧ In fiscal year 1989-90, the Centers conducted 18,699 conciliations, mediations and arbitrations serving 52,980 people.
- ✧ In 85% of the matters that reached the mediation stage, a voluntary agreement was achieved by the parties.
- ✧ In fiscal year 1989-90, the Centers reported \$1,324,453 awarded in the form of restitution and mutual agreements to New York State citizens. The average award per case was \$548. This is a 25% increase over the amount of monetary settlements made in the 1988-89 fiscal year.
- ✧ In 1989-90, 64% of the referrals to the Centers were from the courts, 12% were walk-in complaints, 8% were from police and sheriffs' departments, and 4% from the district attorneys. In addition, 3% of referrals were made by public agencies, 3% by schools and 1% private agencies.
- ✧ Forty-six percent of the cases involved allegations of harassment, 12% involved assault, 8% were interpersonal disputes, 7% involved housing, 6% alleged a breach of contract, and 3% were personal/real property disputes.
- ✧ Twenty-four percent of the disputes were between acquaintances, 22% between neighbors, 16% landlord/tenant, 6% consumer/merchant, 6% strangers and 5% were ex-boyfriend/girlfriend disputes.

- * Sixty-five percent of the conflicts involved matters of a criminal nature, 29% were civil and 5% involved juvenile problems.
- * Two hundred and five 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 3.
- * It took 14 days from intake to final disposition for the average dispute resolution case.
- * The average time per mediation was one hour and twenty-three minutes.
- * In fiscal year 1989-90, the average state cost per case screened as appropriate for dispute resolution was \$58.51; the average state cost per conciliation, mediation and arbitration was \$122.17; and the average state cost per individual directly served through the intervention of the mediation program was \$25.67.
- * The Centers are now teaching conflict management skills to young people in 192 schools in 128 school districts across the state.
- * Mobile home park owners and tenants involved in disputes are being served through a contract between the New York State Association of Community Dispute Resolution Centers and the New York State Division of Housing and Community Renewal.

PROGRAM MANAGEMENT

- * An international conference on dispute resolution was held in Buffalo on September 14-16 entitled *The Peace Bridge Conference: Dispute Resolution Into the 90's: New Partnerships, Enhanced Techniques and Emerging Markets*. The proceedings are being published by Saint Bonaventure University.
- * 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).

- ✧ The 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.
- ✧ The 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 each training.
- ✧ In-service training for veteran mediators is recommended quarterly for 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 in each Center for public relations and training needs. Specifically designed posters are displayed in court houses and other strategic places notifying the public of the availability of this resource.
- ✧ 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.

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

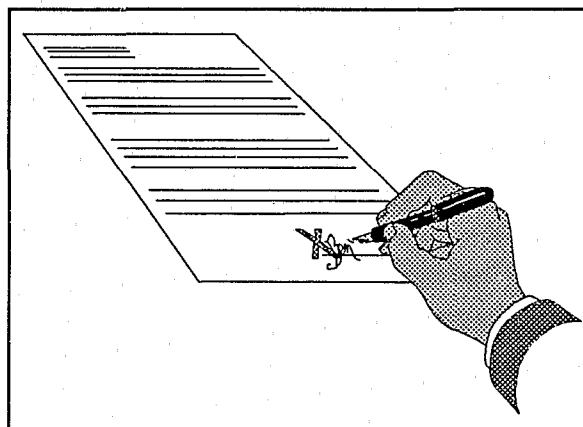
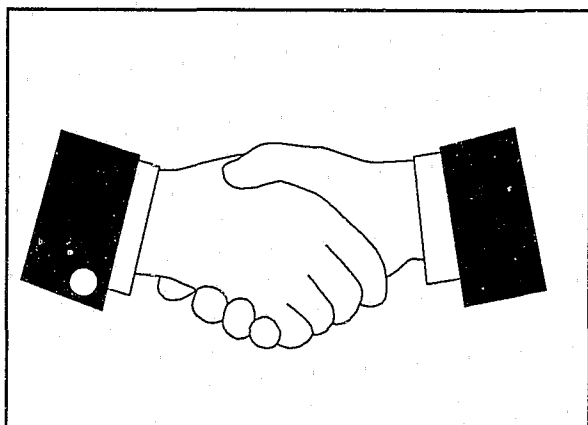
Parties who have reached an agreement through conciliation, mediation or arbitration and who abide by the major portions of that agreement are said to be in compliance.

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.



INTRODUCTION

This year we have adopted a question-and-answer format to report on the work and progress of the community dispute resolution centers throughout New York State. We hope that this format helps highlight key areas of interest.

What is the Community Dispute Resolution Centers Program?

The Community Dispute Resolution Centers Program is a unit of the New York State Unified Court System's Office of Management Support. The program is a joint local/state effort to provide community forums for the resolution of disputes as an alternative to criminal, civil and family court litigation.

How did the Community Dispute Resolution Centers Program begin?

On July 27, 1981, the New York State Legislature unanimously passed Chapter 847, Laws of 1981 establishing the Community Dispute Resolution Centers Program (CDRCP).

The program was placed within the Unified Court System under the supervision of the Chief Administrator of the Courts (Judiciary Law, Article 21A). The Chief Administrator of the Courts designated the Community Dispute Resolution Centers Program a unit of the Office of Management Support of the Unified Court System. One of CDRCP's first tasks was to solicit requests for proposals for dispute resolution services from private not-for-profit agencies in communities across the state. In order to maintain neutrality, public and for-profit agencies were not solicited. In the first fiscal year, 1981-82, seventeen agencies serving fifteen counties were awarded grants. Over the course of the next seven years additional agencies were evaluated and awarded grants, and currently, there are dispute resolution centers in all 62 New York Counties.

On May 29, 1984, after careful monitoring and extensive evaluation, the legislature determined that the Community Dispute Resolution Centers Program was an effective resource for the justice system and made it a permanent component of the Unified Court System under Chapter 156, Laws of 1984.

On August 2, 1986, Chapter 837, of the Laws of 1986 was enacted, allowing selected felonies to be referred to dispute resolution centers with the approval of the court and the consent of the prosecutor, the victim and the defendant. This action was taken based on the success rate of the Centers handling misdemeanor cases.

What are the goals of the Community Dispute Resolution Centers Program?

1. To serve the community as a forum to resolve disputes.
2. To prevent the escalation of disputes into more serious criminal or civil matters.
3. To relieve the courts of a number of matters that do not require formal court proceedings.
4. To teach individuals how to resolve their problems through negotiation, cooperation and mediation.

How are the Centers funded?

The Chief Administrator of the Courts contracts annually with not-for-profit agencies to provide dispute resolution services in each county of the state. Up to 50% of a program's budget is supplied by a grant through this contract. Each year, agencies submit a budget to the Chief Administrator through the Community Dispute Resolution Centers Program. Agencies must meet a series of eligibility criteria and are monitored and evaluated by the CDRCP.

The individual agencies must generate the remaining portion of their funding through other federal, state, local county and city agencies. The United Way, foundations, corporations, fundraising events, training fees and other sources are also utilized.

Who works in the Community Dispute Resolution Centers Program?

There are four people who staff the State Community Dispute Resolution Centers Program. They are Thomas F. Christian, Ph.D., the original director appointed October 30, 1981; Mark V. Collins, M.S.J.A., Management Analyst, hired March 11, 1982; Yvonne E. Taylor, Secretary, hired January 2, 1985; and Thomas L. Buckner, B.A., Court Analyst, hired April 3, 1989.

PROGRAM OPERATIONS

How does the dispute resolution process work?

There are three major dispute resolution processes utilized by the dispute resolution centers. They are:

Conciliation - A process by which a conflict between parties is resolved without formal mediation. For example, when a person who is in conflict with someone else, stops in at a dispute resolution center and explains the problem to a center staff person, the staff person may contact the other disputing party by phone, mail or in person and in the course of the communication, help the parties reach an agreement without bringing them formally together.

Mediation - 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.

Arbitration - 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.

How do people learn about the existence of a community dispute resolution center?

Efforts are made on the state and local levels to advertise the availability of alternative ways to resolve disputes. A video entitled *Mediation: A Better Way* has been produced by the Community Dispute Resolution Program and the New York Association of Community Dispute Resolution Centers to be used for speaking engagements, training and public information. Twenty and thirty second public service announcements are on the video tape to be used on television stations throughout the state. Each Center has a copy of this video. Posters have been printed to advertise the Centers and have been posted in court houses and other facilities in each county. Centers' listings also are published in the telephone book, and each program has brochures available to hand out at meetings, speaking engagements and other activities. The Community Dispute Resolution Centers Program publishes a Spring/Summer and Fall/Winter newsletter entitled *The New York Mediator*. This is sent to over 10,000 people, including every judge and state legislator. Many of the local Centers also publish newsletters and bulletins.

People hear about the Centers from word of mouth, newspaper articles, radio and television. Often neighbors, friends or relatives will tell others of their positive experiences with a local dispute resolution center. Judges, district attorneys, police officers, social service agency personnel, clergy and volunteer mediators refer people to a Center.

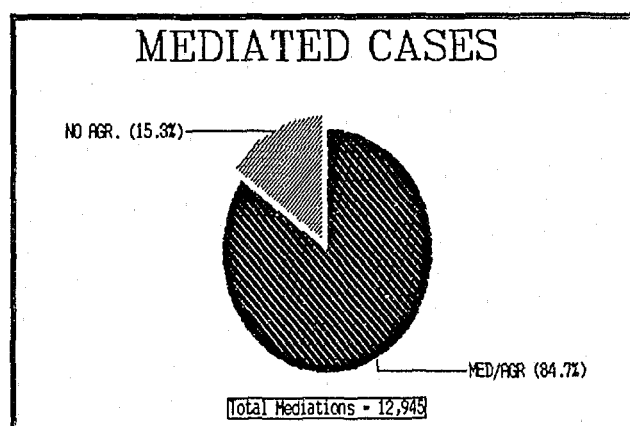
It is one of the greatest challenges for the Centers to inform people about their services. It is an unending job to advertise the advantages of bringing a problem to a Center.

Can a person just walk into a Center?

Yes. Eleven percent of the cases handled by the Centers are people who walk in on their own initiative in search of a resolution to their problem. Once a person knows about a Center, it is not necessary to call the police or go to court. People can simply call, write or "walk in" to their local Center.

How often do people reach an agreement?

When parties come together and begin to communicate at a mediation session, they reach a mutually agreeable solution 85% of the time.



Are people satisfied with an alternative dispute resolution process?

Research conducted on the Centers indicates that 90% of the parties involved in an alternative dispute resolution process were satisfied with their experience.

How many people are living up to their agreements?

Research indicates that 80% of the agreements are being upheld. This high compliance rate is directly related to the process being voluntary and the willingness of participants to comply with the final agreement since they are responsible for framing their own resolution.

Are referral sources satisfied with the services of a community dispute resolution center?

Research conducted on the Centers indicates that 93% of the referral sources described their experience as good to excellent. Six percent recorded their experience as fair. Only 1% recorded their experience as poor or very poor.

What happens when one or both of the parties do not live up to their agreement?

If one or both of the parties do not live up to their agreement, the matter may be returned to the dispute resolution center and a remediation may take place. Both sides voluntarily agree to talk about the problem and find out if there are reasons for the non-compliance with the first agreement. After clarification, a new tighter agreement may be drawn up if both sides agree.

Each Center has a compliance process for any agreements that break down. Many times a phone call puts people back on track following the original agreement.

If remediation is not possible or does not work, the matter may be sent to court for normal processing, or the party who is not complying with the agreement may be confronted with a breach of contract law suit. Otherwise, the parties can decide not to pursue the matter further.

Do dispute resolution centers work with young people in the schools?

Yes! The Centers believe it is very important to teach young people how to handle conflicts. To prevent rumors, potential violence or a serious tragedy, young people from elementary, middle and senior high schools are learning about mediation and are being trained as mediators. A number of college campuses are also teaching conflict resolution and developing mediation centers. Two-thirds of the Centers in the State are providing services to schools. A total of 192 schools in 128 school districts are now being served. Programs reported assisting 25,965 students during the past year.

Centers are working with schools on three levels. First, program staff members are speaking to school classes letting them know about dispute resolution centers and training in conflict-management skills. Second, many of the schools are developing school mediation programs with Centers training student mediators and providing

technical assistance while the school administers the program. Third, some schools hire dispute resolution center staff to actually administer the school program. Students are trained as mediators and a school person works as a liaison with the Center. Research indicates a reduction in school suspensions and fights, and an increase in student mediator self-concept.

Why should a person use a dispute resolution center?

A person in conflict should use a dispute resolution center because it offers a number of beneficial services:

- An opportunity to enhance communication between the parties in a neutral, confidential environment.
- There is normally no cost or minimal cost.
- The dispute resolution session is scheduled quickly at a time and place convenient to both parties.
- Both parties can express their opinions.
- Related problems can be identified and follow-up referrals can be made to the appropriate agencies.
- Restitution or monetary reimbursement can be paid by one party to the other.
- People learn how to take responsibility for and to resolve their own disputes.
- Escalation of minor matters into serious situations is avoided.

How many mediators are working in the Centers?

Statewide, in March, 1990, the Centers reported 1336 volunteer mediators available to serve their communities.

How are volunteer mediators selected and trained?

Volunteer mediators come from all walks of life. They range from elementary school children to retired people. They are chosen by the dispute resolution center directors through recommendations, veteran mediators, newspaper advertisements, resumes' and interviews. People who have a sense of humor, are good listeners, care about others, are assertive but not aggressive, are non-judgmental and desire to help their fellow human beings and their community make the best mediators.

Dispute resolution center directors review the resumes' and interview prospective mediators. When a class has

been selected, a state certified trainer conducts a minimum of 25 hours of classroom training following a state approved curriculum and training manual. Training includes role-playing simulated disputes. Candidates who complete the training are then placed in an apprenticeship. They will observe actual mediations and co-mediate with a veteran mediator. When the trainee is ready and the dispute resolution center director determines that they are sufficiently prepared, the new mediator will be assigned a case.

The Community Dispute Resolution Centers Program recommends that all mediators attend quarterly in-service training programs. Special training sessions are offered through the New York State Association of Community Dispute Resolution Centers. A national conference on dispute resolution was held in Buffalo, September 14-16, 1989 entitled *The Peace Bridge Conference: Dispute Resolution Into the 90's: New Partnerships, Enhanced Techniques and Emerging Markets*. The next conference will be held in the Catskills April 17-19, 1991 and will be entitled *The Twenty-First Century Mosaic: Resolving Disputes in a Culturally Diverse Society*. These are opportunities for dispute resolution staff and volunteer mediators to attend in-depth training seminars and workshops to enhance their skills and techniques.

Do the staff and mediators belong to any professional organizations?

Yes, the staff and mediators are encouraged to join the New York State Association of Community Dispute Resolution Centers. They are also able to join organizations such as the National Association for Mediation in Education (N.A.M.E.), the Society of Professionals in Dispute Resolution (SPIDR), Academy of Family Mediators, New York State Divorce Mediation Council and other specialized associations.

Do the community dispute resolution centers have their own statewide organization?

Yes. The Centers organized the New York State Association of Community Dispute Resolution Centers in 1984 and incorporated under the Not-For-Profit Corporation Law of the State of New York in 1985. The Association was established to address the need for a professional association to link the many community dispute resolution programs across the state. They presently have a full-time executive director and administrative assistant, with offices at 244 Hudson Avenue, Albany, NY 12210. The telephone number is 518-465-2500.

The Association has contracted with the NYS Division of Housing and Community Renewal to mediate disputes between mobile-home park tenants and owners. The Association has also conducted a number of training sessions across the state, produced a series of posters to advertise dispute resolution services, and assisted in the production of the video *Mediation: A Better Way*, which is used for training, speaking engagements and public-service announcements by each of the Centers. The Association has also co-sponsored national conferences on dispute resolution and conducted training on dispute resolution for school staff through the New York City Board of Education.

Who works in the local dispute resolution centers?

There are 228 individuals who work either full or part-time in CDRCs throughout the state of New York. The full time equivalency of the 228 positions is 163. The following chart depicts the breakdown of types of positions for all dispute resolution center staff throughout the state of New York. It does not include the voluntary assistance given by mediators, training assistants, office helpers or student interns.

STATEWIDE STAFFING ANALYSIS

Position	Number of Employees	Full-Time Equivalent
Agency Director	21	10.9
Director of Mediation	20	18.8
Program Coordinator	38	31.7
Youth Coordinator	12	9.3
Case Intake Worker	47	40.9
Bookkeeper	15	4.8
Administrative Assistant	16	12.6
Secretary/Typist/Recept.	26	15.8
Outreach Worker	5	3.9
Training Coordinator	2	0.9
Other	26	13.3
Totals	228	163.0

How are people referred to the Centers?

People are referred to dispute resolution centers in a variety of ways. The majority of the referrals in 1989-90 were from the court system (64% of all referred cases). This trend has remained constant since the inception of

the Community Dispute Resolution Centers Program in 1981. The next highest category of referrals are "walk-in" or self referrals (12%). This statistic suggests that the programs have become better known and utilized in their communities and a number of matters which historically would have ended up in the criminal justice system are now being dealt with by the community dispute resolution centers.

The next largest group of referrals are from the police (7%), district attorneys' offices (4%), public agencies (3%) and schools (3%). Referrals from private attorneys, schools and sheriffs' departments showed the largest percentage increases over the previous year by 104%, 24% and 24%, respectively. The referral source categories with the highest percentage of conciliations, mediations with an agreement, or arbitrations are schools (89%), Family Court (74%) and Private Attorneys (72%). The following chart illustrates the referral sources sorted by percentage of their total referrals which resulted in an agreement or award.

PERCENTAGE OF CASES CONCILIATED, MEDIATED WITH AGREEMENT OR ARBITRATED TO TOTAL NUMBER REFERRED BY REFERRAL SOURCE

Referral Source	Total Referrals	Conciliation/ Mediation with Agreement/ Arbitration	Percent
School	965	860	89.1%
Family Courts	735	532	74.2%
Private Attorney	788	564	71.9%
Division of Housing	291	199	68.4%
Probation	304	192	63.1%
Legal Aid	315	194	62.0%
Private Agency	373	218	58.5%
County Courts	47	27	57.5%
Town/Village Courts	1,276	719	56.3%
Public Agency	1,310	729	55.7%
State Police	43	23	53.5%
Walk-in	4,569	2,352	51.5%
Business/Corporation	66	33	50.0%
Sheriff	161	80	49.7%
City Courts	22,599	10,397	46.0%
District Attorney	1,344	513	38.2%
Police	2,770	1,055	38.1%
Public Defender	4	1	25.0%

Do citizens receive monetary settlements in the dispute resolution process?

In 1989-90, monetary settlements were awarded or agreed to in a total of 2,416 conciliations, mediations or arbitrations. The total dollar amount involved in these cases equalled \$1,324,453 for an average of \$548 per

settlement. The settlements were in the form of restitution and/or mutual agreements between the parties involved. The total amount of money involved reflects a 25% increase over the amount of monetary settlements made in the 1988-89 state fiscal year.

How long does it take to process a case?

The average period of time required to process a case from initial screening or intake through final disposition was 14.1 days. For cases resulting in a conciliation, mediation or arbitration, it took 14.4 days (See Page 3 of Table 1), demonstrating that on average, a case accepted by a community dispute resolution center is fully processed and completed in two weeks. This contrasts remarkably with what transpires in the formal court system where continuances, delays and dismissals are common.

How long does a mediation take?

The average duration of one mediation or arbitration session is 83 minutes (See Table 1) which gives the parties adequate time to listen to each other, discuss the underlying issues in the dispute, and work out agreeable and voluntary solutions.

Whom do dispute resolution centers serve?

The community dispute resolution centers serve men, women and children of all ages, occupations, races, ethnic backgrounds, income and education levels. The following summarizes the demographic makeup of the individuals who used the Centers:

Age - The community dispute resolution centers served people in all age categories in 1989-90. Approximately 10% of disputants were under the age of 21, and approximately 6% were 60 or over. (Note that ages of complainants are unknown in less than 10% of cases, whereas for respondents this figure is over 36% -- this is a consistent trend in dispute demographics.) The age group with the highest percentage of cases was 30 - 39 (22%) followed by the 21 - 29 age group (17%).

