



**THE COMMUNITY DISPUTE RESOLUTION  
CENTERS PROGRAM**

**ANNUAL REPORT**

**APRIL 1, 1992 TO MARCH 31, 1993**

*Handwritten vertical text:* 4-2-93

145242

U.S. Department of Justice  
National Institute of Justice

New York State Unified Court  
System

**E. LEO MILONAS**  
*Chief Administrative Judge*

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

145242



STATE OF NEW YORK  
**UNIFIED COURT SYSTEM**  
(OFFICE OF COURT ADMINISTRATION)  
AGENCY BUILDING 4 - 20TH FLOOR  
EMPIRE STATE PLAZA  
ALBANY, NEW YORK 12223  
(518) 473-6087

**E. LEO MILONAS**  
Chief Administrative Judge

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, 1992 to March 31, 1993.

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

Chief Judge Judith S. Kaye and I thank you for your support of this valuable program and we look forward to working with you in serving the people of the State of New York.

Sincerely,

A handwritten signature in black ink, appearing to be 'E. Milonas', with a long horizontal line extending to the right.

E. Leo Milonas

## TABLE OF CONTENTS

### HIGHLIGHTS

April 1, 1992 to March 31, 1993 ..... Page 2

PROGRAM MANAGEMENT ..... Page 4

DEFINITION OF TERMS ..... Page 6

INTRODUCTION ..... Page 8

- What is the Community Dispute Resolution Centers Program? Page 8
- How did the Community Dispute Resolution Centers Program begin? Page 8
- What are the goals of the Community Dispute Resolution Centers Program? Page 9
- How are the Centers funded? Page 9
- Who works in the Community Dispute Resolution Centers Program? Page 9
- Who works in the local dispute resolution centers? Page 9
- How many mediators are working in the Centers? Page 10
- How are volunteer mediators selected and trained? Page 10

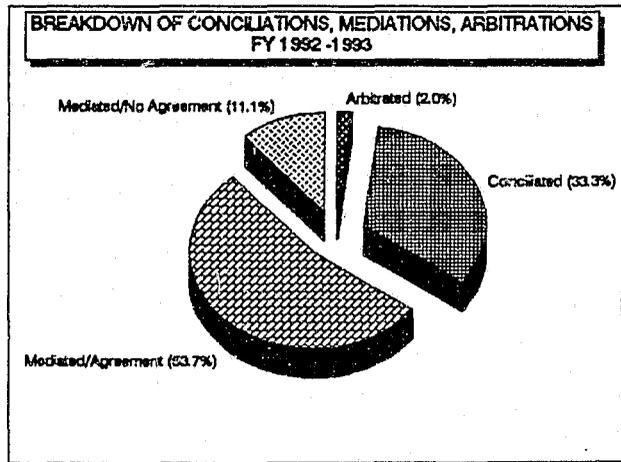
STATISTICAL TABLES ..... Following Page 10

- Table 1 1991-92 and 1992-93 Workload Analysis for All Programs ..... Page 12
- Table 2 Client Demographic Analysis For All Programs For 1991-92 and 1992-93 ..... Page 15
- Table 3 Statewide Client Demographic Comparisons For Combined Complainants And Respondents For 1991-92 and 1992-93 ..... Page 17
- Table 4 1992-93 Workload Summary By Program ..... Page 19
- Table 5 1992-93 Referral Sources By Program ..... Page 20
- Table 6 Statewide Referral Comparisons By Fiscal Year ..... Page 22
- Table 7 Fiscal Summary By Program ..... Page 23
- Table 8 Cost Analysis - Statewide ..... Page 25
- Table 9 Cross Tabulation of Nature of Dispute and Disposition - FY 1992-93 ..... Page 26
- Table 10 Cross Tabulation of Relationship and Disposition - FY 1992-93 ..... Page 28
- Table 11 Cross Tabulation of Referral Source and Disposition -FY 1992-93 ..... Page 28
- Table 12 Cross Tabulation of Type of Dispute and Disposition -FY 1992-93 ..... Page 29

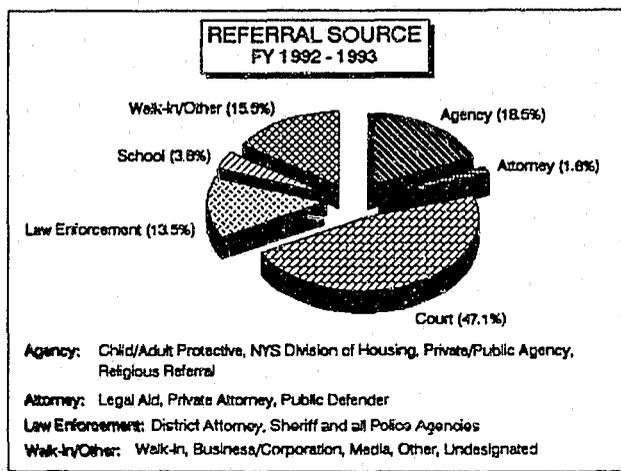
APPENDIX A Current List of Community Dispute Resolution Centers By County ... Following Page 29

**HIGHLIGHTS OF THE ANNUAL PROGRESS REPORT  
OF THE NEW YORK STATE  
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
APRIL 1, 1992 TO MARCH 31, 1993**

- \* There are community dispute resolution centers available to every citizen in the 62 counties in the State of New York.
- \* In fiscal year 1992-93, the Centers served 106,388 people involved in 43,688 cases which were screened as appropriate for direct services by the Centers.
- \* 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 1992-93, the Centers conducted 24,049 conciliations, mediations and arbitrations serving 68,179 people.
- \* In 83% of the matters that reached the mediation stage, a voluntary agreement was achieved by the parties.
- \* In fiscal year 1992-93, the Centers reported \$2,543,692 awarded in the form of restitution and mutual agreements to New York State citizens. The average award per case was \$680.



- \* In 1992-93, 47% of the referrals to the Centers were from the courts, 11% were walk-in complaints, 11% were from police and sheriffs' departments, and 2% from the district attorneys. In addition, 10% of referrals were made by public agencies, 7% by private agencies, and 4% by schools.



- \* Eighteen percent of the disputes were between acquaintances, 18% between neighbors, 14% landlord/tenant, 9% consumer/merchant, 6% immediate or extended family, 4% were ex-boyfriend/ girlfriend disputes and 3% strangers.
- \* Thirty-six percent of the cases involved allegations of harassment, 17% alleged a breach of contract, 8% involved housing, 8% were interpersonal disputes, 7% involved assault, 4% were personal/real property disputes and 4% were custody,

support and visitation disputes.

\* Forty-four percent of the conflicts involved matters of a criminal nature, 51% were civil and 5% involved juvenile problems.

\* Two hundred and seven felony cases were mediated.

\* 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 two.

\* It took 15 days from intake to final disposition for the average single-hearing dispute resolution case and 46 days for the average multiple-hearing case.

\* The average time per mediation/arbitration was one hour and twelve minutes.

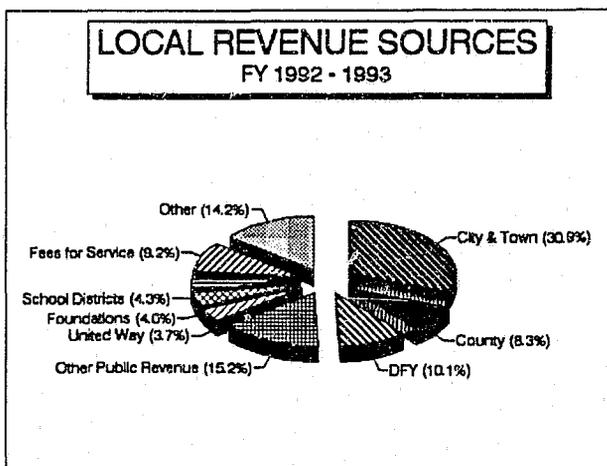
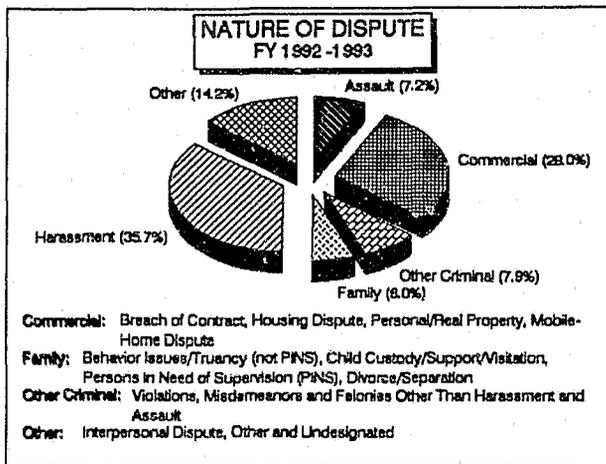
\* There were 16,497 cases involving one single hearing and 802 in which multiple hearings were held.

\* In fiscal year 1992-93, the average state cost per case screened as appropriate for dispute resolution was \$63; the average state cost per conciliation, mediation and arbitration was \$115; and the average state cost per individual directly served through the intervention of the mediation program was \$26.

\* The Centers are now teaching conflict management skills to young people in many schools 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.

\* Parents, children and schools are being served by the dispute resolution centers in Special Education cases through the New York State Department of Education.



## PROGRAM MANAGEMENT

- \* 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 monthly information bulletins and an individual quarterly 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 current activities to the prior three months activities and provides year-to-date statistics and 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 at each Center for public relations and training needs. Specially designed posters are displayed in court houses and other strategic places advertising the availability of this resource.

- ✳ Brochures, newsletters and annual reports are distributed by the Office of Court Administration and individual centers.
- ✳ 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.
- ✳ An international conference on dispute resolution was held in Kiamesha Lake, New York on April 17-19, 1991 entitled, "The Twenty-First Century Mosaic: Resolving Disputes in a Culturally Diverse Society." The proceedings were published by Siena College, Peace Studies Program in 1993 and are available through the Community Dispute Resolution Centers Program.
- ✳ A special training for state certified trainers was held March 30-31, 1993.
- ✳ Four individual advanced workshops were conducted in 1992-93 on arbitration; child custody and visitation; parent and teen mediation; and facilitating and focusing: skills for multiparty mediation.

## **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 Administrative Judge 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.

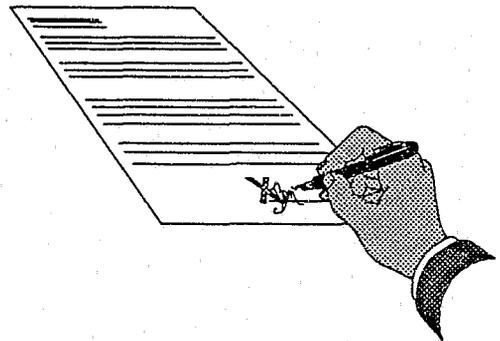
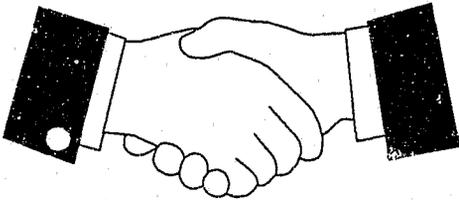
## 8. Walk-in

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.

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## **INTRODUCTION**

### **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 Administrative Judge of the Courts (Judiciary Law, Article 21A). The Chief Administrative Judge 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 of 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 Administrative Judge of the Courts contracts annually with not-for-profit agencies to provide dispute resolution services in each county of the state. After a match-free grant of \$20,000 per county, 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 Administrative Judge 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., Senior Court Analyst, hired April 3, 1989.

### Who works in the local dispute resolution centers?

There are 246 individuals who work either full or part-time in CDRCs throughout the state of New York.

### How many mediators are working in the Centers?

Statewide, there are 1773 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 at the recommendation of veteran mediators or through newspaper advertisements, resumes' and interviews. People who have a sense of humor, are good listeners, care about others and are assertive but not aggressive, 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 in 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 he or she is sufficiently prepared, the new mediator will be assigned a case.

The Community Dispute Resolution Centers Program recommends that all staff and mediators attend quarterly in-service training programs. Special training sessions and conferences are offered through the New York State Association of Community Dispute Resolution Centers and the Unified Court System. At these training sessions, dispute resolution staff and volunteer mediators attend in-depth seminars and workshops to enhance their skills and techniques.

## **STATISTICAL TABLES**

TABLE 1

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
1991-92 AND 1992-93 WORKLOAD ANALYSIS FOR ALL PROGRAMS**

CATEGORY	[1991-92]		[1992-93]		% CHANGE
	CASES	PERCENT OF TOTAL	CASES	PERCENT OF TOTAL	
<b>CASE DISPOSITION</b>					
CONCILIATED	6,944	15.2%	7,998	18.3%	15.2%
MEDIATED WITH AGREEMENT	13,641	29.8%	12,914	29.6%	-5.3%
MEDIATED WITH NO AGREEMENT	2,428	5.3%	2,668	6.1%	9.9%
ARBITRATED	671	1.5%	469	1.1%	-30.1%
CASE DISMISSED BY COMP.	2,028	4.4%	2,115	4.8%	4.3%
UNAMENABLE FOR MEDIATION	1,977	4.3%	1,923	4.4%	-2.7%
COMP. REFUSES TO MEDIATE	1,246	2.7%	1,009	2.3%	-19.0%
RESP. REFUSES TO MEDIATE	2,597	5.7%	2,602	6.0%	0.2%
BOTH REFUSE TO MEDIATE	179	0.4%	213	0.5%	19.0%
COMP. - NO SHOW	1,074	2.3%	903	2.1%	-15.9%
RESP. - NO SHOW	1,840	4.0%	1,545	3.5%	-16.0%
BOTH - NO SHOW	7,930	17.3%	6,431	14.7%	-18.9%
UNABLE TO CONTACT COMPL.	432	0.9%	465	1.1%	7.6%
UNABLE TO CONTACT RESPOND.	1,462	3.2%	1,386	3.2%	-5.2%
UNABLE TO CONTACT EITHER	297	0.6%	234	1.1%	-21.2%
OTHER	768	1.7%	705	3.2%	-8.2%
UNDESIGNATED	272	0.6%	88	0.5%	-67.6%
TOTAL	45,786	100.0%	43,668	100.0%	-4.6%
<b>REFERRAL SOURCE</b>					
CITY COURTS	20,117	43.9%	17,836	40.8%	-11.3%
COUNTY COURTS	21	0.0%	21	0.0%	0.0%
FAMILY COURTS	853	1.9%	1,137	2.6%	33.3%
TOWN/VILLAGE COURTS	1,442	3.1%	1,556	3.6%	7.9%
BUSINESS/CORPORATION	311	0.7%	454	1.0%	46.0%
DISTRICT ATTORNEY	1,080	2.4%	744	1.7%	-31.1%
DIVISION OF HOUSING	430	0.9%	527	1.2%	22.6%
LEGAL AID	372	0.8%	408	0.9%	9.7%
POLICE	6,051	13.2%	4,577	10.5%	-24.4%
PRIVATE AGENCY	2,138	4.7%	3,189	7.3%	49.2%
PRIVATE ATTY	295	0.6%	281	0.6%	-4.7%
PROBATION	397	0.9%	360	0.8%	-9.3%
PUBLIC AGENCY	3,612	7.9%	4,292	9.8%	18.8%
PUBLIC DEFENDER	15	0.0%	8	0.0%	-46.7%
SCHOOL	1,672	3.7%	1,653	3.8%	-1.1%
SHERIFF	141	0.3%	170	0.4%	20.6%
STATE POLICE	45	0.1%	56	0.1%	24.4%
WALK IN	5,096	11.1%	4,672	10.7%	-8.3%
CHILD/ADULT PROTECT.	17	0.0%	52	0.1%	205.9%
MEDIA	409	0.9%	468	1.1%	14.4%
RELIGIOUS REFERRAL	47	0.1%	28	0.1%	-40.4%
OTHER	1,156	2.5%	934	2.1%	-19.2%
UNDESIGNATED	69	0.2%	245	0.6%	255.1%
TOTAL	45,786	100.0%	43,668	100.0%	-4.6%
<b>TYPE OF DISPUTE</b>					
CRIMINAL MISDEMEANOR	23,215	50.7%	19,028	43.6%	-18.0%
CRIMINAL FELONY	223	0.5%	207	0.5%	-7.2%
CIVIL	19,374	42.3%	21,686	49.7%	11.9%
JUVENILE	2,378	5.2%	2,065	4.7%	-13.2%
CIVIL - MOBILE HOME	373	0.8%	461	1.1%	
UNDETERMINED	223	0.5%	221	0.5%	-0.9%
TOTAL	45,786	100.0%	43,668	100.0%	-4.6%

(Continued on Page 2 of Table 1)

## PAGE 2 OF TABLE 1

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
1991-92 AND 1992-93 WORKLOAD ANALYSIS FOR ALL PROGRAMS

CATEGORY	[1991-92]		[1992-93]		% CHANGE
	CASES	PERCENT OF TOTAL	CASES	PERCENT OF TOTAL	
<b>NATURE OF DISPUTE</b>					
AGGRAVATED ASSAULT	44	0.1%	32	0.1%	-27.3%
AGGRAVATED HARASSMENT	1,125	2.5%	887	2.0%	-21.2%
ANIMAL COMPLAINT	112	0.2%	116	0.3%	3.6%
ARSON	1	0.0%	3	0.0%	200.0%
ASSAULT	4,150	9.1%	3,103	7.1%	-25.2%
BREACH OF CONTRACT	5,377	11.7%	7,293	16.7%	35.6%
BURGLARY	57	0.1%	43	0.1%	-24.6%
CUSTODY/SUPPORT/VISITATION	1,300	2.8%	1,571	3.6%	20.8%
CRIM. MISAPPL. OF PROPERTY	152	0.3%	101	0.2%	-33.6%
CRIM. POSS. OF STOLEN PROP.	34	0.1%	24	0.1%	-29.4%
CRIMINAL MISCHIEF	1,004	2.2%	762	1.7%	-24.1%
CRIMINAL TAMPERING	30	0.1%	13	0.0%	-56.7%
CRIMINAL TRESPASS	210	0.5%	143	0.3%	-31.9%
FORGERY	12	0.0%	15	0.0%	25.0%
FRAUD-BAD CHECK	472	1.0%	314	0.7%	-33.5%
GRAND LARCENY	20	0.0%	16	0.0%	-20.0%
HARASSMENT	16,085	35.1%	14,709	33.7%	-8.6%
HOUSING DISPUTE	3,673	8.0%	3,283	7.5%	-10.6%
INTERPERSONAL DISPUTE	3,620	7.9%	3,549	8.1	-2.0%
LARCENY	53	0.1%	46	0.1%	-13.2%
MENACING	924	2.0%	491	1.1%	-46.9%
NOISE	762	1.7%	581	1.3%	-23.8%
PERSONS IN NEED OF SUPERVS.	76	0.2%	96	0.2%	26.3%
PERSONAL/REAL PROPERTY	1,653	3.6%	1,589	3.6%	-3.9%
PETTIT LARCENY	488	1.1%	367	0.8%	-24.8%
RECKLESS ENDANGERMENT	62	0.1%	64	0.1%	3.2%
ROBBERY	20	0.0%	18	0.0%	-10.0%
THEFT OF SERVICES	194	0.4%	293	0.7%	51.0%
UNAUTH. USE OF A VEHICLE	37	0.1%	38	0.1%	2.7%
VANDALISM	30	0.1%	8	0.0%	-73.3%
VIOLATION OF TOWN/CITY ORD	66	0.1%	8	0.0%	-87.9%
OTHER	2,751	6.0%	2,344	5.4%	-14.8%
UNDETERMINED	111	0.2%	447	1.0%	302.7%
EVICITION	11	0.0%	14	0.0%	27.3%
RULES & REGULATIONS	72	0.2%	29	0.1%	-59.7%
FEE DISPUTE	37	0.1%	133	0.3%	259.5%
EQUIPMENT DISPUTE	1	0.0%	0	0.0%	-100.0%
RIGHT TO SELL	13	0.0%	17	0.0%	30.8%
HABITABILITY	298	0.7%	313	0.7%	5.0%
RETALIATION DISPUTE	2	0.0%	2	0.0%	0.0%
OCCUPANCY	1	0.0%	1	0.0%	0.0%
SUBLETS	1	0.0%	0	0.0%	-100.0%
BEHAVIOR/TRUANCY	391	0.9%	431	1.0%	10.2%
DIVORCE/SEPARATION	254	0.6%	361	0.8%	42.1%
<b>TOTAL</b>	<b>45,786</b>	<b>100.0%</b>	<b>43,668</b>	<b>100.0%</b>	<b>-4.6%</b>
<b>NONMEDIATED CASE REFERRED TO ANOTHER AGENCY</b>					
SOCIAL SERVICE AGENCY	790	13.8%	1,043	20.9%	32.0%
COURTS	3,498	61.3%	2,612	52.2%	-25.3%
DISTRICT ATTORNEY	386	6.8%	369	7.4%	-4.4%
POLICE/SHERIFF	454	8.0%	442	8.8%	-2.6%
OTHER	582	10.2%	536	10.7%	-7.9%
<b>TOTAL</b>	<b>5,710</b>	<b>100.0%</b>	<b>5,002</b>	<b>100.0%</b>	<b>-12.4%</b>

(Continued on Page 3 of Table 1)

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
1991-92 AND 1992-93 WORKLOAD ANALYSIS FOR ALL PROGRAMS**