Gender - Sixty percent of the complainants are female and 38% male. Fifty percent of the respondents are male and 38% female (again note, these figures include a number of cases in which disputants were unreachable,

preferred not to provide this information, or the information was not available. See Tables 2 & 3).

Employment Status - Fifty-one percent of the complainants and 44% of respondents were employed. Eight percent of the complainants and three percent of the respondents were on public assistance. Eleven percent of the complainants and 7% of respondents were unemployed. For 14% of the complainants and 37% of the respondents, employment status was not able to be determined (See Tables 2 & 3).

Race/Ethnic Background - The community dispute resolution centers continue to serve all racial and ethnic groups. Forty-four percent of the complainants were white, 25% black, and 18% Hispanic (less than 10% were not able to be determined). In reference to the respondents, 38% were white, 17% black, and 13% Hispanic. Thirty 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. Thirty-seven percent of the complainants reported earning less than \$9,000, 17% reported \$9,001 to \$16,000, 15% reported earning \$16,001 to \$25,000 and 11% reported earning over \$25,000. For twenty percent of complainants income was not known. Twenty-eight percent of the respondents reported earning less than \$9,000, 11% reported \$9,001 to \$16,000, 9% reported \$16,001 to \$25,000 and 9% reported over \$25,000. Forty-three 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-seven percent of the complainants completed high school, 23% had less than a high school diploma, and 24% had more than a high school degree. The educational level was not able to be determined for 16% of the complainants. For respondents, 14% completed less than a high school diploma, 33% had high school diplomas, and 12% had more than a high school degree. The educational level was not able to be determined for 42% of the respondents (See Tables 2 & 3).

What are the costs for dispute resolution services?

Dispute resolution services are normally free to individual citizens. For certain specialized services there can be a nominal charge or a sliding scale fee. Centers are funded through public and private sources. In fiscal year 1989-90, grant awards from the Office of Court Administration to not-for-profit agency centers totaled \$2,289,000. A fiscal summary for each Center is presented in Table 7, for fiscal years 1985-86 through 1989-90. In Table 8,

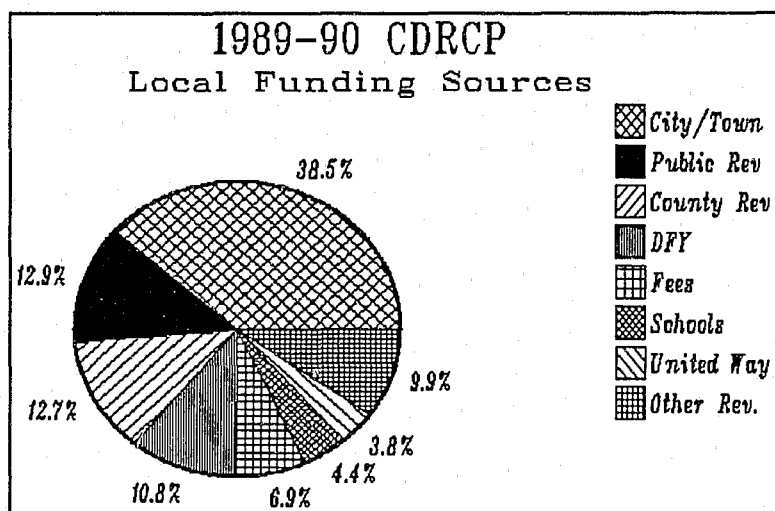
a cost analysis is calculated for the same time period.

Based on the figures to date, the average state cost for each case screened and accepted as appropriate for dispute resolution services is \$58.84. This compares favorably with the past fiscal year cost of \$54.99. The state cost per conciliation, mediation or arbitration is \$120.14 which also compares well to the 1988-89 fiscal year average of \$112.85.

Who supports local dispute resolution centers?

Through the Office of Court Administration, 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 average costs mentioned 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. The following graph depicts a percentage



breakdown for the primary local (non-OCA) funding sources. The major source of local funding is city and town governments (\$1,111,065) followed by other public revenues (\$371,345), county governments (\$366,908), Division for Youth (DFY - \$313,030), fees for service (\$200,564), local school districts (\$128,372), United Way Organizations (\$110,063), Foundations (\$77,109) and other miscellaneous sources (\$208,344)¹. This broad range of financial support reflects the wide acceptance of the value of dispute resolution services across the state.

¹Includes mediation training income (\$89,726), sponsoring agency's contributions (\$38,999), contracting agency's outside fund-raising (\$33,199), IOLA - Interest On Lawyers' Accounts (\$25,937), private donations (\$10,545) in addition to other general fund-raising.

How many cases were handled directly by the Centers?

Over the fiscal year statewide, 39,042 cases were screened as appropriate for direct services by the Centers.

Do community dispute resolution centers handle all kinds of disputes?

While the Centers are equipped to deal with a wide variety of matters, the legislation authorizing the CDRCs specifically prohibits the following matters from being handled by the Centers: Class A felonies, violent felony offenses as defined in section 70.02 of the Penal Law, drug offenses as defined in Article 220 of the Penal Law, and felony charges which would require that the defendant be sentenced as a second felony offender or as a persistent felony offender.

In addition, it is the policy of the Community Dispute Resolution Centers Program that domestic violence is not a negotiable issue. There is a special set of guidelines for the Centers regarding domestic violence. CDRCs are advised to train staff and volunteers in the complex issues involved in domestic violence cases, and to work with service programs for victims and batterers, as well as with law enforcement agencies, prosecutors and the courts to assist in the protection of victims in domestic violence cases.

Likewise, it is the policy of the Community Dispute Resolution Centers Program that child abuse is not a subject for negotiation, and programs are instructed to advise parties that if evidence of child abuse or neglect comes up during a hearing, this information will not be regarded as confidential.

What happens to cases which are not appropriate for services by the Centers?

During the intake process, Centers help people to clearly frame the issues in their dispute, and staff attempt to determine the needs of the parties. Centers maintain reciprocal referral links with other service providers in their communities, and referrals are made for those cases which are not appropriate for the Center to handle, as well as for parties who may need services beyond those available at the Center.

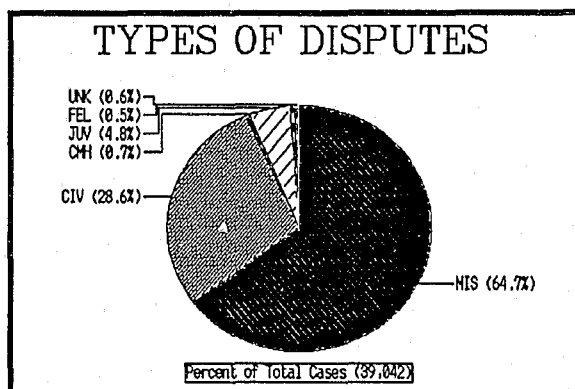
What types of cases are handled by the Centers?

The majority of cases are misdemeanors or violations, referred by the courts or other branches of the criminal justice system. Almost a third of the cases are civil. Included in this category for the first time this past year are

cases referred by the NYS Division of Housing and Community Renewal, under contract with the NYS Mediation Association, involving tenants and owners of mobile-home parks. The contract for these cases (Civil-Mobile Home, coded CMH) has been renewed for another year, and the caseload is expected to increase.

Two hundred and five felonies were handled during the past fiscal year. Juvenile cases, involving parties under 16

years of age including certain cases from the school-based programs, made up almost 5% of the caseload. In 0.6% of the cases, the type was not recorded.



TYPES OF CASES: MIS= Misdemeanor/Violation; CIV= Civil; CMH= Mobile Home; FEL= Felony; JUV= Juvenile; UNK= Unknown

Dispositions By Type Of Case

	PERCENT CONCILIATED	PERCENT MEDIATED AGRMNT.	PERCENT NO AGRMNT.	PERCENT ARBITRATED	PERCENT UNAMEN.	PERCENT REFUSE /NOSHOW/OTH	TOTALS	PERCENT OF CASELOAD
MISDEMEANOR/ VIOLATION	5%	30%	5%	2%	4%	53%	25768	64.7%
CIVIL	30%	19%	5%	1%	4%	41%	11176	28.6%
CIVIL-MOBILE HOME	29%	27%	11%	0%	1%	32%	266	0.7%
FELONY	24%	31%	5%	6%	1%	33%	205	0.5%
JUVENILE	11%	53%	4%	2%	4%	27%	1882	4.8%
UNKNOWN	16%	32%	6%	1%	4%	40%	245	0.6%
TOTALS	13%	28%	5%	2%	4%	48%	39042	100.0%

How many people are served by the Centers?

The Centers report that in 1989-90 the number of persons receiving direct services in cases screened appropriate for dispute resolution was 88,979. In addition to people who receive direct services, many others -- including judges, clerks, attorneys, law-enforcement personnel, human service workers and educators -- receive important and valuable indirect services which save them time and money, lighten their work load, and make their work more effective. In addition, those people whose cases are screened as inappropriate for direct services do receive assistance in defining the issues in their situation, as well as help in finding appropriate services. While the Centers do not record all of the information needed to measure indirect services provided, the size of the direct caseload (39,042) indicates that the number of people served indirectly is over 100,000.

What are the natures of the disputes brought to the Centers?

Harassment, including aggravated harassment, is by far the most common complaint, making up almost 46% of the caseload. Assaults, including aggravated assault, make up another 12%. For harassment and assault cases, 35-40% of the cases were either conciliated or mediated with an agreement. Interpersonal disputes account for 8% of the caseload, and housing matters make up 6.5%; for both of these categories, over 50% of the cases were conciliated or mediated with an agreement.

Programs are handling an increasing number of family disputes involving divorce or separation. In this category custody/support/visitation cases had the highest rate of mediated agreements, 47%. Several Mobile Home categories -- Rules & Regulations, Equipment, Fee and Right-To-Sell disputes -- also had mediated-agreement rates of 40+%, well above the average of 28%. Commercial and property disputes involving people who had less personal relationships were more likely to be conciliated than mediated.

Why would parties either refuse the process or fail to come to hearings?

Mediation and arbitration are voluntary processes. Although many cases are referred to the Centers by courts, police and other officials, the choice as to whether to participate is, finally, up to the parties; the Centers have no subpoena power. In some cases, parties may have previous experiences that cause them to believe that an adversarial approach is more appropriate in their situation. In other cases, parties do not respond to communications from the Center, either by choice or because an incomplete address was given (for this reason, we've added a new disposition category for next year -- "Unable To Contact"). Some people solve their own problems constructively once they have been contacted by a Center; others decide simply to drop the case. And another reality is that for many people, confrontation, evasion or denial are their commonplace responses to conflict; cooperative conflict resolution, seeking settlements, runs contrary to much of popular culture.

It is a great strength of the process, and of the Centers, that people do choose to take part. And the results, are remarkable: in 85% of the cases where people come to mediation, the parties sign an agreement, and the agreements hold up because they are voluntary.


How are disputants related to each other?

The most common relationships reported are between Acquaintances (24% of cases) and between Neighbors (22%). Landlord-Tenant cases make up 16% of the caseload, and consumer-merchant and cases between strangers make up 6% each. The table following shows the exact percentages of the caseload for each relationship category.

<u>RELATIONSHIP OF PARTIES</u>		
	Number	Percent
Acquaintances	9170	23.5%
Boy/Girlfriend	466	1.2%
Consumer/Merchant	2380	6.1%
Divorced	575	1.5%
Employer/ee	403	1.0%
Extnd.Family	731	1.9%
Friend	1317	3.4%
Indiv./Corp.	832	2.1%
Immed.Family	1477	3.8%
LL/Tenant	6065	15.5%
Married	577	1.5%
Unknown	463	1.2%
Neighbors	8658	22.2%
House/Roommate	231	0.6%
Separated	509	1.3%
Strangers	2343	6.0%
Ex-boy/girlfriend	1837	4.7%
Other	1008	2.6%
Total	39042	100.0%

In order to analyze case dispositions by relationship (see the following Table), several categories have been created. "Family" includes Immediate Family, Extended Family, Married, Separated and Divorced. "Commercial" includes Consumer-Merchant and Individual-Corporation cases. "Housing" includes Landlord-Tenant and Room/Housemate relationships. "Other" includes relationships that were not categorized, as well as employer-employee relationships, which made up only 1% of the caseload.

Dispositions are grouped as they were for Types of Disputes; percents are rounded.

	PERCENT CONCILIATED	PERCENT MEDIATED AGRMNT.	PERCENT NO AGRMNT.	PERCENT ARBITRATED	PERCENT UNAMENABLE	PERCENT REFUSE/ NOSHOW/OTH	TOTAL	PERCENT OF CASELOAD
Acquaintance	6%	30%	5%	2%	4%	54%	9,170	23%
Boy/Girlfriend And Ex-B/G	12%	25%	3%	1%	6%	54%	2,303	6%
Commercial	43%	12%	5%	2%	3%	35%	3,212	8%
Family	10%	32%	7%	1%	6%	43%	3,869	10%
Friend	10%	37%	3%	1%	3%	46%	1,317	3%
Housing	23%	22%	7%	2%	3%	43%	6,296	16%
Neighbor	6%	35%	5%	2%	3%	48%	8,658	22%
Stranger	8%	27%	5%	1%	4%	55%	2,343	6%
Other	12%	30%	3%	2%	5%	49%	1,417	4%
Unknown	13%	19%	5%	3%	3%	57%	457	1%
PERCENT OF CASELOAD	13%	28%	5%	2%	4%	48%	39,042	100%

FY 1989 - 1990

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, 1989 THROUGH MARCH 31, 1990
 =====

New York City 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: 5,224

Population Served: 1,427,533

Total Conciliations, Mediations and

Total Grant Awards: \$159,500

Arbitrations: 2,126

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	241	4.6%	Aggravated Assault	35	0.7%	Acquaintances	987	18.9%
Mediated/Agreement	1,598	30.6%	Aggravated Harassment	570	10.9%	Boy/Girlfriend	54	1.0%
Mediation/No Agreement	105	2.0%	Animal Complaint	20	0.4%	Consumer/Merchant	52	1.0%
Arbitrated	182	3.5%	Arson	0	0.0%	Divorced	28	0.5%
Case Dismissed by Compl.	125	2.4%	Assault	510	9.8%	Employer/Employee	78	1.5%
Unamenable for Mediation	379	7.3%	Breach of Contract	27	0.5%	Ex-boy/girlfriend	449	8.6%
Comp. Refuses to Mediate	68	1.3%	Burglary	0	0.0%	Extended Family	47	0.9%
Resp. Refuses to Mediate	66	1.3%	Child Custody/Support/			Friend	211	4.0%
Both Refuse to Mediate	5	0.1%	Visitation	6	0.1%	Immediate Family	201	3.8%
Comp. No Show	169	3.2%	Criminal Misappl. of Prop.	71	1.4%	Individual/Corporation	13	0.2%
Respondent - No Show	243	4.7%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	352	6.7%
Both - No Show	1,783	34.1%	Criminal Mischief	173	3.3%	Married	95	1.8%
Other	161	3.1%	Criminal Tampering	18	0.3%	Neighbors	1,317	25.2%
Undesignated	99	1.9%	Criminal Trespass	39	0.7%	Room/Housemate	115	2.2%
Total	5,224	100%	Forgery	1	0.0%	Separated	39	0.7%
Referral Source			Fraud - Bad Check	22	0.4%	Strangers	633	12.1%
City Courts	3,914	74.9%	Grand Larceny	1	0.0%	Other	462	8.8%
County Courts	0	0.0%	Harassment	2,658	50.9%	Undesignated	91	1.7%
Family Courts	1	0.0%	Housing Dispute	74	1.4%	Total	5,224	100%
Town/Village Courts	1	0.0%	Interpersonal Dispute	266	5.1%	Type of Dispute		
Court Undesignated	0	0.0%	Larceny	12	0.2%	Misdemeanor/Violation	4,724	90.4%
Business/Corporation	0	0.0%	Menacing	153	2.9%	Felony	0	0.0%
District Attorney	0	0.0%	Noise	244	4.7%	Civil	300	5.7%
Division of Housing	0	0.0%	Persons in Need of Superv.	0	0.0%	Juvenile	165	3.2%
Legal Aid	0	0.0%	Personal/Real Property	7	0.1%	Civil - Mobil Homes	0	0.0%
Police	570	10.9%	Petit Larceny	76	1.5%	Undesignated	35	0.7%
Private Agency	1	0.0%	Reckless Endangerment	19	0.4%	Total	5,224	100%
Private Attorney	1	0.0%	Robbery	1	0.0%	No. of Individuals Served		
Probation	0	0.0%	Theft of Services	13	0.2%	For All Cases	11,584	
Public Agency	17	0.3%	Unauthor. Use of a Vehicle	2	0.0%	Total Number of Cases	5,201	
Public Defender	0	0.0%	Vandalism	0	0.0%	Ave. # of Indiv. Served	2.2	
School	85	1.6%	Violation of Town/City Ord.	0	0.0%	For Conciliations/Media-		
Sheriff	0	0.0%	Other	91	1.7%	tions and Arbitrations	5,544	
State Police	0	0.0%	Undesignated	114	2.2%	Total Number of Cases	2,126	
Walk In	594	11.4%	Total	5,224	100%	Ave. # of Indiv. Served	2.6	
Other	8	0.2%	Average # of Days from			Amount of Money Awarded	\$48,595	
Undesignated	32	0.6%	Intake to Disposition			Average Award per Case	\$534	
Total	5,224	100%						
Average Duration of			For All Cases	12.9				
Mediation (minutes)	88 min.		For Con./Mediations/Arb.	10.0				

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, 1989 THROUGH MARCH 31, 1990

New York City 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: 9,163

Population Served: 2,583,057

Total Conciliations, Mediations and

Total Grant Awards: \$190,500

Arbitrations: 4,200

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	451	4.9%	Aggravated Assault	10	0.1%	Acquaintances	3,044	33.2%
Mediated/Agreement	3,045	33.2%	Aggravated Harassment	64	0.7%	Boy/Girlfriend	50	0.5%
Mediation/No Agreement	703	7.7%	Animal Complaint	22	0.2%	Consumer/Merchant	106	1.2%
Arbitrated	1	0.0%	Arson	2	0.0%	Divorced	10	0.1%
Case Dismissed by Compl.	527	5.8%	Assault	2,207	24.1%	Employer/Employee	54	0.6%
Unamenable for Mediation	415	4.5%	Breach of Contract	13	0.1%	Ex-boy/girlfriend	250	2.7%
Comp. Refuses to Mediate	156	1.7%	Burglary	2	0.0%	Extended Family	234	2.6%
Resp. Refuses to Mediate	76	0.8%	Child Custody/Support/			Friend	202	2.2%
Both Refuse to Mediate	12	0.1%	Visitation	2	0.0%	Immediate Family	68	0.7%
Comp. No Show	285	3.1%	Criminal Misappl. of Prop.	9	0.1%	Individual/Corporation	1	0.0%
Respondent - No Show	557	6.1%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	1,405	15.3%
Both - No Show	2,876	31.4%	Criminal Mischief	112	1.2%	Married	18	0.2%
Other	46	0.5%	Criminal Tampering	0	0.0%	Neighbors	2,808	30.6%
Undesignated	13	0.1%	Criminal Trespass	5	0.1%	Room/Housemate	5	0.1%
Total	9,163	100%	Forgery	4	0.0%	Separated	5	0.1%
Referral Source			Fraud - Bad Check	11	0.1%	Strangers	656	7.2%
City Courts	7,838	85.5%	Grand Larceny	3	0.0%	Other	230	2.5%
County Courts	40	0.4%	Harassment	5,913	64.5%	Undesignated	17	0.2%
Family Courts	18	0.2%	Housing Dispute	30	0.3%	Total	9,163	100%
Town/Village Courts	0	0.0%	Interpersonal Dispute	61	0.7%	Type of Dispute		
Court Undesignated	3	0.0%	Larceny	6	0.1%	Misdemeanor/Violation	8,767	95.7%
Business/Corporation	0	0.0%	Menacing	371	4.0%	Felony	2	0.0%
District Attorney	78	0.9%	Noise	112	1.2%	Civil	238	2.6%
Division of Housing	1	0.0%	Persons in Need of Superv.	2	0.0%	Juvenile	149	1.6%
Legal Aid	2	0.0%	Personal/Real Property	20	0.2%	Undesignated	7	0.1%
Police	720	7.9%	Petit Larceny	77	0.8%	Total	9,163	100%
Private Agency	0	0.0%	Reckless Endangerment	2	0.0%	No. of Individuals Served		
Private Attorney	0	0.0%	Robbery	1	0.0%	For All Cases	19,562	
Probation	0	0.0%	Theft of Services	1	0.0%	Total Number of Cases	9,098	
Public Agency	2	0.0%	Unauthor. Use of a Vehicle	1	0.0%	Ave. # of Indiv. Served	2.2	
Public Defender	0	0.0%	Vandalism	2	0.0%	For Conciliations/Media-		
School	157	1.7%	Violation of Town/City Ord.	3	0.0%	tions and Arbitrations	12,845	
Sheriff	0	0.0%	Other	81	0.9%	Total Number of Cases	4,200	
State Police	0	0.0%	Undesignated	13	0.1%	Ave. # of Indiv. Served	3.1	
Walk In	222	2.4%	Total	9,163	100%	Amount of Money Awarded	\$82,422	
Other	22	0.2%	Average # of Days from			Average Award per Case	\$460	
Undesignated	60	0.7%	Intake to Disposition					
Total	9,163	100%	For All Cases	10.7				
Average Duration of			For Con./Mediations/Arb.	9.1				
Mediation (minutes)	80 min.							