CATEGORY	[1991-92]		[1992-93]		% CHANGE
	CASES	PERCENT OF TOTAL	CASES	PERCENT OF TOTAL	
<b>RELATIONSHIP</b>					
ACQUAINTANCES	8963	19.6%	8041	18.4%	-10.3%
BOY/GIRLFRIEND	513	1.1%	388	0.9%	-24.4%
CONSUMER/MERCHANT	4,594	10.0%	3,796	8.7%	-17.4%
DIVORCED	627	1.4%	553	1.3%	-11.8%
EMPLOYER/EMPLOYEE	639	1.4%	506	1.2%	-20.8%
EX-BOY/GIRLFRIEND	2,401	5.2%	1,758	4.0%	-26.8%
EXTENDED FAMILY	755	1.6%	915	2.1%	21.2%
FRIEND	1,716	3.7%	1,379	3.2%	-19.6%
IMMEDIATE FAMILY	1,689	3.7%	1,572	3.6%	-6.9%
INDIVIDUAL/CORPORATION	1380	3.0%	3757	8.6%	
LANDLORD/TENANT	6,891	15.1%	6,228	14.3%	-9.6%
MARRIED	673	1.5%	748	1.7%	11.1%
NEIGHBORS	9,047	19.8%	7,723	17.7%	-14.6%
ROOM/HOUSEMATE	264	0.6%	366	0.8%	38.6%
SEPARATED	639	1.4%	790	1.8%	23.6%
STRANGERS	1,825	4.0%	1,219	2.8%	-33.2%
OTHER	3,080	6.7%	1,401	3.2%	-54.5%
UNDETERMINED	90	0.2%	2,528	5.8%	2708.9%
<b>TOTAL</b>	<b>45,786</b>	<b>100.0%</b>	<b>43,668</b>	<b>100.0%</b>	<b>-4.6%</b>
<b>RETURNEE TO MEDIATION</b>					
MED. OF NEW MATTER	1,563	3.4%	2,304	5.3%	47.4%
REMEDI. OF OLD MATTER	360	0.8%	292	0.7%	-18.9%
NONCOMPLIANCE OF PAST MED.	62	0.1%	50	0.1%	-19.4%
OTHER	5	0.0%	1	0.0%	-80.0%
LEFT BLANK	43,796	95.7%	41,021	93.9%	-6.3%
<b>TOTAL</b>	<b>45,786</b>	<b>100.0%</b>	<b>43,668</b>	<b>100.0%</b>	<b>-4.6%</b>

ADDITIONAL INFORMATION	1991-92	1992-93	% CHANGE
	<b>NO. OF INDIVIDUALS SERVED THROUGH:</b>		
CONCILIATION/MEDIATION/ARBITRATION PROCESS	63,412	68,179	7.5%
AVE. NO. OF INDIVIDUALS SERVED	2.7	2.8	3.7%
ALL CASES	105,478	106,388	0.9%
AVE. NO. OF INDIVIDUALS SERVED	2.3	2.4	4.3%
TOTAL DOLLAR AMOUNT AWARDED	\$2,505,728	\$2,543,692	1.5%
TOTAL NO. OF CASES INVOLVED	3,679	3,743	1.7%
AVE. DOLLAR AMOUNT AWARDED PER CASE	\$681	\$680	-0.1%
<b>AVE. DAYS FROM INTAKE TO DISPOSITION FOR:</b>			
ALL CASES	15.9	17.9	12.6%
CONCILIATED/MEDIATED/ARBITRATED	14.8	16.8	13.5%
SINGLE HEARINGS	14.0	15.4	10.0%
MULTIPLE HEARINGS	36.7	46.4	26.4%
TOTAL NUMBER OF SINGLE HEARINGS	16,157	16,497	2.1%
TOTAL NUMBER OF MULTIPLE HEARINGS	580	802	38.3%
AVE. MINUTES PER MEDIATION/ARBITRATION	74	72	-2.7%
CASE MEDIATED WITH AGREEMENT AND REFERRED TO ANOTHER AGENCY FOR ADDITIONAL SERVICES	1,770	1,886	6.6%

TABLE 2

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1991-92 AND 1992-93**

CATEGORY	(APRIL 1, 1991 TO MARCH 31, 1992)				(APRIL 1, 1992 TO MARCH 31, 1993)			
	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
<b>AGE</b>								
LESS THAN 17	2,540	5.8%	2,970	6.3%	2,495	5.8%	2,918	6.4%
17 - 20	2,234	5.1%	2,348	5.0%	1,889	4.4%	2,081	4.6%
21 - 29	7,806	17.9%	6,376	13.6%	7,355	17.1%	6,156	13.6%
30 - 39	10,750	24.7%	8,581	18.3%	10,105	23.5%	8,485	18.7%
40 - 49	8,801	20.2%	5,968	12.7%	8,727	20.3%	5,823	12.8%
50 - 59	3,206	7.4%	2,548	5.4%	2,999	7.0%	2,382	5.2%
60 - 64	1,087	2.5%	687	1.5%	1,073	2.5%	625	1.4%
65+	1,935	4.4%	869	1.9%	1,777	4.1%	841	1.9%
UNDETERMINED	5,136	11.8%	16,503	35.2%	6,569	15.3%	16,103	35.5%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	100.0%
<b>GENDER</b>								
MALE	18,020	41.4%	22,827	48.7%	17,492	40.7%	21,289	46.9%
FEMALE	24,923	57.3%	18,643	39.8%	24,385	56.7%	17,593	38.7%
UNDETERMINED	552	1.3%	5,380	11.5%	1,112	2.6%	6,532	14.4%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	100.0%
<b>EMPLOYMENT STATUS</b>								
DISABILITY	849	2.0%	333	0.7%	868	2.0%	464	1.0%
EMPLOYED	21,498	49.4%	20,839	44.5%	21,647	50.4%	21,652	47.7%
FAMILY EMPLOYED	930	2.1%	810	1.7%	829	1.9%	875	1.9%
PUBLIC ASSISTANCE	3,721	8.6%	3,433	7.3%	3,076	7.2%	4,255	9.4%
SOC. SEC./RETIRED	2,517	5.8%	1,002	2.1%	2,181	5.1%	944	2.1%
STUDENT	3,962	9.1%	3,849	8.2%	3,621	8.4%	3,673	8.1%
UNEMPLOYED	4,402	10.1%	3,056	6.5%	3,600	8.4%	2,399	5.3%
UNDETERMINED	5,616	12.9%	13,528	28.9%	7,167	16.7%	11,152	24.6%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	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 1991-92 AND 1992-93**

CATEGORY	(APRIL 1, 1991 TO MARCH 31, 1992)				(APRIL 1, 1992 TO MARCH 31, 1993)			
	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
<b>RACE/ETHNICITY</b>								
ASIAN	604	1.4%	431	0.9%	357	0.8%	395	0.9%
BLACK	10,639	24.5%	9,135	19.5%	8,623	20.1%	8,841	19.5%
HISPANIC	6,444	14.8%	6,103	13.0%	5,498	12.8%	5,427	12.0%
AMERICAN INDIAN	84	0.2%	63	0.1%	68	0.2%	54	0.1%
WHITE	20,520	47.2%	19,596	41.8%	21,641	50.3%	19,459	42.8%
OTHER	365	0.8%	569	1.2%	576	1.3%	681	1.5%
UNDETERMINED	4,839	11.1%	10,953	23.4%	6,226	14.5%	10,557	23.2%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	100.0%
<b>INCOME LEVEL</b>								
LESS THAN \$9,000	16,463	37.9%	11,546	24.6%	14,346	33.4%	10,922	24.0%
\$9,001 - \$16,000	5,721	13.2%	4,452	9.5%	8,199	19.1%	7,374	16.2%
\$16,001 - \$25,000	5,463	12.6%	4,378	9.3%	4,180	9.7%	3,826	8.4%
\$25,001 - \$35,000	2,959	6.8%	2,728	5.8%	2,452	5.7%	1,987	4.4%
\$35,000+	3,140	7.2%	2,855	6.1%	2,248	5.2%	1,921	4.2%
UNDETERMINED	9,749	22.4%	20,891	44.6%	11,564	26.9%	19,384	42.7%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	100.0%
<b>EDUCATION LEVEL</b>								
0 - 8	2,742	6.3%	2,199	4.7%	2,278	5.3%	1,832	4.0%
9 - 11	5,597	12.9%	4,244	9.1%	4,684	10.9%	3,794	8.4%
12	16,085	37.0%	14,213	30.3%	16,301	37.9%	14,273	31.4%
13 - 15	5,357	12.3%	3,065	6.5%	4,126	9.6%	2,750	6.1%
16	4,669	10.7%	2,664	5.7%	3,146	7.3%	1,957	4.3%
17+	1,504	3.5%	720	1.5%	2,282	5.3%	554	1.2%
UNDETERMINED	7,541	17.3%	19,745	42.1%	10,172	23.7%	20,254	44.6%
TOTAL	43,495	100.0%	46,850	100.0%	42,989	100.0%	45,414	100.0%

**TABLE 3**

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS  
FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1991-92 AND 1992-93 STATE FISCAL YEARS**

(APRIL 1, 1991 TO MARCH 31, 1992)      (APRIL 1, 1992 TO MARCH 31, 1993)

CATEGORY	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
	CASES	% OF TOTAL	CASES	% OF TOTAL
<b>AGE</b>				
LESS THAN 17	5,510	6.1%	5,413	6.1%
17 - 20	4,582	5.1%	3,970	4.5%
21 - 29	14,182	15.7%	13,511	15.3%
30 - 39	19,331	21.4%	18,590	21.0%
40 - 49	14,769	16.3%	14,550	16.5%
50 - 59	5,754	6.4%	5,381	6.1%
60 - 64	1,774	2.0%	1,698	1.9%
65+	2,804	3.1%	2,618	3.0%
UNDETERMINED	21,639	24.0%	22,672	25.6%
<b>TOTAL</b>	<b>90,345</b>	<b>100.0%</b>	<b>88,403</b>	<b>100.0%</b>
<b>GENDER</b>				
MALE	40,847	45.2%	38,781	43.9%
FEMALE	43,566	48.2%	41,978	47.5%
UNDETERMINED	5,932	6.6%	7,644	8.6%
<b>TOTAL</b>	<b>90,345</b>	<b>100.0%</b>	<b>88,403</b>	<b>100.0%</b>
<b>EMPLOYMENT STATUS</b>				
DISABILITY	1,182	1.3%	1,332	1.5%
EMPLOYED	42,337	46.9%	43,299	49.0%
FAMILY EMPLOYED	1,740	1.9%	1,704	1.9%
PUBLIC ASSISTANCE	7,154	7.9%	7,331	8.3%
SOC. SEC./RETIRED	3,519	3.9%	3,125	3.5%
STUDENT	7,811	8.6%	7,294	8.3%
UNEMPLOYED	7,458	8.3%	5,999	6.8%
UNDETERMINED	19,144	21.2%	18,319	20.7%
<b>TOTAL</b>	<b>90,345</b>	<b>100.0%</b>	<b>88,403</b>	<b>100.0%</b>

(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 1991-92 AND 1992-93 STATE FISCAL YEARS

(APRIL 1, 1991 TO MARCH 31, 1992) (APRIL 1, 1992 TO MARCH 31, 1993)

CATEGORY	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
	CASES	% OF TOTAL	CASES	% OF TOTAL
<b>RACE/ETHNIC</b>				
ASIAN	1,035	1.1%	752	0.9%
BLACK	19,774	21.9%	17,464	19.8%
HISPANIC	12,547	13.9%	10,925	12.4%
AMERICAN INDIAN	147	0.2%	122	0.1%
WHITE	40,116	44.4%	41,100	46.5%
OTHER	934	1.0%	1,257	1.4%
UNDETERMINED	15,792	17.5%	16,783	19.0%
TOTAL	90,345	100.0%	88,403	100.0%
<b>INCOME LEVEL</b>				
LESS THAN \$9,000	28,009	31.0%	25,268	28.6%
\$9,001 - \$16,000	10,173	11.3%	15,573	17.6%
\$16,001 - \$25,000	9,841	10.9%	8,006	9.1%
\$25,001 - \$35,000	5,687	6.3%	4,439	5.0%
\$35,000+	5,995	6.6%	4,169	4.7%
UNDETERMINED	30,640	33.9%	30,948	35.0%
TOTAL	90,345	100.0%	88,403	100.0%
<b>EDUCATION LEVEL</b>				
0 - 8	4,941	5.5%	4,110	4.6%
9 - 11	9,841	10.9%	8,478	9.6%
12	30,298	33.5%	30,574	34.6%
13 - 15	8,422	9.3%	6,876	7.8%
16	7,333	8.1%	5,103	5.8%
17+	2,224	2.5%	2,836	3.2%
UNDETERMINED	27,286	30.2%	30,426	34.4%
TOTAL	90,345	100.0%	88,403	100.0%

TABLE 4

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM  
1992-93 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	CASES		MEDIATED WITH AGREEMENT	MEDIATED-NO AGREEMENT	TOTAL MEDIATIONS	% MEDIATION W/ AGREEMENT	ARBITRATIONS	TOT. CON/ MED/ARB	% CON/ MED/ARB	PEOPLE SERVED	DAYS FROM INTAKE TO DISPOSITION	
	SCREENED	CONCILIATIONS									ALL CASES	CON/MED/ARB.
ALBANY - DMP	794	30	557	102	659	85%	3	692	87%	1,874	6.8	5.2
ALBANY CO. - DSC	28	14	3	0	3	100%	0	17	61%	56	22.4	23.2
ALBANY CO. - IMCR	3,258	160	1,083	20	1,103	98%	49	1,312	40%	7,475	14.9	13.6
ALBANY CO. - ACCORD	832	118	152	50	202	75%	0	320	38%	1,861	13.0	11.3
ALBANY CO. - DRC	287	101	18	3	21	86%	3	125	44%	574	22.5	26.1
ALBANY CO. - DRC	67	7	19	3	22	86%	0	29	43%	161	31.6	25.1
ALBANY CO. - NJP	368	73	42	12	54	78%	3	130	35%	736	31.5	44.5
ALBANY CO. - NJP	927	520	153	32	185	83%	5	710	77%	1,977	9.2	9.7
ALBANY CO. - DRC	120	20	54	8	62	87%	0	82	68%	313	26.0	16.5
ALBANY CO. - NNY CCR	178	21	131	2	133	98%	4	158	89%	357	53.9	55.2
ALBANY CO. - C.G.	153	44	21	2	23	91%	0	67	44%	387	15.3	22.6
ALBANY CO. - NJP	47	4	11	0	11	100%	0	15	32%	114	24.2	40.1
ALBANY CO. - NJP	89	13	24	3	27	89%	0	40	45%	210	34.2	43.8
ALBANY CO. - CDRC	665	86	241	81	322	75%	0	408	61%	1,514	15.4	14.0
ALBANY CO. - DSC	4,368	2,065	509	150	659	77%	212	2,936	67%	8,736	25.8	25.4
ALBANY CO. - NNYCCR	87	28	23	4	27	85%	2	57	66%	229	14.2	15.2
ALBANY CO. - CCR	46	5	17	3	20	85%	0	25	54%	92	20.0	17.9
ALBANY CO.	84	3	13	12	25	52%	0	28	33%	178	32.5	38.2
ALBANY CO. - DSC	101	22	11	11	11	100%	24	57	56%	202	66.0	33.6
ALBANY CO. - C.G.	406	155	59	8	67	88%	0	222	55%	917	13.4	13.2
ALBANY CO. - NNYCCR	5	0	0	0	0	N/A	0	0	0%	10	34.2	N/A
ALBANY CO.	317	186	27	1	28	96%	0	214	68%	1,199	6.6	6.9
ALBANY CO.	572	244	38	8	46	83%	0	290	51%	1,264	10.3	8.6
ALBANY CO. - VSA	6,715	143	2,250	490	2,740	82%	0	2,883	43%	14,703	12.6	9.1
ALBANY COUNTY	70	25	3	1	4	75%	0	29	41%	153	11.9	9.6
ALBANY COUNTY - CDS	232	32	125	7	132	95%	1	165	71%	650	46.6	43.8
ALBANY COUNTY - NEW JUST.	57	2	14	4	18	78%	0	20	35%	141	30.6	38.3
ALBANY COUNTY - CDS	1,045	190	216	59	275	79%	28	493	47%	2,175	31.5	39.5
ALBANY COUNTY	84	1	18	18	36	50%	0	37	44%	176	28.7	34.7
ALBANY CO. - MAP	3,455	0	1,740	677	2,417	72%	0	2,417	70%	7,378	28.2	26.7
ALBANY CO. - DSC	130	4	53	1	54	98%	2	60	46%	260	20.4	25.5
ALBANY CO. - IMCR	2,920	330	1,093	54	1,147	95%	29	1,506	52%	6,745	14.0	12.3
ALBANY CO. - HT.	274	44	97	6	103	94%	0	147	54%	634	24.7	22.8
ALBANY COUNTY J.C.	751	235	172	15	187	92%	94	516	69%	2,165	14.7	15.2
ALBANY CO. - NJ	426	128	48	19	67	72%	0	195	46%	891	28.6	25.8
ALBANY CO. - VC	316	39	93	20	113	82%	0	152	48%	988	45.7	34.4
ALBANY CO. - CDS, INC.	221	43	75	17	92	82%	3	138	62%	461	28.0	30.2
ALBANY CO. - MP	264	44	93	24	117	79%	0	161	61%	574	23.4	23.2
ALBANY CO. - DSC	9	2	1	0	1	100%	0	3	33%	18	16.7	17.3
ALBANY CO. - NJ	113	27	27	15	42	64%	0	69	61%	290	18.3	17.3
ALBANY CO. - AGREE	337	50	77	25	102	75%	3	155	46%	1,211	9.2	10.3
ALBANY CO.	32	1	12	4	16	75%	0	17	53%	74	33.6	32.1
ALBANY CO. - VSA	3,473	184	1,286	258	1,544	83%	0	1,728	50%	7,751	13.2	12.0
ALBANY CO.	196	42	34	13	47	72%	0	89	45%	515	25.0	35.4
ALBANY COUNTY	1,904	266	725	130	855	85%	0	266	14%	4,216	6.2	4.2
ALBANY CO. - VMC	211	3	89	22	111	80%	1	115	55%	467	12.6	12.1
ALBANY CO. - DSP	342	48	58	42	100	58%	0	148	43%	759	26.4	32.7
ALBANY CO. - CDSP	381	8	92	33	125	74%	0	133	35%	812	27.3	44.7
ALBANY CO.	158	58	15	4	19	79%	0	77	49%	395	16.0	17.1
ALBANY CO. - NJP	255	160	15	4	19	79%	0	179	70%	503	13.4	11.9
ALBANY CO. - CDS	34	17	4	0	4	100%	0	21	62%	71	25.6	23.5
ALBANY CO. - CCR	367	204	20	3	23	87%	0	227	62%	771	13.7	10.0
ALBANY CO. - NJP	1,008	555	142	11	153	93%	0	708	70%	8,851	6.0	6.2
ALBANY COUNTY	422	36	151	23	174	87%	0	210	50%	1,113	22.2	22.5
ALBANY CO. - MED.	172	38	37	6	43	86%	0	81	47%	386	10.5	10.7
ALBANY CO. - ACCORD	259	51	82	15	97	85%	0	148	57%	592	8.6	9.0
ALBANY CO. - CDRC	632	180	120	33	153	78%	0	333	53%	1,728	19.0	23.7
ALBANY CO. - MED.	302	54	138	20	158	87%	0	212	70%	549	16.2	14.8
ALBANY COUNTY	73	7	23	9	32	72%	0	39	53%	168	8.1	7.8
ALBANY CO.	277	19	108	7	115	94%	0	134	48%	674	6.0	5.5
ALBANY CO. - CDS	262	30	93	11	104	89%	0	134	51%	562	41.1	44.8
ALBANY CO.	1,640	760	249	62	311	80%	1	1,072	65%	5,275	12.7	12.3
ALBANY CO. - DSC	18	11	3	0	3	100%	1	15	83%	36	21.7	22.9
ALBANY CO. - CDS	32	8	17	2	19	89%	1	28	88%	71	18.6	19.0
AND TOTAL	43,668	7,998	12,914	2,668	15,582	83%	469	23,194	53%	106,388	17.9	16.8