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, 1989 THROUGH MARCH 31, 1990

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: 1,063

CASE DISPOSITION	1989-90 Total	% of	Nature of Dispute	1989-90 Total	% of	Relationship	1989-90 Total	% of
Conciliated	230	15.1%	Aggravated Assault	9	0.6%	Acquaintances	327	21.4%
Mediated/Agreement	715	46.8%	Aggravated Harassment	58	3.8%	Boy/Girlfriend	21	1.4%
Mediated/No Agreement	118	0.0%	Animal Complaint	9	0.6%	Consumer/Merchant	162	10.6%
Arbitrated	0	3.9%	Arson	0	0.0%	Divorced	109	7.1%
Case Dismissed by Compl.	59	1.4%	Assault	38	2.5%	Employer/Employee	14	0.9%
Unamenable for Mediation	22	1.5%	Breach of Contract	116	7.6%	Ex-boy/girlfriend	84	5.5%
Comp. Refuses to Mediate	23	15.7%	Burglary	0	0.0%	Extended Family	19	1.2%
Resp. Refuses to Mediate	240	1.0%	Child Custody/Support/			Friend	131	8.6%
Both Refuse to Mediate	16	0.8%	Visitation	219	14.3%	Immediate Family	81	5.3%
Comp. No Show	12	1.4%	Criminal Misappl. of Prop.	2	0.1%	Individual/Corporation	50	3.3%
Respondent - No Show	21	1.2%	Crim. Possn. of Stolen Prop	0	0.0%	Landlord/Tenant	181	11.8%
Both - No Show	19	1.2%	Criminal Mischief	5	0.3%	Married	70	4.6%
Other	48	3.1%	Criminal Tampering	1	0.1%	Neighbors	125	8.2%
Undesignated	5	0.3%	Criminal Trespass	2	0.1%	Room/Housemate	6	0.4%
Total	1,528	100%	Forgery	0	0.0%	Separated	58	3.8%
Referral Source			Fraud - Bad Check	16	1.0%	Strangers	46	3.0%
City Courts	186	12.2%	Grand Larceny	0	0.0%	Other	31	2.0%
County Courts	2	0.1%	Harassment	212	13.9%	Undesignated	13	0.9%
Family Courts	180	11.8%	Housing Dispute	105	6.9%	Total	1,528	100%
Court Undesignated	145	9.5%	Interpersonal Dispute	410	26.8%	Type of Dispute		
Town/Village Courts	0	0.0%	Larceny	1	0.1%	Misdemeanor/Violation	154	10.1%
Business/Corporation	25	1.6%	Menacing	4	0.3%	Felony	51	3.3%
District Attorney	0	0.0%	Noise	13	0.9%	Civil	950	62.2%
Division of Housing	28	1.8%	Persons in Need of Superv.	1	0.1%	Juvenile	340	22.3%
Legal Aid	14	0.9%	Personal/Real Property	165	10.8%	Civil - Mobile Home	23	1.5%
Police	65	4.3%	Petit Larceny	7	0.5%	Undesignated	10	0.7%
Private Agency	25	1.6%	Reckless Endangerment	0	0.0%	Total	1,528	100%
Private Attorney	11	0.7%	Robbery	0	0.0%	No. of Individuals Served		
Probation	8	0.5%	Theft of Services	18	1.2%	For All Cases	3,226	
Public Agency	110	7.2%	Unauthor. Use of a Vehicle	1	0.1%	Total Number of Cases	1,302	
Public Defender	0	0.0%	Vandalism	4	0.3%	Ave. # of Indiv. Served	2.5	
School	383	25.1%	Violation of Town/City Ord.	1	0.1%	For Conciliations/Media-		
Sheriff	1	0.1%	Other	53	3.5%	tions and Arbitrations	2,395	
State Police	14	0.9%	Undesignated	28	1.8%	Total Number of Cases	1,063	
Walk In	249	16.3%	Eviction	4	0.3%	Ave. # of Indiv. Served	2.3	
Other	58	3.8%	Rules & Regulations Dispute	5	0.3%	Amount of Money Awarded	\$45,739	
Undesignated	24	1.6%	Fee Dispute	5	0.3%	Average Award per Case	\$349	
Total	1,528	100%	Right to Sell	10	0.7%			
			Habitability	4	0.3%			
			Retaliation Dispute	1	0.1%			
			Occupancy	1	0.1%			
			Total	1,528	100%			

Average # of Days from Intake to Disposition

For All Cases 10.5 For Con./Mediations/Arb. 9.3 Average Duration of Mediation (minutes) 49 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, 1989 THROUGH MARCH 31, 1990

=====

Deputy Chief Administrative Judge Robert J. Sise

Fourth Judicial District Administrative Judge J. Raymond Amyot

Area Served: Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Schenectady, Warren and Washington Counties	Total Cases Screened as Appropriate For Dispute Resolution Services: 1,201
Population Served: 656,044	Total Conciliations, Mediations and Arbitrations: 510
Total Grant Awards: \$227,000	

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	176	14.7%	Aggravated Assault	2	0.2%	Acquaintances	101	8.4%
Mediated/Agreement	241	20.1%	Aggravated Harassment	27	2.2%	Boy/Girlfriend	13	1.1%
Mediated/No Agreement	86	7.2%	Animal Complaint	7	0.6%	Consumer/Merchant	210	17.5%
Arbitrated	7	0.6%	Arson	0	0.0%	Divorced	32	2.7%
Case Dismissed by Compl.	50	4.2%	Assault	13	1.1%	Employer/Employee	31	2.6%
Unamenable for Mediation	24	2.0%	Breach of Contract	280	23.3%	Ex-boy/girlfriend	49	4.1%
Comp. Refuses to Mediate	143	11.9%	Burglary	1	0.1%	Extended Family	42	3.5%
Resp. Refuses to Mediate	283	23.6%	Child Custody/Support/ Visitation	75	6.2%	Friend	35	2.9%
Both Refuse to Mediate	41	3.4%	Criminal Misappl. of Prop.	0	0.0%	Immediate Family	57	4.7%
Comp. No Show	8	0.7%	Crim. Possn. of Stolen Prop	1	0.1%	Individual/Corporation	52	4.3%
Respondent - No Show	20	1.7%	Criminal Mischief	14	1.2%	Landlord/Tenant	230	19.2%
Both - No Show	5	0.4%	Criminal Tampering	0	0.0%	Married	38	3.2%
Other	114	9.5%	Criminal Trespass	6	0.5%	Neighbors	120	10.0%
Undesignated	3	0.2%	Forgery	1	0.1%	Room/Housemate	3	0.2%
Total	1,201	100%	Fraud - Bad Check	6	0.5%	Separated	33	2.7%
Referral Source			Grand Larceny	0	0.0%	Strangers	54	4.5%
City Courts	536	44.6%	Harassment	222	18.5%	Other	51	4.2%
County Courts	2	0.2%	Housing Dispute	164	13.7%	Undesignated	50	4.2%
Family Courts	37	3.1%	Interpersonal Dispute	102	8.5%	Total	1,201	100%
Town/Village Courts	150	12.5%	Larceny	1	0.1%	Type of Dispute		
Court Undesignated	0	0.0%	Menacing	0	0.0%	Misdemeanor/Violation	287	23.9%
Business/Corporation	9	0.7%	Noise	2	0.2%	Felony	8	0.7%
District Attorney	5	0.4%	Persons in Need of Superv.	7	0.6%	Civil	811	67.5%
Division of Housing	51	4.2%	Personal/Real Property	123	10.2%	Juvenile	23	1.9%
Legal Aid	67	5.6%	Petit Larceny	14	1.2%	Civil - Mobile Home	48	4.0%
Police	13	1.1%	Reckless Endangerment	0	0.0%	Undesignated	24	2.0%
Private Agency	10	0.8%	Robbery	0	0.0%	Total	1,201	100%
Private Attorney	17	1.4%	Theft of Services	11	0.9%	No. of Individuals Served		
Probation	10	0.8%	Unauthor. Use of a Vehicle	0	0.0%	For All Cases	3,082	
Public Agency	51	4.2%	Vandalism	3	0.2%	Total Number of Cases	1,172	
Public Defender	0	0.0%	Violation of Town/City Ord.	2	0.2%	Ave. # of Indiv. Served	2.6	
School	3	0.2%	Other	25	2.1%	For Conciliations/Media- tions and Arbitrations	1,470	
Sheriff	5	0.4%	Undesignated	45	3.7%	Total Number of Cases	510	
State Police	4	0.3%	Eviction	7	0.6%	Ave. # of Indiv. Served	2.9	
Walk In	175	14.6%	Rules & Regulations Dispute	3	0.2%			
Other	34	2.8%	Fee Dispute	3	0.2%			
Undesignated	22	1.8%	Equipment Dispute	3	0.2%			
Total	1,201	100%	Right to Sell	3	0.2%			
			Habitability	26	2.2%			
			Sublets	2	0.2%			
			Total	1,201	100%			
Average # of Days from Intake to Disposition								
For All Cases	22.4		Average Duration of Mediation (minutes)	92 min.		Amount of Money Awarded	\$48,205	
For Con./Mediations/Arb	24.3					Average Award per Case	\$377	

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, 1989 THROUGH MARCH 31, 1990

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: \$251,000

Total Cases Screened as Appropriate

For Dispute Resolution Services: 2,381

Total Conciliations, Mediations and
 Arbitrations: 1,473

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	856	36.0%	Aggravated Assault	1	0.0%	Acquaintances	182	7.6%
Mediated/Agreement	486	20.4%	Aggravated Harassment	24	1.0%	Boy/Girlfriend	17	0.7%
Mediated/No agreement	78	3.3%	Animal Complaint	38	1.6%	Consumer/Merchant	452	19.0%
Arbitrated	53	2.2%	Arson	0	0.0%	Divorced	30	1.3%
Case Dismissed by Compl.	172	7.2%	Assault	21	0.9%	Employer/Employee	44	1.8%
Unamenable for Mediation	122	5.1%	Breach of Contract	582	24.4%	Ex-boy/girlfriend	90	3.8%
Comp. Refuses to Mediate	27	1.1%	Burglary	6	0.3%	Extended Family	12	0.5%
Resp. Refuses to Mediate	329	13.8%	Child Custody/Support/			Friend	55	2.3%
Both Refuse to Mediate	9	0.4%	Visitation	69	2.9%	Immediate Family	94	3.9%
Comp. No Show	44	1.8%	Criminal Misappl. of Prop.	3	0.1%	Individual/Corporation	203	8.5%
Resp. - No Show	60	2.5%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	764	32.1%
Both - No Show	31	1.3%	Criminal Mischief	25	1.0%	Married	51	2.1%
Other	109	4.6%	Criminal Tampering	1	0.0%	Neighbors	196	8.2%
Undesignated	5	0.2%	Criminal Trespass	1	0.0%	Room/Housemate	9	0.4%
			Forgery	0	0.0%	Separated	16	0.7%
Total	2,381	100%	Fraud - Bad Check	69	2.9%	Strangers	133	5.6%
			Grand Larceny	2	0.1%	Other	18	0.8%
Referral Source			Harassment	169	7.1%	Undesignated	15	0.6%
			Housing Dispute	622	26.1%	Total	2,381	100%
City Courts	394	16.5%	Interpersonal Dispute	255	10.7%	Type of Dispute		
County Courts	0	0.0%	Larceny	24	1.0%			
Family Courts	30	1.3%	Menacing	1	0.0%	Misdemeanor/Violation	319	13.4%
Town/Village Courts	60	2.5%	Noise	15	0.6%	Felony	15	0.6%
Court Undesignated	0	0.0%	Persons in Need of Superv.	3	0.1%	Civil	1,893	79.5%
Business/Corporation	12	0.5%	Personal/Real Property	234	9.8%	Juvenile	85	3.6%
District Attorney	275	11.5%	Petit Larceny	5	0.2%	Civil - Mobil Home	64	2.7%
Division of Housing	77	3.2%	Reckless Endangerment	5	0.2%	Undesignated	5	0.2%
Legal Aid	125	5.2%	Robbery	2	0.1%	Total	2,381	100%
Police	36	1.5%	Theft of Services	5	0.2%	No. of Individuals Served		
Private Agency	62	2.6%	Unauthor. Use of a Vehicle	1	0.0%			
Private Attorney	34	1.4%	Vandalism	1	0.0%	For All Cases	6,525	
Probation	33	1.4%	Violation of Town/City Ord.	8	0.3%	Total Number of Cases	2,360	
Public Agency	467	19.6%	Other	101	4.2%	Ave. # of Indiv. Served	2.8	
Public Defender	0	0.0%	Undesignated	16	0.7%	For Conciliations/Media-		
School	9	0.4%	Eviction	4	0.2%	tions and Arbitrations	4,365	
Sheriff	16	0.7%	Rules & Regulations	6	0.3%	Total Number of Cases	1,473	
State Police	10	0.4%	Fee Dispute	11	0.5%	Ave. # of Indiv. Served	3.0	
Walk In	723	30.4%	Right to Sell	12	0.5%	Amount of Money Awarded	\$161,145	
Other	11	0.5%	Habitability	34	1.4%	Average Award per Case	\$352	
Undesignated	7	0.3%	Retaliation Dispute	2	0.1%			
			Occupancy	2	0.1%			
Total	2,381	100%	Total	2,381	100%			

Average # of Days from Intake to Disposition

For All Cases 16.2 For Con./Mediations/Arb. 13.8 Average Duration of Mediation (minutes) 54 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, 1989 THROUGH MARCH 31, 1990

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: 2,676
Population Served: 670,915	Total Conciliations, Mediations and Arbitrations: 1,522
Total Grant Awards: \$248,000	

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	927	34.6%	Aggravated Assault	2	0.1%	Acquaintances	242	9.0%
Mediated/Agreement	473	17.7%	Aggravated Harassment	5	0.2%	Boy/Girlfriend	33	1.2%
Mediated/No Agreement	122	4.6%	Animal Complaint	7	0.3%	Consumer/Merchant	454	17.0%
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	165	6.2%
Case Dismissed by Compl.	119	4.4%	Assault	11	0.4%	Employer/Employee	44	1.6%
Unamenable for Mediation	89	3.3%	Breach of Contract	340	12.7%	Ex-boy/girlfriend	81	3.0%
Comp. Refuses to Mediate	76	2.8%	Burglary	1	0.0%	Extended Family	35	1.3%
Resp. Refuses to Mediate	597	22.3%	Child Custody/Support/Visitation	320	12.0%	Friend	53	2.0%
Both Refuse to Mediate	24	0.9%	Criminal Misappl. of Prop.	0	0.0%	Immediate Family	315	11.8%
Comp. No Show	8	0.3%	Crim. Possn. of Stolen Prop	0	0.0%	Individual/Corporation	8	0.3%
Respondent - No Show	43	1.6%	Criminal Mischief	3	0.1%	Landlord/Tenant	623	23.3%
Both - No Show	23	0.9%	Criminal Tampering	0	0.0%	Married	120	4.5%
Other	153	5.7%	Criminal Trespass	5	0.2%	Neighbors	196	7.3%
Undesignated	22	0.8%	Forgery	2	0.1%	Room/Housemate	17	0.6%
Total	2,676	100%	Fraud - Bad Check	10	0.4%	Separated	153	5.7%
Referral Source			Grand Larceny	0	0.0%	Strangers	77	2.9%
City Courts	101	3.8%	Harassment	76	2.8%	Other	22	0.8%
County Courts	2	0.1%	Housing Dispute	496	18.5%	Undesignated	38	1.4%
Family Courts	177	6.6%	Interpersonal Dispute	916	34.2%	Total	2,676	100%
Town/Village Courts	175	6.5%	Larceny	4	0.1%	Type of Dispute		
Court Undesignated	2	0.1%	Menacing	3	0.1%	Misdemeanor/Violation	90	3.4%
Business/Corporation	6	0.2%	Noise	13	0.5%	Felony	8	0.3%
District Attorney	16	0.6%	Persons in Need of Superv.	33	1.2%	Civil	2,336	87.3%
Division of Housing	24	0.9%	Personal/Real Property	226	8.4%	Juvenile	188	7.0%
Legal Aid	80	3.0%	Petit Larceny	3	0.1%	Civil - Mobil Home	26	1.0%
Police	80	3.0%	Reckless Endangerment	3	0.1%	Undesignated	28	1.0%
Private Agency	104	3.9%	Robbery	0	0.0%	Total	2,676	100%
Private Attorney	134	5.0%	Theft of Services	7	0.3%	No. of Individuals Served		
Probation	123	4.6%	Unauthor. Use of a Vehicle	1	0.0%	For All Cases	6,349	
Public Agency	345	12.9%	Vandalism	1	0.0%	Total Number of Cases	2,637	
Public Defender	1	0.0%	Violation of Town/City Ord.	50	1.9%	Ave. # of Indiv. Served	2.4	
School	127	4.7%	Other	40	1.5%	For Conciliations/Mediations and Arbitrations	3,736	
Sheriff	53	2.0%	Undesignated	75	2.8%	Total Number of Cases	1,522	
State Police	6	0.2%	Eviction	5	0.2%	Ave. # of Indiv. Served	2.5	
Walk In	980	36.6%	Rules & Regulations	2	0.1%			
Other	80	3.0%	Fee Dispute	4	0.1%			
Undesignated	60	2.2%	Equipment Dispute	1	0.0%			
Total	2,676	100%	Right to Sell	2	0.1%			
			Habitability	8	0.3%			
			Behavior/Truancy (Not Pins)	1	0.0%			
			Total	2,676	100%			

Average # of Days from Intake to Disposition

Average Duration of Mediation (minutes)

99 min.

Amount of Money Awarded

\$50,633

For All Cases

11.9

For Con./Mediations/Arb.

11.9

Average Award per Case

\$378

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, 1989 THROUGH MARCH 31, 1990

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: 2,216

Total Conciliations, Mediations and
 Arbitrations: 1,163

CASE DISPOSITION	% of 1989-90 Total	Nature of Dispute	% of 1989-90 Total	Relationship	% of 1989-90 Total
Conciliated	516 23.3%	Aggravated Assault	4 0.2%	Acquaintances	396 17.9%
Mediated/Agreement	563 25.4%	Aggravated Harassment	91 4.1%	Boy/Girlfriend	80 3.6%
Mediated/No Agreement	78 3.5%	Animal Complaint	21 0.9%	Consumer/Merchant	244 11.0%
Arbitrated	6 0.3%	Arson	0 0.0%	Divorced	34 1.5%
Case Dismissed by Compl.	148 6.7%	Assault	151 6.8%	Employer/Employee	29 1.3%
Unamenable for Mediation	108 4.9%	Breach of Contract	203 9.2%	Ex-boy/girlfriend	140 6.3%
Comp. Refuses to Mediate	313 14.1%	Burglary	1 0.0%	Extended Family	55 2.5%
Resp. Refuses to Mediate	226 10.2%	Child Custody/Support/ Visitation	ERR 122 5.5%	Friend	76 3.4%
Both Refuse to Mediate	47 2.1%	Criminal Misappl. of Prop.	2 0.1%	Immediate Family	244 11.0%
Comp. No Show	43 1.9%	Crim. Possn. of Stolen Prop	3 0.1%	Individual/Corporation	14 0.6%
Respondent - No Show	47 2.1%	Criminal Mischief	141 6.4%	Landlord/Tenant	199 9.0%
Both - No Show	20 0.9%	Criminal Tampering	0 0.0%	Married	80 3.6%
Other	94 4.2%	Criminal Trespass	19 0.9%	Neighbors	374 16.9%
Undesignated	7 0.3%	Forgery	1 0.0%	Room/Housemate	11 0.5%
Total	2,216 100%	Fraud - Bad Check	7 0.3%	Separated	82 3.7%
Referral Source		Grand Larceny	1 0.0%	Strangers	51 2.3%
City Courts	372 16.8%	Harassment	600 27.1%	Other	36 1.6%
County Courts	0 0.0%	Housing Dispute	132 6.0%	Undesignated	71 3.2%
Family Courts	21 0.9%	Interpersonal Dispute	219 9.9%	Total	2,216 100%
Town/Village Courts	371 16.7%	Larceny	15 0.7%	Type of Dispute	
Court Undesignated	1 0.0%	Menacing	26 1.2%	Misdemeanor/Violation	1,046 47.2%
Business/Corporation	11 0.5%	Noise	38 1.7%	Felony	3 0.1%
District Attorney	197 8.9%	Persons in Need of Superv.	28 1.3%	Civil	962 43.4%
Division of Housing	31 1.4%	Personal/Real Property	169 7.6%	Juvenile	163 7.4%
Legal Aid	11 0.5%	Petit Larceny	60 2.7%	Civil - Mobil Home	21 0.9%
Police	185 8.3%	Reckless Endangerment	9 0.4%	Undesignated	21 0.9%
Private Agency	133 6.0%	Robbery	0 0.0%	Total	2,216 100%
Private Attorney	34 1.5%	Theft of Services	7 0.3%	No. of Individuals Served	
Probation	43 1.9%	Unauthor. Use of a Vehicle	10 0.5%	For All Cases	4,272
Public Agency	73 3.3%	Vandalism	1 0.0%	Total Number of Cases	1,842
Public Defender	3 0.1%	Violation of Town/City Ord.	5 0.2%	Ave. # of Indiv. Served	2.3
School	22 1.0%	Other	73 3.3%	For Conciliations/Media- tions and Arbitrations	2,788
Sheriff	70 3.2%	Undesignated	29 1.3%	Total Number of Cases	1,163
State Police	5 0.2%	Rules & Regulations Dispute	1 0.0%	Ave. # of Indiv. Served	2.4
Walk In	591 26.7%	Fee Dispute	4 0.2%	Amount of Money Awarded	\$56,322
Other	14 0.6%	Right to Sell	6 0.3%	Average Award per Case	\$408
Undesignated	28 1.3%	Habitability	16 0.7%		
Total	2,216 100%	Occupancy	1 0.0%		
Average Duration of Mediation (minutes)	119 min.	Total	2,216 100%		
		Average # of Days from Intake to Disposition			
		For All Cases	26.4		
		For Con./Mediations/Arb.	26.5		

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, 1989 THROUGH MARCH 31, 1990

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: 3,319

Total Conciliations, Mediations and
 Arbitrations: 1,455

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	669	20.2%	Aggravated Assault	6	0.2%	Acquaintances	501	15.1%
Mediated/Agreement	470	14.2%	Aggravated Harassment	38	1.1%	Boy/Girlfriend	84	2.5%
Mediated/No Agreement	109	3.3%	Animal Complaint	18	0.5%	Consumer/Merchant	278	8.4%
Arbitrated	207	6.2%	Arson	0	0.0%	Divorced	94	2.8%
Case Dismissed by Compl.	216	6.5%	Assault	248	7.5%	Employer/Employee	40	1.2%
Unamenable for Mediation	19	0.6%	Breach of Contract	704	21.2%	Ex-boy/girlfriend	309	9.3%
Comp. Refuses to Mediate	876	26.4%	Burglary	28	0.8%	Extended Family	39	1.2%
Resp. Refuses to Mediate	403	12.1%	Child Custody/Support/ Visitation	81	2.4%	Friend	195	5.9%
Both Refuse to Mediate	12	0.4%	Criminal Misappl. of Prop.	3	0.1%	Immediate Family	91	2.7%
Comp. No Show	48	1.4%	Crim. Possn. of Stolen Prop	9	0.3%	Individual/Corporation	457	13.8%
Respondent - No Show	34	1.0%	Criminal Mischief	250	7.5%	Landlord/Tenant	317	9.6%
Both - No Show	25	0.8%	Criminal Tampering	0	0.0%	Married	39	1.2%
Other	216	6.5%	Criminal Trespass	19	0.6%	Neighbors	607	18.3%
Undesignated	15	0.5%	Forgery	2	0.1%	Room/Housemate	16	0.5%
Total	3,319	100%	Fraud - Bad Check	31	0.9%	Separated	43	1.3%
Referral Source			Grand Larceny	18	0.5%	Strangers	55	1.7%
City Courts	928	28.0%	Harassment	938	28.3%	Other	56	1.7%
County Courts	0	0.0%	Housing Dispute	176	5.3%	Undesignated	98	3.0%
Family Courts	58	1.7%	Interpersonal Dispute	345	10.4%	Total	3,319	100%
Town/Village Courts	95	2.9%	Larceny	6	0.2%	Type of Dispute		
Court Undesignated	1	0.0%	Menacing	31	0.9%	Misdemeanor/Violation	1,041	31.4%
Business/Corporation	1	0.0%	Noise	33	1.0%	Felony	91	2.7%
District Attorney	306	9.2%	Persons in Need of Superv.	21	0.6%	Civil	2,084	62.8%
Division of Housing	11	0.3%	Personal/Real Property	68	2.0%	Juvenile	53	1.6%
Legal Aid	14	0.4%	Petit Larceny	77	2.3%	Civil - Mobil Home	16	0.5%
Police	621	18.7%	Reckless Endangerment	3	0.1%	Undesignated	34	1.0%
Private Agency	30	0.9%	Robbery	9	0.3%	Total	3,319	100%
Private Attorney	542	16.3%	Theft of Services	17	0.5%	No. of Individuals Served		
Probation	19	0.6%	Unauthor. Use of a Vehicle	12	0.4%	For All Cases	7,136	
Public Agency	138	4.2%	Vandalism	30	0.9%	Total Number of Cases	3,289	
Public Defender	0	0.0%	Violation of Town/City Ord.	0	0.0%	Ave. # of Indiv. Served	2.2	
School	2	0.1%	Other	13	0.4%	For Conciliations/Media- tions and Arbitrations	3,275	
Sheriff	15	0.5%	Undesignated	69	2.1%	Total Number of Cases	1,455	
State Police	4	0.1%	Rules & Regulations Dispute	6	0.2%	Ave. # of Indiv. Served	2.3	
Walk In	489	14.7%	Fee Dispute	1	0.0%	Amount of Money Awarded	\$172,283	
Other	21	0.6%	Right to Sell	2	0.1%	Average Award per Case	\$409	
Undesignated	24	0.7%	Habitability	7	0.2%			
Total	3,319	100%	Total	3,319	100%			
Average Duration of Mediation (minutes)	66 min.		Average # of Days from Intake to Disposition					
			For All Cases	20.6				
			For Con./Mediations/Arb.	24.9				

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, 1989 THROUGH MARCH 31, 1990

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: 1,899

Total Conciliations, Mediations and
 Arbitrations: 1,187

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	538	28.3%	Aggravated Assault	7	0.4%	Acquaintances	168	8.8%
Mediated/Agreement	483	25.4%	Aggravated Harassment	26	1.4%	Boy/Girlfriend	27	1.4%
Mediated/No Agreement	166	8.7%	Animal Complaint	28	1.5%	Consumer/Merchant	130	6.8%
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	24	1.3%
Case Dismissed by Compl.	77	4.1%	Assault	82	4.3%	Employer/Employee	20	1.1%
Unamenable for Mediation	106	5.6%	Breach of Contract	164	8.6%	Ex-boy/girlfriend	59	3.1%
Comp. Refuses to Mediate	95	5.0%	Burglary	2	0.1%	Extended Family	23	1.2%
Resp. Refuses to Mediate	279	14.7%	Child Custody/Support/ Visitation	26	1.4%	Friend	78	4.1%
Both Refuse to Mediate	19	1.0%	Criminal Misappl. of Prop.	0	0.0%	Immediate Family	195	10.3%
Comp. No Show	17	0.9%	Crim. Possn. of Stolen Prop	0	0.0%	Individual/Corporation	28	1.5%
Respondent - No Show	47	2.5%	Criminal Mischief	29	1.5%	Landlord/Tenant	758	39.9%
Both - No Show	27	1.4%	Criminal Tampering	5	0.3%	Married	23	1.2%
Other	38	2.0%	Criminal Trespass	7	0.4%	Neighbors	216	11.4%
Undesignated	7	0.4%	Forgery	3	0.2%	Room/Housemate	13	0.7%
Total	1,899	100%	Fraud - Bad Check	17	0.9%	Separated	26	1.4%
Referral Source			Grand Larceny	7	0.4%	Strangers	58	3.1%
City Courts	624	32.9%	Harassment	268	14.1%	Other	30	1.6%
County Courts	0	0.0%	Housing Dispute	675	35.5%	Undesignated	23	1.2%
Family Courts	29	1.5%	Interpersonal Dispute	318	16.7%	Total	1,899	100%
Town/Village Courts	278	14.6%	Larceny	0	0.0%	Type of Dispute		
Court Undesignated	0	0.0%	Menacing	10	0.5%	Misdemeanor/Violation	509	26.8%
Business/Corporation	2	0.1%	Noise	20	1.1%	Felony	27	1.4%
District Attorney	11	0.6%	Persons in Need of Superv.	14	0.7%	Civil	1,015	53.4%
Division of Housing	50	2.6%	Personal/Real Property	64	3.4%	Juvenile	273	14.4%
Legal Aid	2	0.1%	Petit Larceny	10	0.5%	Civil - Mobil Home	48	2.5%
Police	289	15.2%	Reckless Endangerment	5	0.3%	Undesignated	27	1.4%
Private Agency	18	0.9%	Robbery	1	0.1%	Total	1,899	100%
Private Attorney	8	0.4%	Theft of Services	3	0.2%	No. of Individuals Served		
Probation	69	3.6%	Unauthor. Use of a Vehicle	2	0.1%	For All Cases	5,165	
Public Agency	119	6.3%	Vandalism	2	0.1%	Total Number of Cases	1,779	
Public Defender	0	0.0%	Violation of Town/City Ord.	3	0.2%	Ave. # of Indiv. Served	2.9	
School	166	8.7%	Other	28	1.5%	For Conciliations/Media- tions and Arbitrations	3,570	
Sheriff	2	0.1%	Undesignated	26	1.4%	Total Number of Cases	1,187	
State Police	0	0.0%	Eviction	8	0.4%	Ave. # of Indiv. Served	3.0	
Walk In	162	8.5%	Rules & Regulations Dispute	5	0.3%			
Other	45	2.4%	Fee Dispute	3	0.2%			
Undesignated	25	1.3%	Equipment Dispute	1	0.1%			
Total	1,899	100%	Right to Sell	8	0.4%			
			Habitability	22	1.2%			
			Total	1,899	100%			

Average # of Days from Intake to Disposition

For All Cases 16.6 For Con./Mediations/Arb. 17.1

Amount of Money Awarded
 Average Award per Case

\$538,916
 \$1,172

Average Duration of Mediation (minutes)

66 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, 1989 THROUGH MARCH 31, 1990

Deputy Chief Administrative Judge Robert J. Sise

Tenth Judicial District Administrative Judge Leo G. McGinity

Area Served: Nassau County

Population Served: 2,605,813

Total Grant Awards: \$ 84,000

Total Cases Screened as Appropriate
 For Dispute Resolution Services: 560

Total Conciliations, Mediations and
 Arbitrations: 350

CASE DISPOSITION	% of 1,899 Total	Nature of Dispute	% of 1989-90 Total	Relationship	% of 1989-90 Total
Conciliated	82 14.6%	Aggravated Assault	19 3.4%	Acquaintances	39 7.0%
Mediated/Agreement	222 39.6%	Aggravated Harassment	17 3.0%	Boy/Girlfriend	6 1.1%
Mediated/No Agreement	19 3.4%	Animal Complaint	4 0.7%	Consumer/Merchant	7 1.3%
Arbitrated	27 4.8%	Arson	0 0.0%	Divorced	28 5.0%
Case Dismissed by Compl.	64 11.4%	Assault	2 0.4%	Employer/Employee	6 1.1%
Unamenable for Mediation	5 0.9%	Breach of Contract	10 1.8%	Ex-boy/girlfriend	30 5.4%
Comp. Refuses to Mediate	8 1.4%	Burglary	0 0.0%	Extended Family	5 0.9%
Resp. Refuses to Mediate	102 18.2%	Child Custody/Support/ Visitation	108 19.3%	Friend	41 7.3%
Both Refuse to Mediate	1 0.2%	Criminal Misappl. of Prop.	0 0.0%	Immediate Family	35 6.3%
Comp. No Show	1 0.2%	Crim. Possn. of Stolen Prop	2 0.4%	Individual/Corporation	0 0.0%
Respondent - No Show	0 0.0%	Criminal Mischief	1 0.2%	Landlord/Tenant	19 3.4%
Both - No Show	2 0.4%	Criminal Tampering	0 0.0%	Married	26 4.6%
Other	23 4.1%	Criminal Trespass	1 0.2%	Neighbors	227 40.5%
Undesignated	4 0.7%	Forgery	0 0.0%	Room/Housemate	5 0.9%
Total	560 100%	Fraud - Bad Check	0 0.0%	Separated	50 8.9%
Referral Source		Grand Larceny	0 0.0%	Strangers	4 0.7%
City Courts	6 1.1%	Harassment	330 58.9%	Other	23 4.1%
County Courts	1 0.2%	Housing Dispute	3 0.5%	Undesignated	9 1.6%
Family Courts	127 22.7%	Interpersonal Dispute	30 5.4%	Total	560 100%
Town/Village Courts	5 0.9%	Larceny	0 0.0%	Type of Dispute	
Court Undesignated	0 0.0%	Menacing	1 0.2%	Misdemeanor/Violation	335 59.8%
Business/Corporation	0 0.0%	Noise	15 2.7%	Felony	0 0.0%
District Attorney	125 22.3%	Persons in Need of Superv.	2 0.4%	Civil	163 29.1%
Division of Housing	0 0.0%	Personal/Real Property	4 0.7%	Juvenile	60 10.7%
Legal Aid	0 0.0%	Petit Larceny	1 0.2%	Civil - Mobil Home	0 0.0%
Police	188 33.6%	Reckless Endangerment	0 0.0%	Undesignated	2 0.4%
Private Agency	0 0.0%	Robbery	0 0.0%	Total	560 100%
Private Attorney	0 0.0%	Theft of Services	2 0.4%	No. of Individuals Served	
Probation	4 0.7%	Unauthor. Use of a Vehicle	1 0.2%	For All Cases	1,700
Public Agency	0 0.0%	Vandalism	4 0.7%	Total Number of Cases	559
Public Defender	0 0.0%	Violation of Town/City Ord.	0 0.0%	Ave. # of Indiv. Served	3.0
School	42 7.5%	Other	1 0.2%	For Conciliations/Media- tions and Arbitrations	1,119
Sheriff	0 0.0%	Undesignated	2 0.4%	Total Number of Cases	350
State Police	0 0.0%	Total	560 100%	Ave. # of Indiv. Served	3.4
Walk In	42 7.5%	Average # of Days from Intake to Disposition		Amount of Money Awarded	\$1,742
Other	7 1.3%	For All Cases	46.9	Average Award per Case	\$116
Undesignated	13 2.3%	For Con./Mediations/Arb.	34.3		
Total	560 100%				

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, 1989 THROUGH MARCH 31, 1990

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:

644

Total Conciliations, Mediations and

Arbitrations: 266

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	80	12.4%	Aggravated Assault	1	0.2%	Acquaintances	143	22.2%
Mediated/Agreement	148	23.0%	Aggravated Harassment	32	5.0%	Boy/Girlfriend	13	2.0%
Mediated/No Agreement	38	5.9%	Animal Complaint	15	2.3%	Consumer/Merchant	219	34.0%
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	5	0.8%
Case Dismissed by Compl.	7	1.1%	Assault	15	2.3%	Employer/Employee	3	0.5%
Unamenable for Mediation	5	0.8%	Breach of Contract	2	0.3%	Ex-boy/girlfriend	13	2.0%
Comp. Refuses to Mediate	58	9.0%	Burglary	0	0.0%	Extended Family	3	0.5%
Resp. Refuses to Mediate	177	27.5%	Child Custody/Support/			Friend	15	2.3%
Both Refuse to Mediate	15	2.3%	Visitation	2	0.3%	Immediate Family	25	3.9%
Comp. No Show	16	2.5%	Criminal Misappl. of Prop.	0	0.0%	Individual/Corporation	6	0.9%
Respondent - No Show	11	1.7%	Crim. Possn. of Stolen Prop	0	0.0%	Landlord/Tenant	37	5.7%
Both - No Show	2	0.3%	Criminal Mischief	16	2.5%	Married	0	0.0%
Other	87	13.5%	Criminal Tampering	1	0.2%	Neighbors	126	19.6%
Undesignated	0	0.0%	Criminal Trespass	7	1.1%	Room/Housemate	5	0.8%
			Forgery	1	0.2%	Separated	2	0.3%
Total	644	100%	Fraud - Bad Check	215	33.4%	Strangers	14	2.2%
			Grand Larceny	0	0.0%	Other	2	0.3%
Referral Source			Harassment	280	43.5%	Undesignated	13	2.0%
			Housing Dispute	4	0.6%	Total	644	100%
City Courts	210	32.6%	Interpersonal Dispute	3	0.5%	Type of Dispute		
County Courts	0	0.0%	Larceny	0	0.0%			
Family Courts	4	0.6%	Menacing	2	0.3%	Misdemeanor/Violation	578	89.8%
Town/Village Courts	7	1.1%	Noise	2	0.3%	Felony	0	0.0%
Court Undesignated	0	0.0%	Persons in Need of Superv.	0	0.0%	Civil	44	6.8%
Business/Corporation	0	0.0%	Personal/Real Property	10	1.6%	Juvenile	0	0.0%
District Attorney	381	59.2%	Petit Larceny	10	1.6%	Civil - Mobil Home	20	3.1%
Division of Housing	21	3.3%	Reckless Endangerment	3	0.5%	Undesignated	2	0.3%
Legal Aid	2	0.3%	Robbery	0	0.0%	Total	644	100%
Police	0	0.0%	Theft of Services	0	0.0%	No. of Individuals Served		
Private Agency	0	0.0%	Unauthor. Use of a Vehicle	0	0.0%			
Private Attorney	0	0.0%	Vandalism	1	0.2%	For All Cases	1,578	
Probation	0	0.0%	Violation of Town/City Ord.	0	0.0%	Total Number of Cases	637	
Public Agency	0	0.0%	Other	0	0.0%	Ave. # of Indiv. Served	2.5	
Public Defender	0	0.0%	Undesignated	4	0.6%	For Conciliations/Media-		
School	0	0.0%	Rules & Regulations Dispute	2	0.3%	tions and Arbitrations	782	
Sheriff	0	0.0%	Fee Dispute	12	1.9%	Total Number of Cases	266	
State Police	0	0.0%	Right to Sell	1	0.2%	Ave. # of Indiv. Served	2.9	
Walk In	12	1.9%	Habitability	3	0.5%	Amount of Money Awarded	\$7,049	
Other	5	0.8%	Total	644	100%	Average Award per Case	\$97	
Undesignated	2	0.3%						
Total	644	100%	Average # of Days from					
			Intake to Disposition					
Average Duration of								
Mediation (minutes)	89 min.		For All Cases	19.9				
			For Con./Mediations/Arb.	23.4				

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, 1989 THROUGH MARCH 31, 1990

New York City 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: 4,345
 Total Conciliations, Mediations and
 Arbitrations: 2,055