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

TABLE 5

## COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1992-93 SOURCE OF REFERRALS BY PROGRAM

COUNTY	CITY CRTS.	CNTY. CRTS.	FAM. CRTS.	TOWN CRTS.	BUSI-		DIV. OF			PUBLIC										CHILD/			RELIG. REF.	UN-CORDED	TOTALS
					NESS/ CORP.	DIST. ATTY.	HOUS- ING	LEGAL AID	PRIV. POLICE	PRIV. AGENCY	PROBA ATTNY	PUBLIC TION	PUBLIC AGENCY	DE-FENDER	SCHOOL	SHER- IFF	STATE POLICE	WALK -IN	ADULT PROT.	MEDIA					
ALBANY	322	0	12	2	0	0	3	1	10	2	2	0	9	0	379	0	0	8	0	25	0	14	5	794	
ALLEGANY	1	0	0	0	0	1	2	0	1	0	0	1	0	0	0	0	1	21	0	0	0	0	0	28	
BRONX	3,111	0	0	0	0	0	0	0	82	0	0	0	0	0	0	0	58	0	0	0	1	8	3,258		
BROOME	28	5	252	114	0	2	12	0	11	58	42	8	17	0	14	13	2	208	1	27	0	15	832		
CATTARAUGUS	171	0	2	4	0	0	1	1	5	1	1	1	3	0	0	0	8	89	0	0	0	0	287		
CAYUGA	10	0	0	9	0	3	3	8	1	0	6	0	6	0	2	4	2	2	0	5	0	5	67		
CHAUTAUQUA	158	0	40	10	0	0	5	1	18	0	0	1	1	0	0	0	138	0	0	0	0	0	368		
CHEMUNG	18	0	11	5	2	2	5	28	155	40	17	40	108	1	78	5	0	354	0	1	0	35	927		
CHENANGO	2	1	0	5	2	0	2	2	1	8	3	0	10	0	62	1	0	10	0	4	0	3	120		
CLINTON	0	0	0	28	1	0	135	0	0	3	1	0	0	0	0	0	0	0	8	0	4	0	178		
COLUMBIA	24	0	4	3	8	0	1	4	2	7	8	2	18	0	2	0	0	43	0	28	0	3	153		
CORTLAND	0	0	0	4	0	0	1	3	8	2	0	0	3	0	8	0	1	3	0	8	0	8	47		
DELAWARE	1	0	12	4	0	0	0	9	3	4	8	2	19	0	0	0	1	13	0	7	1	4	89		
DUTCHESS	325	0	21	123	0	0	1	0	51	0	0	4	29	0	5	0	0	28	0	0	0	11	685		
ERIE	835	1	4	15	3	31	15	0	588	2,888	8	11	38	0	7	0	3	87	0	29	0	3	4,368		
ESSEX	0	0	0	4	28	0	11	1	1	0	0	0	17	0	3	0	0	21	0	0	1	2	87		
FRANKLIN	1	0	0	37	0	0	0	0	0	0	1	0	0	0	1	0	2	3	0	0	0	0	46		
FULTON	9	0	45	1	2	0	1	1	1	2	0	0	8	0	2	0	1	3	0	1	0	7	84		
GENESEE	18	0	0	30	4	0	0	11	8	0	3	0	3	0	0	4	0	18	0	0	0	0	101		
GREENE	5	0	8	42	3	2	3	1	2	0	2	4	299	0	3	0	5	28	0	1	0	0	408		
HAMILTON	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	5		
HERKIMER	0	0	0	5	37	1	5	19	8	15	8	0	143	0	1	1	1	2	5	24	5	39	317		
JEFFERSON	0	0	0	5	54	3	0	4	7	45	24	2	304	0	2	3	8	103	0	7	0	0	572		
KINGS	8,498	0	37	1	0	3	0	0	12	0	0	0	0	0	0	0	0	157	0	0	0	9	8,715		
LEWIS	0	0	0	7	0	0	0	2	1	8	3	0	16	0	0	4	1	22	0	5	1	0	70		
LIVINGSTON	1	1	8	58	0	0	0	1	4	0	2	88	1	0	5	5	0	87	0	0	0	10	232		
MADISON	8	0	1	1	0	0	5	3	5	4	2	3	7	0	0	0	0	1	0	4	0	13	57		
MONROE	485	5	5	65	0	78	21	21	122	0	8	13	17	0	5	47	1	157	0	14	1	4	1,045		
MONTGOMERY	38	0	3	0	0	0	4	5	0	5	0	1	8	0	0	1	0	2	1	2	0	18	84		
NASSAU - MAP	908	2	229	1	0	158	0	0	30	3	2	4	2,084	0	0	0	0	35	1	0	0	0	0	3,455	
NEW YORK - IMCR	344	0	2	1	0	2	1	1	1,754	0	8	0	4	0	1	0	0	348	0	0	0	444	10	2,920	
NEW YORK - WH	13	0	0	0	0	0	1	1	151	1	0	0	4	0	5	0	0	43	0	2	8	47	274		
NIAGARA	41	0	0	9	0	0	39	0	29	1	2	1	4	0	0	2	0	0	1	0	0	1	130		
ONEIDA	290	0	0	0	0	8	11	85	4	1	3	0	185	0	5	0	0	191	0	8	0	2	751		
ONONDAGA - NJ	21	3	30	24	1	4	38	20	13	17	11	45	54	1	15	4	0	8	1	103	1	8	428		
ONONDAGA - VC	68	0	28	4	0	150	1	0	30	3	0	0	4	0	0	1	0	28	2	1	0	0	318		
ONTARIO	107	1	1	45	0	0	1	1	8	1	0	2	1	0	0	11	0	42	0	0	0	0	221		
ORANGE	19	0	0	35	0	0	2	0	85	0	1	14	18	1	48	0	0	30	0	8	0	7	284		
ORLEANS	1	0	0	3	0	0	3	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	9		
OSWEGO	5	0	3	1	1	3	8	8	3	0	3	2	18	0	11	2	0	31	0	8	0	5	113		
OTSEGO	12	0	19	42	5	4	3	49	21	22	18	15	20	0	8	0	1	75	0	18	0	3	337		
PUTNAM	0	0	8	5	0	1	1	0	1	5	0	4	0	0	1	0	0	2	4	0	0	2	32		
QUEENS	2,355	0	75	0	0	10	0	0	88	0	7	0	0	0	0	0	0	905	0	0	0	24	1	3,473	
RENSELAER	7	0	17	4	0	1	5	0	29	3	10	15	52	0	8	2	1	0	0	15	1	28	188		
RICHMOND	1	0	5	0	0	269	0	0	833	1	0	0	0	0	883	0	0	270	0	0	0	11	1,804		
ROCKLAND	4	0	0	185	0	0	0	0	2	0	0	0	0	0	1	0	0	17	0	0	0	2	211		
SUBTOTALS	18,239	19	878	937	148	732	350	287	4,041	2,848	208	281	3,508	3	1,339	110	39	3,868	15	354	17	788	189	37,034	

(Continued on Page 2 of Table 5)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM 1992-93 SOURCE OF REFERRALS BY PROGRAM

COUNTY	CITY CRTS.	CNTY. CRTS.	FAM. CRTS.	TOWN CRTS.	BUSI-NESS/ CORP.	DIV. OF DIST. ATTY.	HOUS-ING	LEGAL AID	PRIV. POLICE	PRIV. AGENCY	PROBA TION	PUBLIC AGENCY	DE-FENDER	SHER-SCHOOL	STATE POLICE	WALK-IN	CHIL/D/ ADULT PROT.	RELIG. MEDIA	UN-CORDED	TOTALS				
																					REF.	OTHER		
ST LAWRENCE	19	0	0	13	250	6	0	25	4	2	8	0	17	0	3	1	0	17	0	1	0	1	0	367
SARATOGA	60	0	18	125	0	0	13	39	1	8	7	0	18	1	2	0	2	0	4	13	2	31	0	342
SCHENECTADY	298	0	8	5	0	0	0	0	11	4	7	1	1	0	2	0	0	43	0	0	0	3	0	381
SCHOHARIE	2	0	0	57	45	0	4	2	0	2	2	0	28	0	1	0	0	18	0	0	1	0	0	158
SCHUYLER	0	0	3	6	0	1	0	0	0	0	2	17	67	0	6	30	0	105	0	17	1	0	0	255
SENECA	1	0	0	21	0	0	0	0	4	0	0	1	0	0	0	0	0	6	0	0	0	1	0	34
STEUBEN	16	1	0	4	2	0	89	10	73	163	8	22	97	2	41	8	1	382	2	14	5	23	37	1,008
SUFFOLK	85	0	72	1	0	0	0	1	219	0	0	0	0	0	1	0	0	41	0	0	0	2	0	422
SULLIVAN	2	0	1	34	0	0	6	13	17	0	3	1	20	0	12	0	1	21	27	13	0	1	0	172
TIOGA	1	0	30	56	0	0	1	2	19	13	6	8	13	0	3	5	1	99	0	0	0	2	0	256
TOMPKINS	260	0	9	16	0	0	20	24	3	30	18	18	30	0	18	2	0	184	2	5	0	8	9	632
ULSTER	8	0	117	66	0	0	4	2	1	0	2	0	62	0	1	0	0	7	0	22	0	9	1	302
WARREN	1	0	1	6	0	0	0	10	0	0	3	0	42	0	0	0	1	4	1	3	0	1	0	73
WASHINGTON	3	0	1	43	0	0	2	11	1	0	2	0	180	2	2	3	5	7	0	1	0	1	3	277
WAYNE	0	0	1	45	0	2	22	2	15	2	0	31	17	0	48	11	6	52	1	5	1	3	0	262
WESTCHESTER	842	0	0	102	6	3	0	0	168	17	6	2	187	0	176	0	0	28	0	20	0	59	26	1,640
WYOMING	0	0	0	8	3	0	0	0	2	0	0	0	0	0	0	0	0	4	0	0	0	1	0	18
YATES	1	1	0	11	0	0	6	0	0	0	1	0	1	0	0	2	0	8	0	0	1	0	0	32
<b>SUBTOTAL</b>	<b>1,587</b>	<b>2</b>	<b>281</b>	<b>919</b>	<b>306</b>	<b>12</b>	<b>177</b>	<b>141</b>	<b>538</b>	<b>241</b>	<b>73</b>	<b>99</b>	<b>788</b>	<b>5</b>	<b>314</b>	<b>60</b>	<b>17</b>	<b>1,004</b>	<b>37</b>	<b>114</b>	<b>11</b>	<b>148</b>	<b>76</b>	<b>6,634</b>
<b>GRAND TOTAL</b>	<b>17,836</b>	<b>21</b>	<b>1,137</b>	<b>1,356</b>	<b>454</b>	<b>744</b>	<b>527</b>	<b>408</b>	<b>4,577</b>	<b>3,189</b>	<b>261</b>	<b>360</b>	<b>4,262</b>	<b>8</b>	<b>1,653</b>	<b>170</b>	<b>58</b>	<b>4,672</b>	<b>52</b>	<b>468</b>	<b>28</b>	<b>934</b>	<b>245</b>	<b>43,068</b>