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	147	3.4%	Aggravated Assault	0	0.0%	Acquaintances	1,415	32.6%
Mediated/Agreement	1,547	35.6%	Aggravated Harassment	0	0.0%	Boy/Girlfriend	6	0.1%
Mediation/No Agreement	361	8.3%	Animal Complaint	1	0.0%	Consumer/Merchant	59	1.4%
Arbitrated	0	0.0%	Arson	0	0.0%	Divorced	5	0.1%
Case Dismissed by Compl.	185	4.3%	Assault	1,064	24.5%	Employer/Employee	33	0.8%
Unamenable for Mediation	130	3.0%	Breach of Contract	23	0.5%	Ex-boy/girlfriend	16	0.4%
Comp. Refuses to Mediate	69	1.6%	Burglary	0	0.0%	Extended Family	102	2.3%
Resp. Refuses to Mediate	48	1.1%	Child Custody/Support/			Friend	53	1.2%
Both Refuse to Mediate	25	0.6%	Visitation	3	0.1%	Immediate Family	24	0.6%
Comp. No Show	149	3.4%	Criminal Misappl. of Prop.	5	0.1%	Individual/Corporation	0	0.0%
Respondent - No Show	327	7.5%	Crim. Possn. of Stolen Prop	1	0.0%	Landlord/Tenant	862	19.8%
Both - No Show	1,349	31.0%	Criminal Mischief	35	0.8%	Married	3	0.1%
Other	6	0.1%	Criminal Tampering	0	0.0%	Neighbors	1,388	31.9%
Undesignated	2	0.0%	Criminal Trespass	7	0.2%	Room/Housemate	2	0.0%
			Forgery	1	0.0%	Separated	0	0.0%
Total	4,345	100%	Fraud - Bad Check	6	0.1%	Strangers	343	7.9%
			Grand Larceny	0	0.0%	Other	27	0.6%
Referral Source			Harassment	2,730	62.8%	Undesignated	7	0.2%
City Courts	3,815	87.8%	Housing Dispute	51	1.2%	Total	4,345	100%
County Courts	0	0.0%	Interpersonal Dispute	36	0.8%	Type of Dispute		
Family Courts	48	1.1%	Larceny	3	0.1%	Misdemeanor/Violation	4,063	93.5%
Town/Village Courts	0	0.0%	Menacing	151	3.5%	Felony	0	0.0%
Court Undesignated	0	0.0%	Noise	139	3.2%	Civil	239	5.5%
Business/Corporation	0	0.0%	Persons in Need of Superv.	1	0.0%	Juvenile	1	0.0%
District Attorney	2	0.0%	Personal/Real Property	5	0.1%	Civil - Mobil Home	0	0.0%
Division of Housing	0	0.0%	Petit Larceny	17	0.4%	Undesignated	42	1.0%
Legal Aid	0	0.0%	Reckless Endangerment	2	0.0%	Total	4,345	100%
Police	57	1.3%	Robbery	0	0.0%	No. of Individuals Served		
Private Agency	0	0.0%	Theft of Services	1	0.0%	For All Cases	9,006	
Private Attorney	7	0.2%	Unauthor. Use of a Vehicle	3	0.1%	Total Number of Cases	4,328	
Probation	0	0.0%	Vandalism	0	0.0%	Ave. # of Indiv. Served	2.1	
Public Agency	1	0.0%	Violation of Town/City Ord.	2	0.0%	For Conciliations/Media-		
Public Defender	0	0.0%	Other	52	1.2%	tions and Arbitrations	6,303	
School	0	0.0%	Undesignated	6	0.1%	Total Number of Cases	2,055	
Sheriff	0	0.0%	Total	4,345	100%	Ave. # of Indiv. Served	3.1	
State Police	0	0.0%				Amount of Money Awarded	\$105,429	
Walk In	380	8.7%	Average # of Days from			Average Award per Case	\$589	
Other	29	0.7%	Intake to Disposition					
Undesignated	6	0.1%						
Total	4,345	100%	For All Cases	8.3				
			For Con./Mediations/Arb.	7.4				
Average Duration of								
Mediation (minutes)	91 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, 1989 THROUGH MARCH 31, 1990

New York City 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: 3,886

Total Conciliations, Mediations and

Arbitrations: 1,329

CASE DISPOSITION	1989-90	% of Total	Nature of Dispute	1989-90	% of Total	Relationship	1989-90	% of Total
Conciliated	147	3.8%	Aggravated Assault	3	0.1%	Acquaintances	1,625	41.8%
Mediated/Agreement	967	24.9%	Aggravated Harassment	440	11.3%	Boy/Girlfriend	62	1.6%
Mediated/No Agreement	4	0.1%	Animal Complaint	3	0.1%	Consumer/Merchant	7	0.2%
Arbitrated	211	5.4%	Arson	0	0.0%	Divorced	11	0.3%
Case Dismissed by Compl.	106	2.7%	Assault	378	9.7%	Employer/Employee	7	0.2%
Unamenable for Mediation	133	3.4%	Breach of Contract	1	0.0%	Ex-boy/girlfriend	267	6.9%
Comp. Refuses to Mediate	3	0.1%	Burglary	0	0.0%	Extended Family	115	3.0%
Resp. Refuses to Mediate	16	0.4%	Child Custody/Support/			Friend	172	4.4%
Both Refuse to Mediate	7	0.2%	Visitation	0	0.0%	Immediate Family	47	1.2%
Comp. No Show	146	3.8%	Criminal Misappl. of Prop.	74	1.9%	Individual/Corporation	0	0.0%
Respondent - No Show	219	5.6%	Crim. Possn. of Stolen Prop	0	0.0%	Landlord/Tenant	318	8.2%
Both - No Show	1,845	47.5%	Criminal Mischief	306	7.9%	Married	14	0.4%
Other	46	1.2%	Criminal Tampering	12	0.3%	Neighbors	958	24.7%
Undesignated	36	0.9%	Criminal Trespass	42	1.1%	Room/Housemate	24	0.6%
			Forgery	5	0.1%	Separated	2	0.1%
Total	3,886	100%	Fraud - Bad Check	8	0.2%	Strangers	219	5.6%
			Grand Larceny	0	0.0%	Other	20	0.5%
Referral Source			Harassment	2,186	56.3%	Undesignated	18	0.5%
			Housing Dispute	0	0.0%			
City Courts	3,872	99.6%	Interpersonal Dispute	40	1.0%	Total	3,886	100%
County Courts	0	0.0%	Larceny	0	0.0%			
Family Courts	5	0.1%	Menacing	103	2.7%	Type of Dispute		
Town/Village Courts	1	0.0%	Noise	124	3.2%			
Court Undesignated	1	0.0%	Persons in Need of Superv.	0	0.0%	Misdemeanor/Violation	3,355	86.3%
Business/Corporation	0	0.0%	Personal/Real Property	0	0.0%	Felony	0	0.0%
District Attorney	0	0.0%	Petit Larceny	79	2.0%	Civil	141	3.6%
Division of Housing	0	0.0%	Reckless Endangerment	9	0.2%	Juvenile	382	9.8%
Legal Aid	0	0.0%	Robbery	0	0.0%	Civil - Mobil Home	0	0.0%
Police	1	0.0%	Theft of Services	1	0.0%	Undesignated	8	0.2%
Private Agency	0	0.0%	Unauthor. Use of a Vehicle	1	0.0%			
Private Attorney	0	0.0%	Vandalism	0	0.0%	Total	3,886	100%
Probation	0	0.0%	Violation of Town/City Ord.	0	0.0%			
Public Agency	0	0.0%	Other	48	1.2%	No. of Individuals Served		
Public Defender	0	0.0%	Undesignated	23	0.6%			
School	0	0.0%				For All Cases	9,794	
Sheriff	0	0.0%	Total	3,886	100%	Total Number of Cases	3,880	
State Police	0	0.0%				Ave. # of Indiv. Served	2.5	
Walk In	0	0.0%	Average # of Days from					
Other	0	0.0%	Intake to Disposition			For Conciliations/Media-		
Undesignated	6	0.2%				tions and Arbitrations	4,436	
						Total Number of Cases	1,329	
Total	3,886	100%				Ave. # of Indiv. Served	3.3	
			For All Cases	10.5		Amount of Money Awarded	\$5,973	
			For Con./Mediations/Arb.	8.9		Average Award per Case	\$664	

Average Duration of
Mediation (minutes)

104 min.

**COMMUNITY DISPUTE RESOLUTION CENTERS
STATISTICAL TABLES**

TABLE 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1988-89 AND 1989-90 WORKLOAD ANALYSIS FOR ALL PROGRAMS

	[1988-89]		[1989-90]		
<u>CASE DISPOSITION</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>% CHANGE</u>
CONCILIATED	5,313	12.8%	5,060	13.0%	-4.8%
MEDIATED WITH AGREEMENT	11,953	28.9%	10,958	28.1%	-8.3%
MEDIATED WITH NO AGREEMENT	2,175	5.3%	1,987	5.1%	-8.6%
ARBITRATED	698	1.7%	694	1.8%	7.4%
CASE DISMISSED BY COMPLAINT.	1,818	4.4%	1,855	4.8%	2.0%
UNAMENABLE FOR MEDIATION	2,008	4.9%	1,557	4.0%	-22.5%
COMP. REFUSES TO MEDIATE	1,785	4.3%	1,915	4.9%	7.3%
RESP. REFUSES TO MEDIATE	2,646	6.4%	2,842	7.3%	7.4%
BOTH REFUSE TO MEDIATE	232	0.6%	233	0.6%	0.4%
COMP. - NO SHOW	1,113	2.7%	946	2.4%	-15.0%
RESP. - NO SHOW	1,439	3.5%	1,629	4.2%	13.2%
BOTH - NO SHOW	8,483	20.5%	8,007	20.5%	-5.6%
OTHER	1,490	3.6%	1,141	2.9%	-23.4%
UNDETERMINED	<u>212</u>	<u>0.5%</u>	<u>218</u>	<u>0.6%</u>	<u>2.8%</u>
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%
<u>REFERRAL SOURCE</u>					
CITY COURTS	24,342	58.8%	22,804	58.4%	-6.3%
COUNTY COURTS	54	0.1%	47	0.1%	-13.0%
FAMILY COURTS	833	2.0%	735	1.9%	-11.8%
TOWN/VILLAGE COURTS	1,477	3.6%	1,288	3.3%	-12.8%
BUSINESS/CORPORATION	111	0.3%	66	0.2%	-40.5%
DISTRICT ATTORNEY	1,270	3.1%	1,396	3.6%	9.9%
DIVISION OF HOUSING	0	N/A	294	0.8%	
LEGAL AID	314	0.8%	317	0.8%	1.0%
POLICE	3,279	7.9%	2,825	7.2%	-13.8%
PRIVATE AGENCY	1,686	4.1%	383	1.0%	-77.3%
PRIVATE ATTY	385	0.9%	788	2.0%	104.7%
PROBATION	287	0.7%	309	0.8%	7.7%
PUBLIC AGENCY	1,140	2.8%	1,323	3.4%	16.1%
PUBLIC DEFENDER	16	0.0%	4	0.0%	-75.0%
SCHOOL	782	1.9%	996	2.6%	27.4%
SHERIFF	130	0.3%	162	0.4%	24.6%
STATE POLICE	87	0.2%	43	0.1%	-50.6%
WALK IN	4,677	11.3%	4,619	11.8%	-1.2%
OTHER	261	0.6%	334	0.9%	28.0%
UNDETERMINED	<u>234</u>	<u>0.6%</u>	<u>309</u>	<u>0.8%</u>	<u>32.1%</u>
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%
<u>TYPE OF DISPUTE</u>					
CRIMINAL MISDEMEANOR	26,548	64.2%	25,268	64.7%	-4.8%
CRIMINAL FELONY	187	0.5%	205	0.5%	9.6%
CIVIL	12,442	30.1%	11,176	28.6%	-10.2%
JUVENILE	1,976	4.8%	1,882	4.8%	-4.8%
CIVIL - MOBILE HOME	N/A	N/A	266	0.7%	N/A
UNDETERMINED	<u>212</u>	<u>0.5%</u>	<u>245</u>	<u>0.6%</u>	<u>15.6%</u>
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%

PAGE 2 OF TABLE 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1988-89 AND 1989-90 WORKLOAD ANALYSIS FOR ALL PROGRAMS

	[1988-89]		[1989-90]		
NATURE OF DISPUTE	CASES	% OF TOTAL	CASES	% OF TOTAL	% CHANGE
AGGRAVATED ASSAULT	63	0.2%	99	0.3%	57.1%
AGGRAVATED HARASSMENT	1,243	3.0%	1,392	3.6%	12.0%
ANIMAL COMPLAINT	212	0.5%	193	0.5%	-9.0%
ARSON	1	0.0%	2	0.0%	N/A
ASSAULT	5,004	12.1%	4,740	12.1%	-5.3%
BREACH OF CONTRACT	3,114	7.5%	2,465	6.3%	-20.8%
BURGLARY	41	0.1%	41	0.1%	0.0%
CUSTODY/SUPPORT/VISITATION	928	2.2%	1,033	2.6%	11.3%
CRIM. MISAPPL. OF PROPERTY	228	0.6%	169	0.4%	-25.9%
CRIM. POSS. OF STOLEN PROP.	17	0.0%	19	0.0%	11.8%
CRIMINAL MISCHIEF	1,128	2.7%	1,110	2.8%	-1.6%
CRIMINAL TAMPERING	80	0.2%	38	0.1%	-52.5%
CRIMINAL TRESPASS	194	0.5%	160	0.4%	-17.5%
FORGERY	21	0.1%	21	0.1%	0.0%
FRAUD-BAD CHECK	517	1.2%	418	1.1%	-19.1%
GRAND LARCENY	20	0.0%	32	0.1%	60.0%
HARASSMENT	17,491	42.3%	16,582	42.5%	-5.2%
HOUSING DISPUTE	2,188	5.3%	2,532	6.5%	15.7%
INTERPERSONAL DISPUTE	3,480	8.4%	3,001	7.7%	-13.8%
LARCENY	41	0.1%	72	0.2%	75.6%
MENACING	896	2.2%	856	2.2%	-4.5%
NOISE	701	1.7%	770	2.0%	9.8%
PERSONS IN NEED OF SUPERVS.	141	0.3%	113	0.3%	-19.9%
PERSONAL/REAL PROPERTY	1,321	3.2%	1,095	2.8%	-17.1%
PETIT LARCENY	459	1.1%	436	1.1%	-5.0%
RECKLESS ENDANGERMENT	60	0.1%	60	0.2%	0.0%
ROBBERY	15	0.0%	14	0.0%	-6.7%
THEFT OF SERVICES	106	0.3%	86	0.2%	-18.9%
UNAUTH. USE OF A VEHICLE	20	0.0%	35	0.1%	75.0%
VANDALISM	35	0.1%	49	0.1%	40.0%
VIOLATION OF TOWN/CITY ORD	127	0.3%	74	0.2%	-41.7%
OTHER	1,053	2.5%	606	1.6%	-42.5%
UNDETERMINED	420	1.0%	450	1.2%	7.1%
EVICITION	N/A	N/A	28	0.1%	N/A
RULES & REGULATIONS	N/A	N/A	30	0.1%	N/A
FEE DISPUTE	N/A	N/A	43	0.1%	N/A
EQUIPMENT DISPUTE	N/A	N/A	5	0.0%	N/A
RIGHT TO SELL	N/A	N/A	44	0.1%	N/A
HABITABILITY	N/A	N/A	120	0.3%	N/A
RETALIATION DISPUTE	N/A	N/A	3	0.0%	N/A
OCCUPANCY	N/A	N/A	4	0.0%	N/A
SUBLETS	N/A	N/A	2	0.0%	N/A
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%
NONMEDIATED CASE REFERRED TO ANOTHER AGENCY					
SOCIAL SERVICE AGENCY	245	4.5%	220	3.9%	-10.2%
COURTS	4,171	76.5%	4,352	78.1%	4.3%
DISTRICT ATTORNEY	415	7.6%	380	6.8%	-8.4%
POLICE/SHERIFF	107	2.0%	92	1.7%	-14.0%
OTHER	511	9.4%	526	9.4%	2.9%
TOTAL	5,449	100.0%	5,570	100.0%	2.2%

PAGE 3 OF TABLE 1
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1988-89 AND 1989-90 WORKLOAD ANALYSIS FOR ALL PROGRAMS

	[1988-89]		[1989-90]		
RELATIONSHIP	(1) CASES	(2) % OF TOTAL	(3) CASES	(4) % OF TOTAL	(5) % CHANGE
ACQUAINTANCES	9,749	23.6%	9,170	23.5%	-5.9%
BOY/GIRLFRIEND	485	1.2%	466	1.2%	-3.9%
CONSUMER/MERCHANT	4,033	9.7%	2,380	6.1%	-41.0%
DIVORCED	575	1.4%	575	1.5%	0.0%
EMPLOYER/EMPLOYEE	419	1.0%	403	1.0%	-3.8%
EX-BOY/GIRLFRIEND	2,174	5.3%	1,837	4.7%	-15.5%
EXTENDED FAMILY	771	1.9%	731	1.9%	-5.2%
FRIEND	1,395	3.4%	1,317	3.4%	-5.6%
IMMEDIATE FAMILY	1,745	4.2%	1,477	3.8%	-15.4%
INDIVIDUAL/CORPORATION	6	0.0%	832	2.1%	
LANDLORD/TENANT	5,643	13.6%	6,065	15.5%	7.5%
MARRIED	581	1.4%	577	1.5%	-0.7%
NEIGHBORS	8,979	21.7%	8,658	22.2%	-3.6%
ROOM/HOUSEMATE	260	0.6%	231	0.6%	-11.2%
SEPARATED	519	1.3%	509	1.3%	-1.9%
STRANGERS	2,724	6.6%	2,343	6.0%	-14.0%
OTHER	880	2.1%	1,008	2.6%	14.5%
UNDETERMINED	<u>427</u>	<u>1.0%</u>	<u>463</u>	<u>1.2%</u>	<u>8.4%</u>
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%

RETURNEE TO MEDIATION

MED. OF NEW MATTER	459	1.1%	606	1.6%	32.0%
REMEDI. OF OLD MATTER	232	0.6%	205	0.5%	-11.6%
NONCOMPLIANCE OF PAST M	76	0.2%	63	0.2%	-17.1%
OTHER	1	0.0%	8	0.0%	700.0%
LEFT BLANK	<u>40,597</u>	<u>98.1%</u>	<u>38,160</u>	<u>97.7%</u>	<u>-6.0%</u>
TOTAL	41,365	100.0%	39,042	100.0%	-5.6%

ADDITIONAL INFORMATION	1988-89	1989-90	% CHANGE
NO. OF INDIVIDUALS SERVED THROUGH:			
CONCILIATION/MEDIATION/ARBITRATION PROCESS	56,139	52,980	-5.6%
AVE. NO. OF INDIVIDUALS SERVED	2.8	2.8	0.0%
ALL CASES	95,563	88,979	-6.9%
AVE. NO. OF INDIVIDUALS SERVED	2.3	2.3	0.0%
TOTAL DOLLAR AMOUNT AWARDED	\$1,059,592	\$1,324,453	25.0%
TOTAL NO. OF CASES INVOLVED	2,078	2,416	16.3%
AVE. DOLLAR AMOUNT AWARDED PER CASE	\$510	\$548	7.5%
AVE. DAYS FROM INTAKE TO DISPOSITION FOR:			
ALL CASES	14.5	14.2	-2.1%
CONCILIATED/MEDIATED/ARBITRATED	14.2	13.5	-4.9%
SINGLE HEARINGS	12.7	12.2	-3.9%
MULTIPLE HEARINGS	32.1	32.0	-0.3%
TOTAL NUMBER OF SINGLE HEARINGS	12,617	11,341	-10.1%
TOTAL NUMBER OF MULTIPLE HEARINGS	405	477	17.8%
AVE. MINUTES PER MEDIATION/ARBITRATION	86	83	-3.5%
CASE MEDIATED WITH AGREEMENT AND REFERRED TO ANOTHER AGENCY FOR ADDITIONAL SERVICES	1,015	1,033	1.8%

TABLE 2

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1988-89 AND 1989-90

(APRIL 1, 1988 TO MARCH 31, 1989)

(APRIL 1, 1989 TO MARCH 31, 1990)