21

TABLE 6

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

SOURCE OF REFERRALS	1989-90	% OF TOTAL	1990-91	% OF TOTAL	1991-92	% OF TOTAL	1992-93	% OF TOTAL
CITY COURTS	22,804	58.0%	23,683	53.9%	20,117	43.9%	17,836	40.8%
COUNTY COURTS	47	0.1%	10	0.0%	21	0.0%	21	0.0%
FAMILY COURTS	735	1.9%	870	2.0%	853	1.9%	1,137	2.6%
TOWN/VILLAGE COURTS	1,288	3.3%	1,546	3.5%	1,442	3.1%	1,556	3.5%
BUSINESS/CORPORATION	66	0.2%	77	0.2%	311	0.7%	454	1.0%
CHILD/ADULT PROTECT.	N/A	N/A	27	0.1%	17	0.0%	52	0.1%
DISTRICT ATTORNEY	1,396	3.5%	1,323	3.0%	1,080	2.4%	744	1.7%
DIVISION OF HOUSING	294	N/A	496	1.1%	430	0.9%	527	1.2%
LEGAL AID	317	0.8%	417	0.9%	372	0.8%	408	0.9%
MEDIA	N/A	N/A	391	N/A	409	0.9%	468	1.1%
POLICE	2,825	7.2%	3,024	6.9%	6,051	13.2%	4,577	10.5%
PRIVATE AGENCY	383	1.0%	2708	6.2%	2138	4.7%	3189	7.3%
PRIVATE ATTORNEY	788	2.0%	289	0.7%	295	0.6%	281	0.6%
PROBATION	309	0.8%	357	0.8%	397	0.9%	360	0.8%
PUBLIC AGENCY	1,323	3.4%	1,880	4.3%	3,612	7.9%	4,292	9.8%
PUBLIC DEFENDER	4	0.0%	9	0.0%	15	0.0%	8	0.0%
RELIGIOUS REFERRAL	294	N/A	19	0.0%	47	0.1%	28	0.1%
SCHOOL	996	2.5%	1,523	3.5%	1,672	3.7%	1,653	3.8%
SHERIFF	162	0.4%	147	0.3%	141	0.3%	170	0.4%
STATE POLICE	43	0.1%	50	0.1%	45	0.1%	56	0.1%
WALK-IN	4,619	11.7%	4,584	10.4%	5,096	11.1%	4,672	10.7%
OTHER	334	0.8%	482	1.1%	1,156	2.5%	934	2.1%
UNDESIGNATED	309	0.8%	20	0.0%	69	0.2%	245	0.6%
<b>TOTAL</b>	<b>39,336</b>	<b>100.0%</b>	<b>43,932</b>	<b>100.0%</b>	<b>45,786</b>	<b>100.0%</b>	<b>43,668</b>	<b>100.0%</b>

**TABLE 7**  
**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM**  
**FISCAL SUMMARY**

<b>CONTRACTOR</b>	<b>1988-89 EXPENSES</b>	<b>1989-90 EXPENSES</b>	<b>1990-91 EXPENSES</b>	<b>1991-92 EXPENSES</b>	<b>1992-93 AWARD</b>	<b>1993-94 AWARD</b>
<b>ALBANY COUNTY</b>						
Albany Mediation Program	\$35,500	\$35,500	\$39,600	\$42,000	\$44,500	\$47,160
<b>BROOME &amp; TIOGA COUNTIES</b>						
ACCORD - (Broome & Tioga)	\$61,000	\$61,000	\$68,600	\$72,700	\$101,100	\$107,200
<b>CAYUGA COUNTY</b>						
Cayuga County Dispute Resolution Center	\$19,620	\$19,944	\$17,394	\$26,000	\$23,722	\$27,560
<b>CHEMUNG, SCHUYLER &amp; STEUBEN COUNTIES</b>						
Neighborhood Justice Project	\$85,000	\$85,000	\$94,000	\$99,700	\$105,680	\$112,000
<b>COLUMBIA &amp; GREENE COUNTIES</b>						
Common Ground	\$44,325	\$46,000	\$48,829	\$52,000	\$55,100	\$58,400
<b>DELAWARE &amp; CHENANGO COUNTIES</b>						
Dispute Resolution Center	\$42,000	\$42,000	\$46,000	\$48,800	\$51,800	\$54,900
<b>DUTCHESS COUNTY</b>						
Community Dispute Resolution Center	\$37,500	\$37,359	\$41,500	\$44,000	\$44,000	\$49,000
<b>ERIE, ALLEGANY, CHAUTAUQUA, NIAGARA, CATTARAUGUS WYOMING, GENESEE &amp; ORLEANS COUNTIES</b>						
Dispute Resolution Center	\$236,000	\$236,000	\$259,600	\$275,200	\$291,800	\$309,300
<b>FULTON, MONTGOMERY &amp; SCHOHARIE COUNTIES - Tri-County Center for</b>						
Dispute Resolution	\$43,000	\$43,000	\$48,000	\$70,000	\$70,000	\$74,200
<b>HERKIMER COUNTY</b>						
Community Dispute Resolution Program	\$21,983	\$22,000	\$24,800	\$27,000	\$28,700	\$35,000
<b>JEFFERSON COUNTY</b>						
Community Dispute Resolution Center	\$38,941	\$39,000	\$43,000			
Jeff-Lewis Mediation Center				\$46,000	\$48,000	\$50,900
<b>KINGS &amp; QUEENS COUNTIES</b>						
Victim Services Agency	\$213,000	\$213,000	\$232,400	\$256,300	\$264,000	\$279,800
<b>MONROE, LIVINGSTON, ONTARIO, WAYNE, SENECA &amp; YATES COUNTIES</b>						
Center for Dispute Settlement, Inc.	\$204,000	\$197,869	\$224,400	\$238,000	\$252,300	\$295,600
<b>NASSAU COUNTY</b>						
Community Dispute Center (AAA) Mediation Alternative Project	\$44,000	\$44,000	\$48,000	\$6,180	\$0	\$0
(1992-93 includes Suffolk Co.)	\$40,000	\$40,000	\$44,000	\$85,000	\$92,000	\$193,800
<b>NEW YORK &amp; BRONX COUNTIES</b>						
IMCR Dispute Resolution Center	\$213,000	\$213,000	\$232,400	\$250,199	\$264,000	\$279,800
<b>NEW YORK COUNTY</b>						
Washington Heights-Inwood Coalition	\$53,000	\$53,000	\$58,000	\$61,500	\$65,200	\$69,100
<b>Subtotal of Page</b>	<b>\$1,431,869</b>	<b>\$1,427,672</b>	<b>\$1,570,523</b>	<b>\$1,700,579</b>	<b>\$1,801,902</b>	<b>\$2,043,720</b>

*(continued on Page 2 of Table 7)*

PAGE 2 OF TABLE 7

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

FISCAL SUMMARY

CONTRACTOR	1988-89 EXPENSES	1989-90 EXPENSES	1990-91 EXPENSES	1991-92 EXPENSES	1992-93 AWARD	1993-94 AWARD
<b>ONEIDA COUNTY</b>						
CDRP (Oneida)	\$45,618	\$46,000	\$50,000	\$53,000	\$56,200	\$59,600
CDRP (Oneida & Herkimer)						
<b>ONONDAGA, OSWEGO, CORTLAND &amp; MADISON COUNTIES</b>						
New Justice	\$103,876	\$104,000	\$114,000	\$121,000	\$125,000	\$132,500
<b>ONONDAGA COUNTY</b>						
Volunteer Center	\$36,115	\$37,981	\$40,000	\$41,730	\$44,400	\$47,060
<b>ORANGE AND PUTNAM COUNTIES</b>						
Orange County Mediation Project (Putnam)	\$61,000	\$61,000	\$67,000	\$71,000	\$75,000	\$79,500
<b>OTSEGO COUNTY</b>						
Agree-A Center for Dispute Settlement Mediation Services, Inc.	\$28,000	\$28,000	\$31,000	\$32,900	\$34,900	\$37,000
<b>RENSSELAER COUNTY</b>						
Community Dispute Settlement Program	\$29,000	\$29,000	\$32,000	\$34,000	\$36,100	\$38,260
<b>RICHMOND COUNTY</b>						
Staten Island Community Dispute Resolution Center	\$78,808	\$56,059	\$92,449	\$98,223	\$107,000	\$113,400
<b>ROCKLAND COUNTY</b>						
Volunteer Mediation Center	\$30,000	\$30,000	\$33,000	\$35,000	\$37,100	\$39,320
<b>ST. LAWRENCE, FRANKLIN, ESSEX, CLINTON, &amp; HAMILTON COUNTIES</b>						
Northern NY Ctr. for Conflict Resolution (St. Lawrence/Franklin/Essex/Clinton)	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED	COMBINED
(St. Lawr./Frank./Essex/Clinton/Hamilton)	\$92,000	\$92,000	\$101,000	\$107,100	\$110,000	\$116,600
<b>SARATOGA, WARREN &amp; WASHINGTON COUNTIES</b>						
Dispute Settlement Program	\$60,000	\$60,000	\$66,000	\$70,000	\$76,000	\$80,560
<b>SCHENECTADY COUNTY</b>						
Community Dispute Settlement Program	\$32,000	\$32,000	\$36,100	\$38,300	\$40,600	\$42,296
<b>SUFFOLK COUNTY</b>						
Community Mediation Center, Inc.	\$86,000	\$81,676	\$90,300	\$95,800	\$23,950	\$0
<b>TOMPKINS COUNTY</b>						
Community Dispute Resolution Center	\$32,000	\$32,000	\$35,700	\$37,900	\$40,200	\$42,600
<b>ULSTER &amp; SULLIVAN COUNTY</b>						
Ulster/Sullivan Mediation, Inc.	\$56,000	\$56,000	\$54,573	\$62,600	\$65,292	\$69,200
<b>WESTCHESTER COUNTY</b>						
Westchester Mediation Center of CLUSTER	\$72,465	\$75,000	\$64,361	\$89,700	\$87,166	\$99,700
Subtotal of Page	\$842,882	\$820,716	\$907,483	\$988,253	\$958,908	\$997,596
<b>GRAND TOTAL</b>	<b>\$2,274,751</b>	<b>\$2,248,388</b>	<b>\$2,478,006</b>	<b>\$2,688,832</b>	<b>\$2,760,810</b>	<b>\$3,041,316</b>

**TABLE 8**

**COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM**

**COST ANALYSIS**

\*

CATEGORY	1987-88	1988-89	1989-90	1990-91	1991-92	1992-93
Total State Expense	\$1,921,541	\$2,258,679	\$2,231,751	\$2,467,388	\$2,695,980	\$2,760,810
Number of Cases Screened As Appropriate for Dispute Resolution	39,551	41,365	39,231	43,932	45,786	43,668
Cost per Case Screened As Appropriate for Dispute Resolution	\$48.58	\$54.60	\$56.89	\$56.16	\$58.88	\$63.22
Number of Conciliations, Mediations and Arbitrations	20,066	20,139	18,838	22,495	23,684	24,049
Cost per Conciliation, Mediation and Arbitration	\$95.76	\$112.15	\$118.47	\$109.69	\$113.83	\$114.80
Persons Served Through All Cases Screened Appropriate for a Dispute Resolution Process	92,495	95,563	91,326	102,514	105,478	106,388
Cost per Person Served	\$20.77	\$23.64	\$24.44	\$24.07	\$25.56	\$25.95
Persons Served Through an Actual Conciliation, Mediation or Arbitration Process	56,678	56,139	53,526	61,861	63,412	68,179
Cost per Person Served	\$33.90	\$40.23	\$41.69	\$39.89	\$42.52	\$40.49

\*  
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, 1992 THROUGH MARCH 31, 1993  
CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Concil- lation	Med.	Med.- No	Arbi- trated	Unamen.	Comp.	Respond	Both	Comp.	Respond	Both	Complint. Dismiss.	Other	- Unable to Contact -			Undesi- gnated	Totals
		Agree- ment	Agree- ment		for Med- iation	Refuse to Med.	to Med. to Med.	to Med. to Med.	No Show	No Show	No Show			Compl.	Resp.	Either		
Missing	44	82	20	1	15	14	15	4	7	7	48	14	10	7	1	1	9	299
Aggravated Assault	2	10	2	0	4	1	3	0	1	0	5	1	1	1	0	1	0	32
Aggravated Harassment	84	283	23	9	27	73	31	11	28	19	240	13	9	19	12	5	1	887
Animal Complaint	11	36	7	7	3	5	13	3	7	1	1	11	1	2	7	1	0	116
Arson	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Assault	168	1,211	139	62	128	66	26	16	130	85	877	135	18	19	11	9	3	3,103
Behavior/Truancy	72	187	25	0	18	5	28	3	0	1	6	28	29	6	16	1	6	431
Breach of Contract	3026	1,179	564	89	413	71	588	27	27	286	38	152	71	35	690	31	6	7,293
Burglary	3	19	2	8	2	2	0	0	1	2	1	0	0	1	2	0	0	43
Criminal Misappropriation of Property	5	26	4	0	7	0	2	0	6	3	39	4	2	2	1	0	0	101
Criminal Mischief	49	264	40	78	9	30	21	8	24	18	130	24	6	30	20	11	0	762
Criminal Tampering	0	1	0	0	2	2	0	0	0	1	7	0	0	0	0	0	0	13
Criminal Trespass	15	40	13	3	3	10	6	2	2	3	23	4	2	4	7	6	0	143
Custody/Support/ and Visitation	170	740	125	1	87	42	186	17	9	21	19	84	103	23	65	20	7	1,719
Divorce/Separation	27	95	43	0	15	9	55	12	0	0	4	35	39	6	16	4	1	361
Forgery	2	10	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	15
Fraud-Bad Check	108	30	10	2	5	4	89	0	0	6	9	6	4	2	38	0	1	314
Grand Larceny	3	5	0	5	1	0	0	0	0	0	0	0	0	1	1	0	0	16
Harassment	1038	4,958	741	81	539	302	345	38	543	521	4,159	980	95	135	169	54	11	14,709
Housing Dispute	1431	337	102	17	234	133	321	14	26	43	116	187	108	93	88	21	12	3,283
Interpersonal Dispute	768	1,113	200	7	147	102	367	36	33	47	294	148	104	28	97	39	19	3,549
Larceny	6	14	5	0	1	2	3	0	0	1	8	2	1	1	2	0	0	46
Menacing	42	150	21	8	13	11	3	2	23	21	160	26	3	4	0	3	1	491
Noise	66	215	25	8	23	10	26	0	9	32	102	40	8	5	8	3	1	581
Personal/Real Property	306	374	225	40	66	30	239	10	9	21	22	92	35	11	93	13	3	1,589
Petit Larceny	24	108	8	23	12	45	11	2	7	16	55	8	1	25	18	4	0	367
PINS	10	33	8	0	6	9	1	1	0	2	3	4	13	1	2	2	1	96
<b>Subtotal</b>	<b>7,480</b>	<b>11,521</b>	<b>2,354</b>	<b>449</b>	<b>1,782</b>	<b>978</b>	<b>2,379</b>	<b>206</b>	<b>892</b>	<b>1,157</b>	<b>6,367</b>	<b>1,998</b>	<b>663</b>	<b>461</b>	<b>1,364</b>	<b>229</b>	<b>82</b>	<b>40,362</b>

(Continued on page 2 of Table 9)

APRIL 1, 1992 THROUGH MARCH 31, 1993  
 CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Conciliation	Med. Agree-	Med.- No Agree-	Unamen. Arbi- for Med- iation	Comp. Refuse to Med.	Respond to Med.	Both refuse to Med.	Comp. No Show	Respond No Show	Both No Show	Complnt. Dismiss. Other	- Unable to Contact -			Undesi- gnated	Totals			
		ment	ment			Arbi- trated		to Med.	to Med.			Compl.	Respd.	Either					
Criminal Possession																			
of Stolen Property	4	7	1	6	1	0	1	0	1	3	0	0	0	0	0	0	0	0	24
Reckless Endangerment	5	25	2	1	4	7	4	0	2	3	9	1	0	1	0	0	0	0	64
Robbery	3	8	0	2	2	0	0	0	1	0	1	1	0	0	0	0	0	0	18
Theft of Services	48	121	63	1	4	4	35	1	0	4	4	2	1	0	5	0	0	0	293
Unauthorized Use of																			
a Vehicle	2	8	2	6	2	5	4	0	0	0	2	1	1	0	1	4	0	0	38
Vandalism	1	1	3	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	8
Violation of																			
Town/City Ordinance	1	3	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	8
Other	318	900	239	4	125	9	162	6	7	378	45	94	36	2	14	1	4	0	2,344
<b>Mobile Home Disputes Only</b>																			
Equipment Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Eviction	3	5	0	0	1	0	3	0	0	0	0	0	0	0	1	0	1	0	14
Fee Dispute	39	90	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	133
Habitability	84	203	1	0	1	2	3	0	1	0	0	14	2	1	0	0	1	0	313
Occupancy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Retaliation Dispute	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Right To Sell	3	9	1	0	0	1	2	0	0	0	0	1	0	0	0	0	0	0	17
Rules & Regulations	6	11	2	0	0	0	6	0	0	2	0	1	1	0	0	0	0	0	29
Sublets	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subtotal	518	1,393	314	20	141	31	223	7	11	388	64	117	42	4	22	5	6	0	3,306
<b>GRAND TOTALS</b>	<b>7,998</b>	<b>12,914</b>	<b>2,668</b>	<b>469</b>	<b>1,923</b>	<b>1,009</b>	<b>2,602</b>	<b>213</b>	<b>903</b>	<b>1,545</b>	<b>6,431</b>	<b>2,115</b>	<b>705</b>	<b>465</b>	<b>1,386</b>	<b>234</b>	<b>88</b>	<b>0</b>	<b>43,668</b>
Percent of Total	18.3%	29.6%	6.1%	1.1%	4.4%	2.3%	6.0%	0.5%	2.1%	3.5%	14.7%	4.8%	1.6%	1.1%	3.2%	0.5%	0.2%	0	100.0%

27

**TABLE 10**  
**CROSS TABULATION OF RELATIONSHIP AND DISPOSITION - APRIL 1, 1992 THROUGH MARCH 31, 1993**

Relationship	Unknown	Conciliated	Med.	Med.-No	Arbitrated	Unamen-able	Compl.	Respond	Both	Compl. No Show	Respond	Both	Compl.	Other	-Unable to Contact-			Total
			Agree-ment	Agree-ment			Refuses to Med.	Refuse to Med.	Refuse to Med.		No Show	No Show	No Show		Dismiss	Compl.	Resp.	
Acquaintances	16	634	2,828	353	90	194	209	198	31	270	268	2,208	416	67	96	114	49	8,041
Boy/Girlfriend	0	75	109	16	1	27	15	13	6	5	8	55	25	10	7	9	7	388
Client/Agency	2	240	963	288	0	122	0	110	0	1	485	0	117	7	0	0	0	2,335
Consumer/Merchant	9	1,216	835	362	63	126	79	491	14	15	39	61	91	69	25	280	21	3,796
Divorced	2	55	177	66	4	38	13	75	4	4	11	5	22	31	11	32	3	553
Employer/Employee	2	75	142	34	11	19	12	54	1	16	13	79	20	9	5	10	4	506
Ex-Boy/Girlfriend	5	177	553	69	27	104	50	104	9	54	29	327	90	44	35	63	18	1,758
Extended Family	1	86	284	39	15	22	22	42	7	46	24	231	44	18	17	15	2	915
Friend	1	182	602	56	13	37	33	67	12	29	24	218	31	24	15	31	4	1,379
House/Roommate	0	63	87	20	6	6	4	13	3	11	4	107	20	3	5	12	2	366
Immediate Family	7	275	510	101	6	120	52	130	21	7	13	71	93	82	26	41	17	1,572
Indiv./Corporation	2	2,534	53	159	8	347	58	65	4	4	7	5	31	44	45	389	2	3,757
Landlord/Tenant	14	1,273	1,520	379	69	286	168	586	20	144	171	849	395	100	69	157	28	6,228
Married	3	81	203	71	0	60	27	90	18	3	3	32	58	44	14	30	11	748
Neighbor	6	595	2,845	417	104	240	165	358	26	219	250	1,670	528	69	59	133	39	7,723
Other	11	224	528	91	14	73	47	71	13	37	149	220	64	20	13	11	8	1,594
Separated	5	83	326	58	2	44	21	74	15	8	6	22	42	42	7	28	7	790
Stranger	2	130	349	89	36	58	34	61	9	30	41	271	28	22	16	31	12	1,219
<b>TOTALS</b>	<b>88</b>	<b>7,998</b>	<b>12,914</b>	<b>2,668</b>	<b>469</b>	<b>1,923</b>	<b>1,009</b>	<b>2,602</b>	<b>213</b>	<b>903</b>	<b>1,545</b>	<b>6,431</b>	<b>2,115</b>	<b>705</b>	<b>465</b>	<b>1,386</b>	<b>234</b>	<b>43,668</b>
<b>PERCENT OF TOTAL</b>	<b>0.20%</b>	<b>18.32%</b>	<b>29.57%</b>	<b>6.11%</b>	<b>1.07%</b>	<b>4.40%</b>	<b>2.31%</b>	<b>5.96%</b>	<b>0.49%</b>	<b>2.07%</b>	<b>3.54%</b>	<b>14.73%</b>	<b>4.84%</b>	<b>1.61%</b>	<b>1.06%</b>	<b>3.17%</b>	<b>0.54%</b>	<b>100.00%</b>