<u>AGE</u>	<u>COMPLAINANT</u>		<u>RESPONDENT</u>		<u>COMPLAINANT</u>		<u>RESPONDENT</u>	
	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>
LESS THAN 17	1,867	4.5%	1,816	4.4%	1,830	4.7%	1,902	4.9%
17 - 20	2,338	5.7%	2,020	4.9%	2,115	5.4%	1,850	4.7%
21 - 29	8,183	19.8%	5,698	13.8%	7,821	20.0%	5,368	13.7%
30 - 39	11,226	27.1%	7,312	17.7%	10,331	26.5%	7,018	18.0%
40 - 49	6,850	16.6%	4,734	11.4%	6,666	17.1%	4,817	12.3%
50 - 59	3,580	8.7%	2,231	5.4%	3,292	8.4%	2,203	5.6%
60 - 64	1,374	3.3%	669	1.6%	1,146	2.9%	679	1.7%
65+	2,313	5.6%	951	2.3%	2,040	5.2%	890	2.3%
UNDETERMINED	<u>3,634</u>	<u>8.8%</u>	<u>15,934</u>	<u>38.5%</u>	<u>3,801</u>	<u>9.7%</u>	<u>14,315</u>	<u>36.7%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%
 <u>SEX</u>								
MALE	15,920	38.5%	19,039	46.0%	14,889	38.1%	19,590	50.2%
FEMALE	25,116	60.7%	14,363	34.7%	23,330	59.8%	15,056	38.6%
UNDETERMINED	<u>329</u>	<u>0.8%</u>	<u>7,963</u>	<u>19.3%</u>	<u>823</u>	<u>2.1%</u>	<u>4,396</u>	<u>11.3%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%
 <u>EMPLOYMENT STATUS</u>								
DISABILITY	1,032	2.5%	321	0.8%	915	2.3%	272	0.7%
EMPLOYED	20,714	50.1%	18,081	43.7%	18,736	48.0%	16,359	41.9%
FAMILY EMPLOYED	1,360	3.3%	889	2.1%	1,245	3.2%	817	2.1%
PUBLIC ASSISTANCE	3,847	9.3%	1,495	3.6%	3,171	8.1%	1,294	3.3%
SOC. SEC./RETIRED	2,766	6.7%	923	2.2%	2,296	5.9%	767	2.0%
STUDENT	3,052	7.4%	2,408	5.8%	2,959	7.6%	2,488	6.4%
UNEMPLOYED	4,847	11.7%	2,285	5.5%	4,368	11.2%	2,597	6.7%
UNDETERMINED	<u>3,747</u>	<u>9.1%</u>	<u>14,963</u>	<u>36.2%</u>	<u>5,352</u>	<u>13.7%</u>	<u>14,448</u>	<u>37.0%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%

(continued on page 2 of table 2)

PAGE 2 OF TABLE 2

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1988-89 AND 1989-90

(APRIL 1, 1988 TO MARCH 31, 1989)

(APRIL 1, 1989 TO MARCH 31, 1990)

COMPLAINANT

RESPONDENT

COMPLAINANT

RESPONDENT

<u>RACE/ETHNIC</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>
ASIAN	670	1.6%	361	0.9%	757	1.9%	460	1.2%
BLACK	11,268	27.2%	6,499	15.7%	9,842	25.2%	6,761	17.3%
HISPANIC	8,146	19.7%	4,373	10.6%	7,148	18.3%	4,906	12.6%
AMERICAN INDIAN	83	0.2%	43	0.1%	55	0.1%	40	0.1%
WHITE	17,841	43.1%	14,979	36.2%	17,288	44.3%	14,857	38.1%
OTHER	225	0.5%	266	0.6%	273	0.7%	229	0.6%
UNDETERMINED	<u>3,132</u>	<u>7.6%</u>	<u>14,844</u>	<u>35.9%</u>	<u>3,679</u>	<u>9.4%</u>	<u>11,789</u>	<u>30.2%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%

INCOME LEVEL

LESS THAN \$9,000	16,771	40.5%	11,608	28.1%	14,544	37.3%	10,845	27.8%
\$9,001 - \$16,000	7,164	17.3%	4,433	10.7%	6,456	16.5%	4,323	11.1%
\$16,001 - \$25,000	6,188	15.0%	4,088	9.9%	5,707	14.6%	3,635	9.3%
\$25,001 - \$35,000	2,760	6.7%	1,746	4.2%	2,576	6.6%	1,798	4.6%
\$35,000+	1,823	4.4%	1,324	3.2%	1,861	4.8%	1,664	4.3%
UNDETERMINED	<u>6,659</u>	<u>16.1%</u>	<u>18,166</u>	<u>43.9%</u>	<u>7,898</u>	<u>20.2%</u>	<u>16,777</u>	<u>43.0%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%

EDUCATION LEVEL

0 - 8	3,692	8.9%	1,901	4.6%	2,992	7.7%	1,683	4.3%
9 - 11	6,838	16.5%	4,120	10.0%	6,129	15.7%	3,806	9.7%
12	15,554	37.6%	12,890	31.2%	14,246	36.5%	12,704	32.5%
13 - 15	6,043	14.6%	2,695	6.5%	5,086	13.0%	2,475	6.3%
16	3,217	7.8%	1,692	4.1%	2,870	7.4%	1,558	4.0%
17+	1,402	3.4%	647	1.6%	1,477	3.8%	595	1.5%
UNDETERMINED	<u>4,619</u>	<u>11.2%</u>	<u>17,420</u>	<u>42.1%</u>	<u>6,242</u>	<u>16.0%</u>	<u>16,221</u>	<u>41.5%</u>
TOTAL	41,365	100.0%	41,365	100.0%	39,042	100.0%	39,042	100.0%

TABLE 3

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1988-89 AND 1989-90 STATE FISCAL YEARS

(APRIL 1, 1988 TO MARCH 31, 1989)

(APRIL 1, 1989 TO MARCH 31, 1990)

	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
<u>AGE</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>
LESS THAN 17	3,683	4.5%	3,732	4.8%
17 - 20	4,358	5.3%	3,965	5.1%
21 - 29	13,881	16.8%	13,189	16.9%
30 - 39	18,538	22.4%	17,349	22.2%
40 - 49	11,584	14.0%	11,483	14.7%
50 - 59	5,811	7.0%	5,495	7.0%
60 - 64	2,043	2.5%	1,825	2.3%
65+	3,264	3.9%	2,930	3.8%
UNDETERMINED	<u>19,568</u>	<u>23.7%</u>	<u>18,116</u>	<u>23.2%</u>
TOTAL	82,730	100.0%	78,084	100.0%
<u>SEX</u>				
MALE	34,959	42.3%	34,479	44.2%
FEMALE	39,479	47.7%	38,386	49.2%
UNDETERMINED	<u>8,292</u>	<u>10.0%</u>	<u>5,219</u>	<u>6.7%</u>
TOTAL	82,730	100.0%	78,084	100.0%
<u>EMPLOYMENT STATUS</u>				
DISABILITY	1,353	1.6%	1,187	1.5%
EMPLOYED	38,795	46.9%	35,095	44.9%
FAMILY EMPLOYED	2,249	2.7%	2,062	2.6%
PUBLIC ASSISTANCE	5,342	6.5%	4,465	5.7%
SOC. SEC./RETIRED	3,689	4.5%	3,063	3.9%
STUDENT	5,460	6.6%	5,447	7.0%
UNEMPLOYED	7,132	8.6%	6,965	8.9%
UNDETERMINED	<u>18,710</u>	<u>22.6%</u>	<u>19,800</u>	<u>25.4%</u>
TOTAL	82,730	100.0%	78,084	100.0%

(continued on page 2 of table 3)

PAGE 2 OF TABLE 3

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1988-89 AND 1989-90 STATE FISCAL YEARS

(APRIL 1, 1988 TO MARCH 31, 1989)

(APRIL 1, 1989 TO MARCH 31, 1990)

	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
<u>RACE/ETHNIC</u>	<u>CASES</u>	<u>% OF TOTAL</u>	<u>CASES</u>	<u>% OF TOTAL</u>
ASIAN	1,031	1.2%	1,217	1.6%
BLACK	17,767	21.5%	16,603	21.3%
HISPANIC	12,519	15.1%	12,054	15.4%
AMERICAN INDIAN	126	0.2%	95	0.1%
WHITE	32,820	39.7%	32,145	41.2%
OTHER	491	0.6%	502	0.6%
UNDETERMINED	<u>17,976</u>	<u>21.7%</u>	<u>15,468</u>	<u>19.8%</u>
TOTAL	82,730	100.0%	78,084	100.0%
 <u>INCOME LEVEL</u>				
LESS THAN \$9,000	28,379	34.3%	25,389	32.5%
\$9,001 - \$16,000	11,597	14.0%	10,779	13.8%
\$16,001 - \$25,000	10,276	12.4%	9,342	12.0%
\$25,001 - \$35,000	4,506	5.4%	4,374	5.6%
\$35,000+	3,147	3.8%	3,525	4.5%
UNDETERMINED	<u>24,825</u>	<u>30.0%</u>	<u>24,675</u>	<u>31.6%</u>
TOTAL	82,730	100.0%	78,084	100.0%
 <u>EDUCATION LEVEL</u>				
0 - 8	5,593	6.8%	4,675	6.0%
9 - 11	10,958	13.2%	9,935	12.7%
12	28,444	34.4%	26,950	34.5%
13 - 15	8,738	10.6%	7,561	9.7%
16	4,909	5.9%	4,428	5.7%
17+	2,049	2.5%	2,072	2.7%
UNDETERMINED	<u>22,039</u>	<u>26.6%</u>	<u>22,463</u>	<u>28.8%</u>
TOTAL	82,730	100.0%	78,084	100.0%

TABLE 4

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1989-90 ANNUAL WORKLOAD SUMMARY BY PROGRAM**

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
PROGRAM	CASES SCREENED	CONCIL- IATIONS	MEDIATED AGREEMNT	MEDI- ATED-NO AGREEMN	TOTAL MEDI- ATIONS	% MEDI- ATION W/ AGREEMNT	ARBI- TRATION	TOT. CON/ MED/ARB (2+5+7)	% CON/ MED/ARB (8 / 1)	PEOPLE SERVED	DAYS FROM INTAKE TO DISPOSTN. ALL CASES	DAYS FROM INTAKE TO DISPOSTN. CON/MED/ARB
ALBANY - DMP	493	14	359	53	412	87%	0	426	86%	1,131	2.8	2.2
ALLEGANY CO. - DSC	11	0	1	4	5	20%	1	6	55%	27	33.7	45.3
BRONX CO. - IMCR	3,886	147	967	4	971	100%	211	1,329	34%	9,806	10.5	9.0
BROOME CO. - ACCORD	576	62	148	43	191	77%	0	253	44%	1,304	12.2	11.7
CATTARAUGUS CO. - DCS	258	29	33	8	41	80%	7	77	30%	527	28.3	36.0
CAYUGA CO. - DRC	99	3	36	11	47	77%	0	50	51%	208	29.7	28.4
CHAUTAUQUA CO. - DCS	450	55	89	25	114	78%	19	188	42%	993	20.7	24.4
CHEMUNG CO. - NJP	907	455	122	39	161	76%	0	616	68%	2,233	8.2	8.0
CHENANGO - DRC	86	22	14	6	20	70%	0	42	49%	205	23.3	19.9
CLINTON CO. - NNY CCR	45	6	4	2	6	67%	4	16	36%	107	23.0	22.9
COLUMBIA CO. - C.G.	183	41	31	10	41	76%	0	82	45%	466	13.6	14.8
CORTLAND - NEW JUSTICE	33	2	0	0	0	0%	0	2	6%	74	21.3	19.3
DELAWARE CO.	60	5	9	2	11	82%	0	16	27%	120	20.1	28.1
DUTCHESS - CDRC	368	49	142	74	216	66%	0	265	72%	909	18.7	23.1
ERIE - DS C	2,251	539	304	61	365	83%	158	1,062	47%	4,785	19.0	23.5
ESSEX CO. - NNY CCR	13	4	2	1	3	67%	0	7	54%	44	22.2	15.3
FRANKLIN - CCR	82	14	11	2	13	85%	0	27	33%	190	5.7	5.6
FULTON	52	4	10	7	17	59%	0	21	40%	103	14.6	14.8
GENESEE CO - BBB	123	17	19	4	23	83%	21	61	50%	316	22.0	27.9
GREENE COUNTY - C.G.	192	58	39	6	45	87%	0	103	54%	423	13.1	12.2
HAMILTON CO. - NNYCCR	2	0	1	0	1	100%	0	1	50%	5	14.0	14.0
HERKIMER CO.	314	143	54	14	68	79%	1	212	68%	1,043	11.6	12.2
JEFFERSON CO. - CDRC	431	113	51	22	73	70%	0	186	43%	917	16.9	15.0
KINGS (BROOKLYN) - VSA	7,536	161	2,370	643	3,013	79%	0	3,174	42%	16,257	9.1	7.7
LEWIS COUNTY MED. SRV.	49	15	4	0	4	100%	0	19	39%	104	18.7	22.3
LIVINGSTON CO. - CDS.	197	25	97	2	99	98%	0	124	63%	476	41.3	37.7
MADISON-NEW JUSTICE	46	9	2	3	5	40%	0	14	30%	113	19.3	22.1
MONROE CDS, INC.	839	115	226	32	258	88%	4	377	45%	1,817	35.4	41.0
MONTGOMERY	84	7	32	16	48	67%	0	55	65%	181	10.7	10.1
NASSAU CO. AAA - CDC	336	20	76	8	84	90%	27	131	39%	933	66.7	69.0
NASSAU CO. - MAP	224	62	146	11	157	93%	0	219	98%	769	12.2	11.6
NIAGARA CO.	195	26	11	6	17	65%	0	43	22%	403	27.1	26.1
NEW YORK CO. - IMCR	4,679	214	1,446	98	1,544	94%	182	1,940	41%	10,604	13.7	11.4
NY-WASH GHTS	545	27	152	7	159	96%	0	186	34%	1,026	6.4	8.5
ONEIDA COUNTY J.C.	761	446	208	9	217	96%	52	715	94%	2,388	9.3	9.3
ONONDAG NEW JUSTICE	358	72	46	15	61	75%	0	133	37%	862	32.2	29.8
ONONDAG (VOL CTR)	341	43	101	11	112	90%	0	155	45%	928	16.1	17.6
ONTARIO - CDS, INC.	183	9	40	7	47	85%	2	58	32%	425	33.3	51.6
ORANGE CO. MED. PROJ.	428	53	170	23	193	88%	0	246	57%	1,049	18.1	19.5
ORLEANS - BBB	9	1	3	1	4	75%	0	5	56%	19	45.7	70.8
OSWEGO CO. NEW JUST.	127	24	22	7	29	76%	0	53	42%	325	20.0	23.5
OTSEGO C	178	57	23	2	25	92%	0	82	46%	431	22.4	36.0
PUTNAM CO.	53	4	26	4	30	87%	0	34	64%	128	27.5	31.1
QUEENS CO. - VSA	4,345	147	1,547	361	1,908	81%	0	2,055	47%	9,040	8.2	7.3
RENSSELAER CO. - CDSP	127	8	37	5	42	88%	0	50	39%	385	12.7	15.8
RICHMOND-STATEN ISL.	1,627	290	675	60	735	92%	1	1,026	63%	3,435	19.0	14.4
ROCKLAND CO. - VMC	<u>130</u>	<u>11</u>	<u>52</u>	<u>10</u>	<u>62</u>	<u>84%</u>	<u>0</u>	<u>73</u>	<u>56%</u>	<u>283</u>	<u>19.3</u>	<u>19.7</u>
Subtotal of page	34,312	3,628	9,958	1,739	11,697	85%	690	16,015	47%	78,317	20.2	22.3

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

(continued on page 2 of Table 4)

PAGE 2 OF TABLE 4

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1989-90 ANNUAL WORKLOAD SUMMARY BY PROGRAM**

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
	CASES			MEDI-	TOTAL	% MEDI-		TOT. CON/	% CON/		DAYS FROM	DAYS FROM
	SCREENED	CONCIL-	MEDIATED	ATED-NO	MEDI-	ATION W/	ARBI-	MED/ARB	MED/ARB	PEOPLE	INTAKE TO	INTAKE TO
PROGRAM	APPROP.	IATIONS	AGREEMNT	AGREEMNT	ATIONS	AGREEMNT	TRATION	(2+5+7)	(8 / 1)	SERVED	ALL CASES	CON/MED/ARB
SARATOGA COUNTY-DSP	118	23	40	9	49	82%	2	74	63%	414	31.7	30.4
SCHENECTADY CO. CDSP	538	37	98	38	136	72%	0	173	32%	1,206	31.9	41.0
SCHOHARIE CO.	5	0	1	1	2	50%	0	2	40%	9	14.4	18.5
SCHUYLER COUNTY-NJP	269	175	26	2	28	93%	0	203	75%	656	9.3	8.9
SENECA CO.-CDS, INC.	40	1	8	2	10	80%	0	11	28%	87	29.1	35.9
ST. LAWRENCE CO. CCR	137	65	9	1	10	90%	1	76	55%	378	6.1	5.5
STEBEN COUNTY-NJP	592	312	79	10	89	89%	0	401	68%	1,425	5.9	6.3
SUFFOLK CMC, INC.	644	80	148	38	186	80%	0	266	41%	1,592	19.9	23.5
SULLIVAN-MED.+JUV.	201	34	107	15	122	88%	0	156	78%	477	16.0	15.3
TIOGA COUNTY-ACCORD	233	67	63	9	72	88%	0	139	60%	567	8.8	8.5
TOMPKINS COUNTY-CDRC	288	73	66	16	82	80%	0	155	54%	724	13.2	15.9
ULSTER CO.-MED.SERV	327	75	141	29	170	83%	0	245	75%	787	14.6	15.1
WARREN COUNTY	63	8	14	6	20	70%	0	28	44%	237	12.3	12.9
WASHINGTON CO.-DSP	67	8	20	4	24	83%	0	32	48%	275	12.7	16.1
WAYNE CO. - CDS	239	51	70	12	82	85%	0	133	56%	526	23.0	23.9
WESTCHESTER CO.	920	421	93	55	148	83%	0	569	62%	3,036	14.4	13.5
WYOMING CO. - BBB	22	2	10	0	10	80%	1	13	59%	126	16.8	16.8
YATES CO. - CDS	27	0	7	1	8	88%	0	8	30%	56	30.4	45.5
Subtotal of page	4,730	1,432	1,000	248	1,248	80%	4	2,684	57%	12,578	17.3	19.6

1989-90

GRAND TOTAL

39,042	5,060	10,958	1,987	12,945	85%	694	18,699	48%	90,895	19.4	21.6
--------	-------	--------	-------	--------	-----	-----	--------	-----	--------	------	------

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

Note: "People Served" was adjusted by a factor of two for each case in which the number of persons served was not reported.

TABLE 5
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
1989-90 SOURCE OF REFERRALS BY PROGRAM

	CITY	COUNTY	FAM.	TOWN	BUS- NESS/	DIST.	DIV. OF		LEGAL	POLICE/	PRIV.	PRIV.	PROBA	PUBLIC	PUBLIC	WALK		UNRE-		PROGRAM
COUNTY	COURTS	COURTS	CRTS.	CRTS.	CORP.	ATTY.	ING	AID	SHERIFF	AGENC	ATTNY	TION	AGENC	FENDER	SCHOOL	-IN	OTHER	CORDED	TOTALS	
ALBANY	80	0	88	62	1	0	6	0	3	2	1	1	0	0	214	26	5	4	493	
ALLEGANY	0	0	0	2	0	0	4	0	0	0	1	1	0	0	0	3	0	0	11	
BRONX	3,872	0	5	1	0	0	0	0	1	0	0	0	0	0	0	0	1	6	3,886	
BROOME	18	1	132	19	2	5	0	11	37	12	47	16	83	0	17	155	19	2	576	
CATTARAUGUS	125	0	0	14	0	0	2	0	24	0	15	8	0	0	0	63	3	4	258	
CAYUGA	24	0	3	19	1	2	1	0	18	0	9	0	0	0	0	19	2	1	99	
CHAUTAUQUA	89	0	55	36	0	0	1	9	35	0	19	6	16	0	0	176	3	5	450	
CHEMUNG	18	1	21	12	2	1	10	19	41	19	43	23	101	1	73	496	10	16	907	
CHENANGO	8	0	0	9	0	0	1	1	8	6	2	1	0	0	1	5	35	9	86	
CLINTON	1	0	0	11	0	0	5	0	3	0	0	0	4	0	0	11	6	4	45	
COLUMBIA	24	0	2	7	24	0	5	1	2	8	4	0	14	0	4	69	15	4	183	
CORTLAND	0	0	0	4	0	2	1	0	2	3	0	0	2	0	0	7	3	9	33	
DELAWARE	1	0	16	4	0	0	0	1	0	0	3	2	11	0	0	21	0	1	60	
DUTCHESS	98	0	8	113	0	3	15	0	5	7	2	43	21	0	4	43	1	5	368	
ERIE	702	0	3	21	1	304	3	3	455	27	462	1	58	0	1	185	12	13	2,251	
ESSEX	0	1	0	2	4	0	0	0	0	0	2	1	1	0	0	2	0	0	13	
FRANKLIN	3	0	0	44	0	0	0	1	0	0	0	0	3	0	0	29	0	2	82	
FULTON	18	0	12	4	0	0	4	3	3	3	1	0	0	0	0	1	2	1	52	
GENESEE	5	0	0	11	0	2	0	2	15	2	8	1	58	0	0	17	1	1	123	
GREENE	17	1	6	59	0	0	2	3	11	2	0	0	35	0	2	47	7	0	192	
HAMILTON	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
HERKIMER	0	0	2	3	3	0	11	56	9	6	2	0	47	0	2	170	3	0	314	
JEFFERSON	33	0	1	10	3	0	6	10	16	24	7	0	220	0	1	100	0	0	431	
KINGS	7,361	40	17	0	0	1	0	0	3	0	0	0	0	0	0	94	18	2	7,536	
LEWIS	0	0	0	10	0	0	0	3	1	4	1	1	10	0	1	18	0	0	49	
LIVINGSTON	7	0	8	110	0	0	3	0	3	0	0	16	5	0	3	38	3	1	197	
MADISON	0	0	0	0	1	1	0	0	2	1	2	0	13	0	0	3	5	18	46	
MONROE	272	0	0	87	1	191	2	0	88	5	9	7	5	3	1	152	2	14	839	
MONTGOMERY	66	0	2	4	0	0	1	0	1	0	2	1	2	0	0	4	0	1	84	
NASSAU	6	0	0	0	0	125	0	0	168	0	0	0	0	0	0	37	0	0	336	
NASSAU	0	1	127	5	0	0	0	0	20	0	0	4	0	0	42	5	7	13	224	
NEW YORK	3,884	0	1	1	0	0	0	0	230	1	1	0	1	0	0	536	1	23	4,679	
NEW YORK	30	0	0	0	0	0	0	0	340	0	0	0	16	0	85	58	7	9	545	
NIAGARA	6	0	0	4	0	0	1	0	104	0	35	0	1	0	0	40	3	1	195	
ONEIDA	209	0	0	3	0	6	40	53	5	23	1	1	146	0	0	268	0	6	761	
ONONDAGA - NJ	106	0	25	11	0	4	4	3	10	5	21	24	36	0	3	104	1	1	358	
ONONDAGA - VC	39	0	2	8	0	263	0	0	11	0	0	2	0	0	0	11	5	0	341	
ONTARIO	54	0	3	31	0	0	1	0	27	0	2	1	0	0	6	55	3	0	183	
ORANGE	21	0	12	69	0	0	10	0	148	2	2	23	15	0	87	21	13	5	428	
ORLEANS	0	0	0	3	0	0	0	0	0	0	1	0	1	0	1	3	0	0	9	
OSWEGO	7	0	0	15	6	2	16	0	10	0	2	5	8	0	2	52	2	0	127	
OTSEGO	33	0	0	40	1	0	3	9	3	11	13	4	10	0	4	41	5	1	178	
PUTNAM	1	0	6	15	0	0	0	0	4	1	0	0	14	0	3	6	2	1	53	
QUEENS	3,815	0	48	0	0	2	0	0	57	0	7	0	1	0	0	380	29	6	4,345	
RENSSELAER	5	1	0	5	0	0	3	0	42	8	4	6	28	0	2	9	10	4	127	
RICHMOND	477	0	1	0	0	77	1	2	717	0	0	0	2	0	157	128	7	58	1,627	
ROCKLAND	7	0	3	55	0	0	23	0	9	0	0	1	0	0	10	22	0	0	130	
ST LAWRENCE	2	0	0	21	5	4	0	27	4	3	0	0	21	0	0	34	16	0	137	
SARATOGA	4	0	4	22	0	0	34	13	0	3	0	0	5	0	0	24	5	4	118	
SCHENECTADY	438	0	19	5	0	1	0	0	3	0	9	2	2	0	0	55	0	4	538	
SCHOHARIE	0	0	0	1	0	0	3	0	0	0	0	0	1	0	0	0	0	0	5	
SCHUYLER	0	0	1	12	0	2	2	1	13	0	11	20	98	0	19	87	2	1	269	
SENECA	2	0	0	17	0	1	0	0	13	0	0	3	0	0	0	4	0	0	40	
STEUBEN	4	0	2	5	9	0	16	7	54	126	8	15	39	0	12	279	4	12	592	
SUFFOLK	210	0	4	7	0	381	21	2	0	0	0	0	0	0	0	12	5	2	644	
SULLIVAN	12	0	21	4	0	0	2	6	15	2	1	0	11	0	95	19	8	5	201	
TIOGA	6	0	7	61	0	2	0	3	25	3	2	42	14	0	4	62	2	0	233	
TOMPKINS	17	0	0	14	0	3	7	35	8	49	11	15	13	0	9	103	1	3	288	
ULSTER	48	0	63	7	0	0	7	4	7	3	1	1	21	0	66	78	13	8	327	
WARREN	1	0	0	13	0	0	7	10	2	1	2	6	7	0	2	7	3	2	63	
WASHINGTON	2	0	0	24	0	0	0	13	6	0	1	0	6	0	1	8	2	4	67	
WAYNE	9	0	5	92	0	3	8	4	42	2	6	1	24	0	0	42	1	0	239	
WESTCHESTER	497	0	0	26	2	8	2	2	125	8	4	2	69	0	62	70	29	14	920	
WYOMING	1	0	0	4	0	0	0	0	7	1	1	2	4	0	0	2	0	0	22	
YATES	0	0	0	10	0	0	0	0	15	0	0	0	0	0	0	2	0	0	27	
TOTALS	22,796	47	735	1,288	66	1,396	294	317	3,030	383	788	309	1,323	4	996	4,618	342	310	39,042	

TABLE 6

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
STATEWIDE REFERRAL COMPARISONS BY FISCAL YEAR**

<u>SOURCE OF REFERRALS</u>	<u>1983-84</u>	<u>% OF TOTAL</u>	<u>1984-85</u>	<u>% OF TOTAL</u>	<u>1985-86</u>	<u>% OF TOTAL</u>
COURTS	25,311	67.3%	32,541	76.6%	27,684	70.8%
BUSINESS/CORPORATION	N/A	N/A	N/A	N/A	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	N/A	N/A	198	0.5%
PUBLIC AGENCY	523	1.4%	1,390	3.3%	1,512	3.9%
PUBLIC DEFENDER	N/A	N/A	N/A	N/A	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	<u>1,447</u>	<u>3.8%</u>	<u>690</u>	<u>1.6%</u>	<u>1,092</u>	<u>2.8%</u>
TOTAL	37,587	100.0%	42,469	100.0%	39,094	100.0%

<u>SOURCE OF REFERRALS</u>	<u>1986-87</u>	<u>% OF TOTAL</u>	<u>1987-88</u>	<u>% OF TOTAL</u>	<u>1988-89</u>	<u>% OF TOTAL</u>	<u>1989-90</u>	<u>% OF TOTAL</u>
CITY COURTS	25,937	62.4%	24,111	61.2%	24,315	58.8%	22,804	58.4%
COUNTY COURTS	393	0.9%	47	0.1%	54	0.1%	47	0.1%
FAMILY COURTS	683	1.6%	833	2.1%	833	2.0%	735	1.9%
TOWN/VILLAGE COURTS	1,027	2.5%	1,246	3.2%	1,504	3.6%	1,288	3.3%
BUSINESS/CORPORATION	174	0.4%	122	0.3%	111	0.3%	66	0.2%
DISTRICT ATTORNEY	1,908	4.6%	1,612	4.1%	1,270	3.1%	1,396	3.6%
DIVISION OF HOUSING	N/A	N/A	N/A	N/A	N/A	N/A	294	0.8%
LEGAL AID	402	1.0%	399	1.0%	314	0.8%	317	0.8%
POLICE	3,003	7.2%	2,841	7.2%	3,279	7.9%	2,825	7.2%
PRIVATE AGENCY	660	1.6%	704	1.8%	1,685	4.1%	383	1.0%
PRIVATE ATTORNEY	264	0.6%	234	0.6%	385	0.9%	788	2.0%
PROBATION	209	0.5%	229	0.6%	287	0.7%	309	0.8%
PUBLIC AGENCY	1,190	2.9%	1,116	2.8%	1,140	2.8%	1,323	3.4%
PUBLIC DEFENDER	57	0.1%	9	0.0%	16	0.0%	4	0.0%
SCHOOL	680	1.6%	830	2.1%	782	1.9%	996	2.6%
SHERIFF	129	0.3%	176	0.4%	130	0.3%	162	0.4%
STATE POLICE	50	0.1%	44	0.1%	87	0.2%	43	0.1%
WALK-IN	4,087	9.8%	4,231	10.7%	4,677	11.3%	4,619	11.8%
OTHER	394	0.9%	388	1.0%	262	0.6%	334	0.9%
ERROR	<u>295</u>	<u>0.7%</u>	<u>195</u>	<u>0.5%</u>	<u>234</u>	<u>0.6%</u>	<u>309</u>	<u>0.8%</u>
TOTAL	41,542	100.0%	39,367	100.0%	41,365	100.0%	39,042	100.0%

TABLE 7
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - FISCAL SUMMARY

CONTRACTOR	1985-86 EXPENSES	1986-87 EXPENSES	1987-88 EXPENSES	1988-89 EXPENSES	1989-90 AWARD	1990-91 AWARD
ALBANY COUNTY						
Albany Mediation Program	\$24,110	\$25,600	\$30,000	\$35,500	\$35,500	\$39,600
BROOME & TIOGA COUNTIES						
ACCORD - (Broome & Tioga)	\$48,000	\$50,000	\$53,000	\$61,000	\$61,000	\$68,600
CAYUGA COUNTY						
Cayuga County Dispute Resolution Center	n/a	n/a	\$8,742	\$19,620	\$20,000	\$22,000
CHEMUNG, SCHUYLER & STEUBEN COUNTIES						
NJP (Chemung/Schuyler/Steuben)	\$65,000	\$70,000	\$74,000	\$85,000	\$85,000	\$94,000
COLUMBIA & GREENE COUNTIES						
Common Ground	\$28,472	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
(Columbia & Greene)	n/a	\$37,912	\$40,000	\$44,325	\$46,000	\$49,000
DELAWARE & CHENANGO COUNTIES						
DCDRC (Delaware)	\$2,246	\$17,000	COMBINED	COMBINED	COMBINED	COMBINED
DCDRC (Delaware & Chenango)	n/a	n/a	\$32,000	\$42,000	\$42,000	\$46,000
DUTCHESS COUNTY						
Community Dispute Resolution Center	\$33,000	\$33,000	\$35,000	\$37,500	\$37,359	\$41,500
ERIE, ALLEGANY, CHAUTAUQUA, NIAGARA, CATTARAUGUS, WYOMING, GENESEE & ORLEANS COUNTIES						
DSC (Erie/Allegany/Chautauqua/Niagra/ Cattaraugus/Wyoming/Genesee/Orleans)	\$153,881	\$190,000	\$203,274	\$236,000	\$236,000	\$259,600
FRANKLIN COUNTY						
Northern NY Ctr. for Conflict Resolution	\$8,317	\$12,459	COMBINED	COMBINED	COMBINED	COMBINED
FULTON, MONTGOMERY & SCHOHARIE COUNTIES - Tri-County Center for Dispute Resolution	\$35,000	\$30,035	\$32,577	\$43,000	\$43,000	\$48,000
GREENE COUNTY						
Community Dispute Resolution Center	\$10,564	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
HERKIMER COUNTY						
Community Dispute Resolution Program	\$3,365	COMBINED	COMBINED	\$21,983	\$22,000	\$24,800
JEFFERSON & LEWIS COUNTIES						
Community Dispute Resolution Center	\$22,000	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
Jefferson & Lewis	n/a	\$27,685	\$33,970	\$38,941	\$39,000	\$43,000
KINGS & QUEENS COUNTIES						
Victim Services Agency	\$160,000	\$175,000	\$185,000	\$213,000	\$213,000	\$232,400
LEWIS COUNTY						
Lewis Mediation Service	\$19,788	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
Lewis & Herkimer	n/a	\$25,402	COMBINED	COMBINED	COMBINED	COMBINED
MONROE, LIVINGSTON, ONTARIO, WAYNE, SENECA & YATES COUNTIES						
CDS (Monroe/Livingston/Ontario/ Wayne/Seneca/Yates)	\$167,000	\$175,256	\$176,000	\$204,000	\$204,000	\$224,400
NASSAU COUNTY						
Community Dispute Center	\$38,194	\$36,047	\$36,947	\$44,000	\$44,000	\$48,000
Mediation Alternative Project	\$34,000	\$35,000	\$36,000	\$40,000	\$40,000	\$44,000
NEW YORK & BRONX COUNTIES						
IMCR Dispute Resolution Center	\$160,000	\$175,000	\$185,000	\$213,000	\$213,000	\$232,400
NEW YORK COUNTY						
Washington Heights - Inwood Coalition	<u>\$45,000</u>	<u>\$45,000</u>	<u>\$46,000</u>	<u>\$53,000</u>	<u>\$53,000</u>	<u>\$58,000</u>
Subtotal of Page	\$1,057,937	\$1,160,396	\$1,207,510	\$1,431,869	\$1,433,859	\$1,575,300

(Continued on Page 2 of Table 7)

PAGE 2 OF TABLE 7
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM – FISCAL SUMMARY

<u>CONTRACTOR</u>	<u>1985-86</u> <u>EXPENSES</u>	<u>1986-87</u> <u>EXPENSES</u>	<u>1987-88</u> <u>EXPENSES</u>	<u>1988-89</u> <u>EXPENSES</u>	<u>1989-90</u> <u>AWARD</u>	<u>1990-91</u> <u>AWARD</u>
ONEIDA COUNTY						
CDRP (Oneida)	\$25,459	COMBINED	COMBINED	\$45,618	\$46,000	\$50,000
CDRP (Oneida & Herkimer)	n/a	\$35,457	\$49,695	n/a	n/a	n/a
ONONDAGA, OSWEGO, CORTLAND & MADISON COUNTIES						
Resolve - Onondaga County	\$37,764	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
New Justice-Onondaga, Oswego, Cortland & Madison Counties	n/a	\$63,914	\$82,275	\$103,876	\$104,000	\$114,000
ONONDAGA COUNTY						
Volunteer Center	\$29,682	\$32,902	\$31,086	\$36,115	\$40,000	\$40,000
ORANGE AND PUTNAM COUNTIES						
Orange County Mediation Project	\$54,988	\$54,756	\$55,000	\$61,000	\$61,000	\$67,000
OSWEGO COUNTY						
New Justice	\$18,294	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
OTSEGO COUNTY						
Agree-A Center for Dispute Settlement	\$17,370	\$21,713	\$24,000	\$28,000	\$28,000	n/a
Mediation Services, Inc.	n/a	n/a	n/a	n/a	n/a	\$31,000
RENSSELAER COUNTY						
Community Dispute Settlement Program	\$19,371	\$20,783	\$25,000	\$29,000	\$29,000	\$32,000
RICHMOND COUNTY						
Staten Island Community Dispute Resolution Center	\$62,358	\$67,273	\$68,113	\$78,808	\$84,000	\$93,000
ROCKLAND COUNTY						
Volunteer Mediation Center	\$33,000	\$30,000	\$28,473	\$30,000	\$30,000	\$33,000
ST. LAWRENCE, FRANKLIN, ESSEX, CLINTON, & HAMILTON COUNTIES						
Northern NY Ctr. for Conflict Resolution	\$19,983	\$19,370	COMBINED	COMBINED	COMBINED	COMBINED
(St. Lawrence/Franklin/Essex/Clinton)	n/a	n/a	\$60,518	COMBINED	COMBINED	COMBINED
(St. Lawr./Frank./Essex/Clinton/Hamilton)	n/a	n/a	n/a	\$92,000	\$92,000	\$101,000
SARATOGA, WARREN & WASHINGTON COUNTIES						
Dispute Settlement Program	\$20,000	\$24,051	COMBINED	COMBINED	COMBINED	COMBINED
(Saratoga/Warren/Washington)	n/a	n/a	\$49,000	\$60,000	\$60,000	\$66,000
SCHENECTADY COUNTY						
Community Dispute Settlement Program	\$19,959	\$22,000	\$27,000	\$32,000	\$32,000	\$36,100
SUFFOLK COUNTY						
Community Mediation Center, Inc.	\$76,000	\$76,000	\$76,000	\$86,000	\$81,676	\$90,300
TOMPKINS COUNTY						
Community Dispute Resolution Center	\$22,000	\$24,000	\$27,000	\$32,000	\$32,000	\$35,700
ULSTER & SULLIVAN COUNTY						
Med. Serv. (Ulster/Sullivan)	\$42,303	\$41,273	\$49,000	\$56,000	\$56,000	\$59,000
WESTCHESTER COUNTY						
Westchester Mediation Center of CLUSTER	\$50,357	\$61,523	\$65,000	\$72,465	\$75,000	\$84,600
Subtotal of Page	\$548,888	\$595,015	\$717,160	\$842,882	\$850,676	\$932,700

GRAND TOTAL

\$1,606,825	\$1,755,411	\$1,924,670	\$2,274,751	\$2,284,535	\$2,508,000
-------------	-------------	-------------	-------------	-------------	-------------

TABLE 8

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

COST ANALYSIS

<u>CATEGORY</u>	<u>1984-85</u>	<u>1985-86</u>	<u>1986-87</u>	<u>1987-88</u>	<u>1988-89</u>	<u>1989-90</u> *
Total State Expense	\$1,456,804	\$1,606,825	\$1,755,411	\$1,924,670	2,274,751	2,284,535
Number of Cases Screened As Appropriate for Dispute Resolution	42,711	39,307	41,552	39,551	41,365	39,042
Cost per Case Screened As Appropriate for Dispute Resolution	\$34.11	\$40.88	\$42.25	\$48.66	\$54.99	\$58.51
Number of Conciliations, Mediations and Arbitrations	16,554	18,541	20,845	20,066	20,139	18,699
Cost per Conciliation, Mediation and Arbitration	\$88.00	\$86.66	\$84.21	\$95.92	\$112.95	\$122.17
Persons Served Through All Cases Screened Appropriate for a Dispute Resolution Process	119,585	113,964	92,380	92,495	95,563	88,979
Cost per Person Served	\$12.18	\$14.10	\$19.00	\$20.81	\$23.80	\$25.67
Persons Served Through an Actual Conciliation, Mediation or Arbitration Process	46,670	54,146	60,788	56,678	56,139	52,980
Cost per Person Served	\$31.21	\$29.68	\$28.88	\$33.96	\$40.52	\$43.12