**TABLE 11**  
**CROSS TABULATION OF REFERRAL SOURCE AND DISPOSITION - APRIL 1, 1992 THROUGH MARCH 31, 1993**

Referral Source	Unknown	Conciliated	Med.	Med.-No	Arbitrated	Unamen-able	Compl.	Respond	Both	Compl. No Show	Respond	Both	Compl.	Other	-Unable to Contact-			Total
			Agree-ment	Agree-ment			Refuses to Med.	Refuse to Med.	Refuse to Med.		No Show	No Show	No Show		Dismiss	Compl.	Resp.	
Business/Corp.	3	261	9	1	1	2	2	62	0	0	0	0	6	0	1	106	0	454
Child/Adult Prot.	0	7	14	3	0	2	6	3	3	0	0	4	6	1	1	1	1	52
City Courts	17	1,448	5,961	1,286	337	572	356	376	52	586	527	4,839	844	145	207	215	68	17,836
County Courts	0	4	6	2	0	0	3	2	0	0	0	0	0	1	0	3	0	21
District Attorney	1	36	212	45	33	16	92	45	14	31	26	69	34	16	24	37	13	744
Div. of Housing	3	125	330	4	0	2	6	22	1	1	5	0	25	2	1	0	0	527
Family Courts	4	62	550	102	0	37	28	83	17	26	19	27	42	73	9	37	21	1,137
Legal Aid	1	140	42	13	4	23	12	88	3	2	1	2	30	21	7	16	3	408
Media	3	105	61	26	1	31	5	101	11	1	5	3	48	15	5	45	2	468
Other	1	164	281	41	3	47	17	72	5	32	37	156	31	18	6	20	3	934
Police	7	705	1,145	129	38	312	124	248	11	108	145	840	445	59	44	176	41	4,577
Private Agency	1	2,107	75	164	8	263	7	66	3	2	1	4	33	44	6	402	3	3,189
Private Attorney	1	60	48	16	5	15	7	52	0	1	6	7	26	17	2	15	3	281
Probation	5	49	125	17	0	21	15	43	3	0	1	6	28	10	16	15	6	360
Public Agency	12	952	1,316	354	7	210	41	391	11	16	619	11	213	56	17	58	8	4,292
Public Defender	0	1	2	0	0	1	1	2	0	0	0	0	0	0	0	0	1	8
Religious	1	7	3	1	0	1	1	2	1	0	1	2	1	3	2	1	1	28
School	3	299	1,065	98	1	25	20	43	16	4	12	6	24	24	4	8	1	1,653
Sheriff	4	47	37	5	0	5	10	23	3	4	4	2	5	3	8	5	5	170
State/Police	0	13	9	0	0	2	4	12	2	0	0	0	9	4	0	0	1	56
Town/Village Court	4	220	482	145	12	46	110	213	36	35	26	6	31	45	48	51	46	1,556
Walk-in	10	1,129	1,075	204	18	249	132	636	20	53	103	444	229	141	52	170	7	4,672
Unrecorded	7	57	66	12	1	41	10	17	1	1	7	3	5	9	4	4	0	245
<b>TOTALS</b>	<b>88</b>	<b>7,998</b>	<b>12,914</b>	<b>2,668</b>	<b>469</b>	<b>1,923</b>	<b>1,009</b>	<b>2,602</b>	<b>213</b>	<b>903</b>	<b>1,545</b>	<b>6,431</b>	<b>2,115</b>	<b>705</b>	<b>465</b>	<b>1,386</b>	<b>234</b>	<b>43,668</b>
<b>PERCENT OF TOTAL</b>	<b>0.20%</b>	<b>18.32%</b>	<b>29.57%</b>	<b>6.11%</b>	<b>1.07%</b>	<b>4.40%</b>	<b>2.31%</b>	<b>5.96%</b>	<b>0.49%</b>	<b>2.07%</b>	<b>3.54%</b>	<b>14.73%</b>	<b>4.84%</b>	<b>1.61%</b>	<b>1.06%</b>	<b>3.17%</b>	<b>0.54%</b>	<b>100.00%</b>

TABLE 12

APRIL 1, 1992 THROUGH MARCH 31, 1993  
 CROSS TABULATION OF TYPE OF DISPUTE AND DISPOSITION

Case Disposition	Civil		Criminal		Criminal		Juvenile		Unknown		Civil-		Total	
	Count	Percent	Felony	Percent	Misd- meanor	Percent	Count	Percent	Count	Percent	Home	Percent	Count	Percent
Conciliated	6,218	28.7%	15	7.2%	1,253	6.6%	374	18.1%	23	10.4%	115	24.9%	7,998	18.3%
Mediated with Agreement	4,888	22.5%	96	46.4%	6,482	34.1%	1,096	53.1%	60	27.1%	292	63.3%	12,914	29.6%
Mediated w/ No Agreement	1,571	7.2%	4	1.9%	932	4.9%	140	6.8%	18	8.1%	3	0.7%	2,668	6.1%
Arbitrated	184	0.8%	41	19.8%	241	1.3%	1	0.0%	2	0.9%	0	0.0%	469	1.1%
Unamenable	1,172	5.4%	3	1.4%	686	3.6%	47	2.3%	13	5.9%	2	0.4%	1,923	4.4%
Compl. Refuses to Mediate	458	2.1%	9	4.3%	486	2.6%	44	2.1%	7	3.2%	5	1.1%	1,009	2.3%
Respond. Refuses to Mediate	2,150	9.9%	7	3.4%	361	1.9%	62	3.0%	6	2.7%	16	3.5%	2,602	6.0%
Both Refuse to Mediate	140	0.6%	2	1.0%	56	0.3%	14	0.7%	1	0.5%	0	0.0%	213	0.5%
Compl. No Show	135	0.6%	5	2.4%	739	3.9%	17	0.8%	7	3.2%	0	0.0%	903	2.1%
Respond. No Show	831	3.8%	4	1.9%	679	3.6%	19	0.9%	10	4.5%	2	0.4%	1,545	3.5%
Both No Show	565	2.6%	9	4.3%	5,672	29.8%	137	6.6%	48	21.7%	0	0.0%	6,431	14.7%
Compl. Dismisses Case	1,154	5.3%	3	1.4%	884	4.6%	45	2.2%	11	5.0%	18	3.9%	2,115	4.8%
Other	547	2.5%	4	1.9%	123	0.6%	26	1.3%	3	1.4%	2	0.4%	705	1.6%
Unable to Contact Compl.	249	1.1%	3	1.4%	196	1.0%	13	0.6%	3	1.4%	1	0.2%	465	1.1%
Unable to Contact Respond.	1,221	5.6%	2	1.0%	140	0.7%	18	0.9%	3	1.4%	2	0.4%	1,386	3.2%
Unable to Contact Either	150	0.7%	0	0.0%	78	0.4%	4	0.2%	2	0.9%	0	0.0%	234	0.5%
Undesignated	53	0.2%	0	0.0%	20	0.1%	8	0.4%	4	1.8%	3	0.7%	88	0.2%
<b>TOTALS</b>	<b>21,686</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>19,028</b>	<b>100%</b>	<b>2,065</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>461</b>	<b>100%</b>	<b>43,668</b>	<b>100%</b>

**APPENDIX A**

***Community Dispute Resolution Centers***

***By County***

NEW YORK STATE COMMUNITY DISPUTE RESOLUTION CENTERS

Rev. 9-93

Albany County  
 Terri Lynn Dwyer, Director  
 Albany Mediation Program  
 20 Ontario Street  
 Albany, New York 12206  
 (518) 463-3686/Fax #(518) 463-3680

Albany County \*\*  
 Judith A. Peter, Director  
 La Venture, Coordinator  
 Dispute Settlement Center of  
 Albany County  
 10 West State Street  
 Albany, New York 12242  
 (518) 373-5133

Albany County  
 Terri Monaghan, Director\*  
 ALBANY COUNTY  
 100 Cutler House  
 100 Front Street  
 Albany, New York 12242  
 (518) 724-5153

Cattaraugus County \*\*  
 Judith A. Peter, Director  
 La Venture, Coordinator  
 Dispute Settlement Center of  
 Cattaraugus County  
 10 West State Street  
 Getzville, New York 14760  
 (518) 373-5133

Chautauque County  
 John W. McMullen, Director  
 Chautauque County Dispute  
 Resolution Center, Inc.  
 21 North Seneca Street  
 Getzville, New York 14760  
 (518) 834-6881

Columbia County\*\*  
 Judith A. Peter, Director  
 Lou Blixt, Coordinator  
 Dispute Settlement Center of  
 Columbia County  
 Westtown Municipal Building  
 10 East Third Street  
 Westtown, New York 14701  
 (518) 664-4223

Columbia County  
 David Rynders, Esq., Director\*  
 Neighborhood Justice Project  
 15 Lake Street  
 Westira, New York 14901  
 (518) 734-3338/Fax #(607) 734-6512

Chenango County  
 Michael Haehnel, Director  
 Dispute Resolution Center  
 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.  
 Clinton County Government Center  
 P.O. Box 1018  
 Plattsburgh, New York 12901  
 (518) 565-4827

Columbia County  
 Judy Clearwater, Acting Director  
 Common Ground Dispute Resolution, Inc.  
 11 William Street, Suite 2  
 Catskill, New York 12414  
 (518) 943-0523

Cortland County  
 John McCullough, Director  
 Christina Coyne, Coordinator  
 Cortland County NEW JUSTICE  
 111 Port Watson Street  
 Cortland, New York 13045  
 (607) 753-6952

Delaware County  
 Michael Haehnel, Director\*  
 Ruth Hanson, Coordinator  
 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\*  
 Dispute Settlement Ctr., Regional Ofc.  
 346 Delaware Avenue  
 Buffalo, New York 14202  
 (716) 856-7180\Fax #716 - 856-7287  
 ext. 288 - Judith Peter  
 ext. 287 - David Polino

Essex County  
 Kyle Blanchfield, J.D., Director  
 David Anderson, Coordinator  
 Northern New York Center For  
 Conflict Resolution, Inc.  
 Essex County Center  
 Hubbard Hall, P.O. Box 595  
 Elizabethtown, New York 12932  
 (518) 873-9910

Franklin County  
 Kyle Blanchfield, J.D., Director  
 Margaret Payment, Coordinator  
 Northern New York Centers For  
 Conflict Resolution, Inc.  
 62 Pine Street  
 Tupper Lake, New York 12986  
 (518) 359-2175 or  
 (518) 483-7498 Malone

Fulton/Montgomery Counties  
 Judith Reichenenthal, Director\*  
 Tri-County Mediation Center  
 1 Kimball Street  
 Amsterdam, New York 12010  
 (518) 842-4202

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

Greene County  
 Judith Clearwater, Acting Director  
 Common Ground Dispute Resolution, Inc.  
 11 William Street, Suite 2  
 Catskill, New York 12414  
 (518) 943-0523

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  
 Annmarie Adams, Director  
 Community Dispute Resolution Program  
 c/o Catholic Family and Community  
 Services  
 61 West Street  
 Ilion, New York 13357  
 (315) 894-9917

Administrator's Office  
 Call Toll Free within Western New York (716 area code) 1-800-828-5000.

Person County

Shirley E. Baker, Director\*  
Off-Lewis Mediation Center  
- Woolworth Building  
Sartown, New York 13601  
(518) 785-0333

Warren County

Shirley E. Baker, Director  
Off-Lewis Mediation Center  
122 Dayan Street  
Warrenville, New York 13367  
(518) 376-7991

Washington County

Andrew Thomas, Executive Director  
Christina J. Rosenthal, Coordinator  
Center for Dispute Settlement, Inc.  
Washington Co. Satellite Ofc.  
41 Lakeville Road  
Hudson, New York 14454  
(518) 243-4410

Madison County

John McCullough, Director  
Anthony Diekmann, Coordinator  
Madison Co. NEW JUSTICE Conflict  
Resolution Services, Inc.  
2 Farrier Avenue  
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