*

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, 1989 THROUGH MARCH 31, 1990
CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Both													
	Concil-	Med.	Med.		Unamen.	Comp.	Resp.	refuse	Comp.	Resp.	Both	Complmt.		Totals
	iation	Agree-	No Agr-	Arbi-	for Med	Refuse	to Med.	to Med.	to	No	No	No	Disma.	Other
		ment	ment	trated	iation	to Med.	to Med.	Med.	Show	Show	Show			
Missing	82	107	19	14	20	36	42	2	4	15	48	23	39	451
Aggravated Assault	13	30	6	1	17	5	5	1	2	1	11	0	7	99
Aggravated harassment	71	412	38	24	131	58	28	8	36	63	416	37	70	1,392
Animal complaint	26	70	10	5	3	18	16	0	4	9	12	16	4	193
Arson	0	1	0	0	0	0	0	0	0	0	1	0	0	2
Assault	193	1,652	327	58	267	157	49	19	163	248	1,290	242	75	4,740
Breach of Contract	1,007	301	154	59	85	98	503	10	6	33	21	84	104	2,465
Burglary	4	15	0	4	0	3	3	0	1	1	2	7	1	41
Custody/Support/ and Visitation	88	487	116	0	42	22	136	11	9	18	15	32	57	1,033
Crim. Misap. of Property	9	34	3	9	8	1	4	1	12	15	62	4	4	159
Crim. poss. of stolen property	5	3	2	5	0	1	0	0	1	1	1	0	0	19
Criminal Mischief	108	315	35	51	18	53	33	12	37	66	274	68	40	1,110
Criminal Tampering	1	7	0	3	0	4	1	0	5	4	11	0	2	38
Criminal Trespass	5	43	7	14	5	14	4	5	3	7	34	12	7	160
Fraud-Bad Check	134	46	8	2	3	7	123	1	5	18	19	6	46	418
Forgery	0	8	0	0	2	4	2	0	0	0	3	1	1	21
Grand Larceny	10	5	2	4	0	3	3	0	1	0	1	0	3	32
Harassment	862	5,001	794	284	555	880	527	101	531	872	4,934	819	422	16,582
Housing Dispute	1,096	289	83	36	100	148	465	11	17	21	46	110	110	2,532
Interpersonal Dispute	617	946	151	18	138	204	371	26	21	39	153	147	170	3,001
Larceny	8	20	1	3	2	7	7	1	5	5	11	0	2	72
Menacing	37	246	66	19	42	29	11	2	26	58	272	37	11	856
Noise	45	301	26	24	13	31	35	3	13	38	157	56	28	770
Other	113	157	37	4	37	24	46	5	18	23	83	43	16	606
Petit Larceny	44	95	17	18	11	30	31	6	12	34	100	21	17	436
PINS	14	41	4	2	6	10	8	3	1	3	5	8	7	112
Personal/Real Property	317	164	48	18	36	41	306	3	6	18	8	45	85	1,095
Reckless Endangerment	7	22	2	3	2	3	3	0	1	2	6	5	4	60
Robbery	3	4	0	1	1	1	1	0	2	0	0	0	1	14
Theft of Services	21	12	0	4	1	2	18	0	1	6	9	6	6	86
Unauthorized Use of a Vehicle	5	8	3	2	1	3	2	2	1	2	2	1	3	35
Vandalism	9	17	1	5	1	6	3	0	0	1	0	1	5	49
Violation of town/city Ordinance	23	18	2	0	7	1	12	0	0	2	0	1	8	74
Subtotal	4,977	10,877	1,962	694	1,554	1,904	2,798	233	944	1,626	8,007	1,832	1,355	38,763

(Continued on page 2 of table 9)

PAGE 2 OF TABLE 9

APRIL 1, 1989 THROUGH MARCH 31, 1990
CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Concil- iation	Med.	Med.	Arbi- trated	Unamen.	Comp.	Resp.	Both	Comp.	Resp.	Both	Complnt. Disms.	Other	Totals
		Agrec- ment	No Agr.- ment		for Med	Refuse to Med.	refuse to Med.	refuse to Med.	No	No	No			
									Show	Show	Show			
Mobile Home Disputes Only														
Equipment Dispute	2	0	0	0	0	0	1	0	0	0	0	1	1	5
Eviction	6	5	0	0	0	2	11	0	1	1	0	2	0	28
Fee Dispute	18	4	5	0	1	1	10	0	0	0	0	2	2	43
Habitability	35	38	11	0	0	7	13	0	1	2	0	12	1	120
Occupancy	0	2	1	0	0	0	1	0	0	0	0	0	0	4
Retaliation Dispute	1	1	1	0	0	0	0	0	0	0	0	0	0	3
Rules & Regulation	6	12	3	0	1	0	4	0	0	0	0	4	0	30
Right to Sell	15	18	4	0	1	1	3	0	0	0	0	2	0	44
Sublets	0	1	0	0	0	0	1	0	0	0	0	0	0	2
Subtotal	83	81	25	0	3	11	44	0	2	3	0	23	4	279

GRAND TOTALS	5,060	10,958	1,987	694	1,557	1,915	2,842	233	946	1,629	8,007	1,855	1,359	39,042
--------------	-------	--------	-------	-----	-------	-------	-------	-----	-----	-------	-------	-------	-------	--------

Percent of Total	12.96%	28.07%	5.09%	1.78%	3.99%	4.90%	7.28%	0.60%	2.42%	4.17%	20.51%	4.75%	3.48%	100.00%
------------------	--------	--------	-------	-------	-------	-------	-------	-------	-------	-------	--------	-------	-------	---------

TABLE 10

CROSS TABULATION OF RELATIONSHIP AND DISPOSITION - APRIL 1, 1989 THROUGH MARCH 31, 1990

Relationship	Med. Med.- No Compl. Respond Both														
	Unknown	Concil- iated	Agrec- ment	Agrec- ment	Arbi- trated	Unamen- able	Refuses to Med.	Refuse to Med.	Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	7	62	86	33	13	15	81	28	8	4	15	52	14	39	457
Acquaintances	35	561	2,680	510	144	344	385	257	46	297	485	2,765	360	197	9,066
Boy/Girlfriend	4	64	107	15	2	35	48	25	7	6	9	62	53	21	458
Consumer/Merchant	8	863	279	145	61	75	81	484	9	13	41	85	81	126	2,351
Divorced	4	46	234	66	3	22	22	86	4	9	11	17	10	31	565
Employer/Employee	3	60	89	17	7	27	18	62	3	12	11	56	17	13	395
Extended Family	2	55	174	40	16	33	31	50	10	24	32	207	38	15	727
Friend	5	138	479	54	15	33	93	97	11	26	39	219	55	30	1,294
Indiv./Corporation	4	514	87	27	16	24	7	104	0	0	3	11	24	8	829
Immediate Family	16	196	469	124	11	99	99	107	20	13	26	155	71	58	1,464
Landlord/Tenant	18	1,422	1,336	444	93	208	239	655	20	124	225	870	243	128	6,025
Married	6	54	164	37	4	54	33	52	10	4	11	50	44	47	570
Neighbor	45	543	2,970	528	202	300	463	431	41	237	422	1,779	407	163	8,531
Other	13	103	326	47	18	43	35	38	13	29	49	208	45	34	1,001
House/Roommate	2	14	63	13	11	12	10	11	1	6	10	51	15	7	226
Separated	2	64	177	43	2	35	28	56	7	4	9	17	25	21	490
Stranger	23	192	615	185	26	98	83	109	6	60	125	666	99	39	2,326
Ex-Boy/Girlfriend	16	209	456	97	32	90	106	111	12	41	55	403	98	83	1,809
TOTALS	213	5,160	10,791	2,425	676	1,547	1,862	2,763	228	909	1,578	7,673	1,699	1,060	38,584
PERCENT OF TOTAL	0.6%	13.4%	28.0%	6.3%	1.8%	4.0%	4.8%	7.2%	0.6%	2.4%	4.1%	19.9%	4.4%	2.7%	100.0%

TABLE 11

CROSS TABULATION OF REFERRAL SOURCE AND DISPOSITION - APRIL 1, 1989 THROUGH MARCH 31, 1990

Referral Source	Med. Med.- No Compl. Respond Both														
	Unknown	Concil- iated	Agrec- ment	Agrec- ment	Arbi- trated	Unamen- able	Refuses to Med.	Refuse to Med.	Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	6	55	111	24	2	13	17	33	2	2	5	10	6	21	307
Business/Corp.	0	24	7	2	0	3	1	23	0	1	0	0	4	1	66
County Courts	0	3	19	5	0	1	0	0	0	2	11	2	3	1	47
Other Court	0	1	2	1	0	1	2	0	0	0	0	1	0	0	8
City Courts	139	1,419	6,881	1,599	498	820	634	555	116	682	1,195	6,937	770	354	22,599
Family Courts	0	28	408	96	0	12	14	53	6	29	15	17	13	26	717
Town/Village Court	3	161	449	104	5	24	155	150	18	28	52	19	49	59	1,276
District Attorney	2	183	265	48	17	13	67	227	30	51	77	52	224	88	1,344
Div. of Housing	0	93	77	29	0	3	11	48	0	1	2	0	22	5	291
Legal Aid	2	167	16	11	0	8	11	75	0	2	2	0	10	11	315
Other	0	84	60	20	4	20	21	71	1	6	7	10	18	9	331
Private Agency	3	136	69	12	1	24	22	69	1	0	1	2	19	14	373
Police	20	334	600	84	37	245	496	232	11	51	90	244	175	151	2,770
Private Attorney	5	438	39	75	12	18	28	117	4	3	7	1	18	19	784
Probation	6	30	139	23	0	20	15	28	3	1	2	8	20	9	304
Public Agency	5	488	184	36	21	74	64	239	5	1	11	3	83	66	1,310
Public Defender	0	0	0	1	0	0	1	2	0	0	0	0	0	0	4
School	1	129	662	69	0	19	6	22	10	5	6	8	14	14	965
Sheriff	0	37	31	12	0	4	15	26	3	2	2	0	23	6	161
State Police	0	12	9	1	1	1	3	8	0	0	1	1	2	4	43
Walk-in	21	1,338	763	173	78	224	279	755	18	42	92	358	226	202	4,569
TOTALS	213	5,160	10,791	2,425	676	1,547	1,862	2,763	228	909	1,578	7,673	1,699	1,060	38,584
PERCENT OF TOTAL	0.55%	13.37%	27.97%	6.28%	1.75%	4.01%	4.83%	7.16%	0.59%	2.36%	4.09%	19.89%	4.40%	2.75%	100.00%

TABLE 12

APRIL 1, 1989 THROUGH MARCH 31, 1990
CROSS TABULATION OF TYPE OF DISPUTE AND DISPOSITION

<u>Case Disposition</u>	<u>Civil</u>	Col. <u>%</u>	Criminal <u>Felony</u>	Col. <u>%</u>	Criminal <u>Misd- meanor</u>	Col. <u>%</u>	<u>Juvenile</u>	Col. <u>%</u>	<u>Unknown</u>	Col. <u>%</u>	Civil- <u>Mobile Home</u>	Col. <u>%</u>	<u>Total</u>	Col. <u>%</u>
Unknown	53	0.5%	0	0.0%	145	0.6%	11	0.6%	4	1.7%	0	0.0%	213	0.6%
Conciliated	3,364	30.4%	50	24.8%	1,420	5.7%	210	11.4%	39	16.4%	77	29.3%	5,083	13.3%
Mediated w/Agreement	2,067	18.7%	62	30.7%	7,546	30.2%	971	52.7%	74	31.1%	71	27.0%	10,720	28.0%
Mediated w/ No Agreement	612	5.5%	11	5.4%	1,673	6.7%	84	4.6%	16	6.7%	29	11.0%	2,396	6.3%
Arbitrated	152	1.4%	11	5.4%	475	1.9%	35	1.9%	3	1.3%	0	0.0%	676	1.8%
Unamenable	409	3.7%	2	1.0%	1,055	4.2%	68	3.7%	11	4.6%	2	0.8%	1,545	4.0%
Compl. Refuses to Mediate	894	8.1%	12	5.9%	895	3.6%	33	1.8%	16	6.7%	12	4.6%	1,850	4.8%
Respond. Refuses to Mediate	1,937	17.5%	12	5.9%	683	2.7%	59	3.2%	24	10.1%	48	18.3%	2,715	7.1%
Both Refuse to Mediate	62	0.6%	4	2.0%	146	0.6%	16	0.9%	0	0.0%	0	0.0%	228	0.6%
Compl. No Show	78	0.7%	2	1.0%	801	3.2%	25	1.4%	2	0.8%	1	0.4%	908	2.4%
Respond. No Show	175	1.6%	7	3.5%	1,359	5.4%	32	1.7%	4	1.7%	1	0.4%	1,577	4.1%
Both No Show	257	2.3%	5	2.5%	7,190	28.8%	198	10.8%	23	9.7%	0	0.0%	7,673	20.0%
Compl. Dismisses Case	478	4.3%	16	7.9%	1,126	4.5%	54	2.9%	5	2.1%	20	7.6%	1,679	4.4%
Other	<u>521</u>	<u>4.7%</u>	<u>8</u>	<u>4.0%</u>	<u>467</u>	<u>1.9%</u>	<u>45</u>	<u>2.4%</u>	<u>17</u>	<u>7.1%</u>	<u>2</u>	<u>0.8%</u>	<u>1,058</u>	<u>2.8%</u>
TOTALS	11,059	100%	202	100%	24,981	100%	1,841	100%	238	100%	263	100%	38,321	100%
PERCENT OF GRAND TOTAL	28.9%	-	0.5%	-	65.2%	-	4.8%	-	0.6%	-	0.7%	-	100.0%	-

APPENDIX A

Community Dispute Resolution Centers By County

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Rev. 10/90

Albany County

Sheri Lynn Dwyer, Director
Albany Mediation Program
West Mall Office Plaza
845 Central Avenue, Suite 106
Albany, New York 12206
(518) 438-3951

Allegany County

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

Broome County

Karen Monaghan, Director
ACCORD
The Cutler House
834 Front Street
Binghamton, New York 13905
(607) 724-5153

Cattaraugus County

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

Chemung County

David Rynders, Esq., Director
Neighborhood Justice Project
325 Lake 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
Al Sobol, Coordinator
Northern New York Centers For
Conflict Resolution, Inc.
Hawkins Hall, Room 031F
SUNY at Plattsburgh
Plattsburgh, New York 12901
(518) 564-2327

Columbia County

Ann Engel, Director
Sophie Sobol, Coordinator
Common Ground
Box 1
Green & State Streets
Hudson, New York 12534
(518) 828-4615

Cortland County

Irene King, Coordinator
John McCullough, Director
Cortland County NEW JUSTICE
Catholic Charities
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 Centers 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 Centers For
Conflict Resolution, Inc.
55 West Main Street, P.O. Box 270
Malone, New York 12953
(518) 483-2781 or
Margaret Payment, Coordinator at
(518) 891-2612 Saranac Lake or
(518) 359-9020 Tupper Lake

Fulton/Montgomery/Schoharie Counties

Nancy Betz, Director
Tri-County Mediation Center
1 Kimball Street
Amsterdam, New York 12010
(518) 842-4202

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

Greene County

Ann Engel, Director Dir.
Judith Clearwater, Coordinator
Common Ground
P.O. Box 329
2 Franklin 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

Annamarie Adams, Director
Community Dispute Resolution Program
c/o Catholic Family and Community
Services
61 West Street
Ilion, New York 13357
(315) 866-4268

*Administrator's Office

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

Jefferson County

Camie E. Baker, Director*
Community Dispute Resolution Ctr.
Community Action Planning Council
of Jefferson County
518 Davidson Street
Watertown, New York 13601
(315) 782-4900

Lewis County

Camie E. Baker, Director
Community Dispute Resolution Ctr.
of Jefferson & Lewis Counties
5402 Dayan Street
Lowville, New York 13367
(315) 376-7991

Livingston County

Andrew Thomas, Executive Director
Letitia J. Rosenthal, Coordinator
Center for Dispute Settlement, Inc.
Livingston Co. Satellite Ofc.
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/Fax #(716) 232-6443

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, New York 11550
(516) 489-7733

NEW YORK CITYNew York & Bronx Counties

Manuel S. Orochena, J.D., Director
Claude Frazier, Coordinator
IMCR Dispute Resolution Center
425 West 144th Street
P.O. Box 15
New York, New York 10031
(212) 690-5700/Fax #(212) 690-5707

Manhattan (IMCR)

Manuel S. Orochena, J.D., Director
Arthur Toole, Coordinator
Summons Part of Criminal Court
346 Broadway, Room 151
New York, New York 10013
(212) 766-4230/Fax #(212) 233-2405

The Bronx (IMCR)

Manuel S. Orochena, J.D., Director
Haleemah Shakir, Coordinator
Bronx Criminal Court
215 East 161st Street
New York, New York 10451
(212) 590-4500/Fax #(212) 590-4968

Northern Manhattan

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

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
91-31 Queens Blvd., Rm. 412
Emigrant Bank Building
Elmhurst, New York 11373
(718) 424-4100

Richmond County

Vincent Mirenda, Director
Staten Island Community
Resolution Center
42 Richmond Terrace
Staten Island, New York 10301
(718) 720-9410/Fax #(718) 876-6068

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) 797-5335

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

Onondaga County

Philip Moses, Director
Dispute Resolution Center
Volunteer Center, Inc.
Onondaga County Civic Center
12th Floor
Syracuse, New York 13202
(315) 435-3053

Ontario County

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

Orange County

Roz Magidson, 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
 Mediation Services, Inc.
 P.O. Box 855
 Oneonta, New York 13820
 (607) 433-1672

Putnam County

Roz Magidson, Director
 Michelle Curtis, 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 Prog.
 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

Sister Charla Commins, CSW, Director
 Susan Shanley, Coordinator
 Saratoga Mediation Services
 368 Broadway, Rm. 17
 Saratoga Springs, N.Y. 12866
 (518) 584-6361

Schenectady County

Mary Collier, Acting Director
 Dispute Resolution Program
 Law, Order & Justice Center
 144 Barrett Street
 Schenectady, N.Y. 12305
 (518) 346-1281/Fax #(518) 346-1311

Schuyler County

David Rynders, Esq., Director
 Len Statham, Coordinator
 Neighborhood Justice Project
 P.O. Box 366
 111 9th Street
 Watkins Glen, N.Y. 14891
 (607) 535-4757

Seneca County

Andrew Thomas, Executive Director
 Bonnie Pauley, Coordinator
 Center for Dispute Settlement, Inc.
 One Franklin Square
 Geneva, New York 14456
 (315) 789-0364

Steuben County

David Rynders, Esq., Director
 Jacqueline Teter, Coordinator
 The Neighborhood Justice
 Project of the Southern Tier
 147 East Second Street
 Corning, New York 14830
 (607) 936-8807

St. Lawrence

Kyle Blanchfield, J.D., Director
 Claudine Phillips, Coordinator
 Northern New York Centers for
 Conflict Resolution, Inc.
 416 State Street
 Ogdensburg, New York 13669
 (315) 393-1154

Suffolk County

Ernie Odom, Executive Director
 Community Mediation Center, Inc.
 356 Middle Country Road
 Coram, New York 11727
 (516) 736-2626

Sullivan County

Clare Danielsson, Ph.D., Director
 Ulster-Sullivan Mediation, Inc.
 P.O. Box 947
 Monticello, New York 12701
 (914) 794-3377

Tioga County

Karen Monaghan, Director
 Trusha VanderVaart, Coordinator
 ACCORD
 77 North Avenue
 Owego, New York 13827
 (607) 687-4864

Tompkins County

Judith Saul, Director
 Community Dispute Resolution Ctr.
 124 The Commons
 Ithaca, New York 14850
 (607) 273-9347

Ulster County

Clare Danielsson, Ph.D., Director*
 Ulster-Sullivan Mediation, Inc.
 P.O. Box 726
 New Paltz, New York 12561 or
 150 Kisor Road
 Highland, New York 12528
 (914) 691-6944

Warren County

Sister Charla Commins, CSW, Director
 Judy Wood, Coordinator
 Warren County Mediation Services
 65 Ridge Street
 Glens Falls, New York 12801
 (518) 793-3587

Washington County

Sister Charla Commins, CSW, Director
 Judy Wood, Coordinator
 Washington County Mediation Services
 4 North Street
 Granville, New York 12832
 (518) 642-1237

Wayne County

Andrew Thomas, Executive Director
 Lisa U. Hicks, Coordinator
 Center for Dispute Settlement, Inc.
 Wayne County Satellite Office
 26 Church Street
 Lyons, New York 14489
 (315) 946-9300

Westchester County

Judith Nevins, Director
 Westchester Mediation Center of
 CLUSTER
 201 Palisade Avenue
 Box 281
 Yonkers, New York 10703
 (914) 963-6500

Wyoming County**

Judith A. Peter, Director
 Mary Beth Cerrone, Coordinator
 Dispute Resolution Center of
 Wyoming County
 Batavia City Hall
 Main Street
 Batavia, New York 14020
 1-800-828-5000

Yates County

Andrew Thomas, Executive Director
 Bonnie Pauley, Coordinator
 Center for Dispute Settlement, Inc.
 One Franklin Square
 Geneva, New York 14456
 (315) 789-0364

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 UNIFIED COURT SYSTEM STATE OF NEW YORK
 ALFRED E. SMITH OFFICE BUILDING, P.O. BOX 7039
 ALBANY, NEW YORK 12225
 (518) 473-4160
 THOMAS F. CHRISTIAN, Ph.D., DIRECTOR
 Fax No. (518) 473-6753