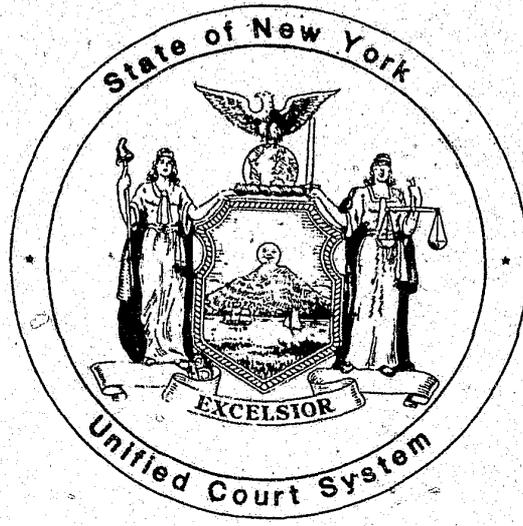


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THE COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

ANNUAL REPORT

APRIL 1, 1986 TO MARCH 31, 1987

107130

ALBERT M. ROSENBLATT
Chief Administrative Judge

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



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

107130

ALBERT M. ROSENBLATT
 Chief Administrative Judge

August 12, 1987

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

Dear Governor Cuomo:

Pursuant to Chapter 847 of the Laws of 1981, I transmit the annual report of the activities of the Community Dispute Resolution Centers Program covering the fiscal period from April 1, 1986 to March 31, 1987.

The Community Dispute Resolution Centers Program, now in its sixth year, was available as an alternative to the formal court proceedings for citizens in 56 New York counties during fiscal year 1986-87. Through the work of the 240 staff members of the community programs and 1,484 volunteer mediators, over 20,000 conciliation, mediation and arbitration sessions were conducted.

Chief Judge 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,

Albert M. Rosenblatt

Albert M. Rosenblatt

107130

U.S. Department of Justice
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HIGHLIGHTS OF THE ANNUAL PROGRESS REPORT
OF THE NEW YORK
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
APRIL 1, 1986 TO MARCH 31, 1987

* There are community dispute resolution centers serving the citizens and justice system in 56 New York State counties providing 98% of the population of the state with access to this resource.

* During the 1986-87 fiscal year, new centers were developed in the following three counties: Cortland, Madison and Warren.

* In fiscal year 1986-87, the community dispute resolution centers reported 97,023 contacts and referrals and provided a variety of dispute resolution services for the citizens and justice system in the State of New York.

* In fiscal year 1986-87, the centers conducted 20,668 conciliations, mediations and arbitrations serving 50,935 persons. This is an 11.6% increase over the past year. Another 103,579 persons received other related services from the community dispute resolution centers.

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

* Community dispute resolution centers receive an individual monthly management report on their program's workload from the

Office of Court Administration to assist them in the effective administration of their program. The report compares their activity to the prior month and provides year to date statistics with technical assistance comments.

* Community dispute resolution centers are reviewed by the Office of Court Administration through performance guidelines, on-site visits, regional meetings, directors meetings, fiscal audits as necessary and are provided on-going technical assistance.

* Community dispute resolution centers submit quarterly progress and financial reconciliation reports and receive timely feedback on their activities.

* Training for new mediators is conducted by state approved instructors who follow an established set of state curriculum guidelines.

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

* There are 1,484 citizens serving as volunteer mediators in the dispute resolution centers in the State of New York.

* The average volunteer citizen mediator in New York is 46 years old, college plus education with three and a half years experience in the dispute resolution field.

* Major efforts are made through the media and public speaking by the Office of Court Administration and individual community dispute resolution centers to inform and educate the public and the justice system concerning the merits of this alternative dispute resolution process.

* The majority of the referrals to the community dispute resolution centers are from the courts 67.4%, followed by walk-ins 9.9%, police and sheriffs' departments 7.7% and district attorneys 4.6%. This indicates that the community dispute resolution centers are relieving the justice system of a number of criminal, civil and family matters through this alternative resource.

* 45.7% of the cases involve allegations of harassment, 15.2% assault, 6.5% interpersonal disputes, 4.7% breach of contract, 4.4% housing disputes and 4.3% personal/real property.

* 23.5% of the disputes are between neighbors, 21.3% acquaintances, 13.2% landlord/tenant, 8.1% consumer/merchant and 5.7% ex-boyfriend/girlfriend.

* 71.1% of the conflicts involve matters of a criminal nature, 23.2% civil matters and 5% juvenile problems.

* Community dispute resolution centers are serving women and men of all age categories, races and ethnic backgrounds, and all employment, income and educational levels.

* The average number of people served per dispute resolution session is 3.

* It is taking 14 days from intake to final disposition for the average dispute resolution case.

* The average time per dispute resolution is one hour and twenty-six minutes.

* In 87% of the matters that reach the mediation stage, a successful resolution is attained by both parties.

* In fiscal year 1986-87, \$569,768 was awarded in the form of restitution to New York citizens through the dispute resolution centers.

* In fiscal year 1986-87, the average state cost per case screened was \$18.46. The average cost per conciliation, mediation or arbitration was \$86.67 and the average cost per individual served through a conciliation, mediation or arbitration was \$35.17.

* 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.

* Chapter 837, of the Laws of 1986, signed by Governor Mario M. Cuomo on August 2, 1986, provides that selected felonies may be referred to dispute resolution. The effective date was November 1, 1986.

* Expansion of the Community Dispute Resolution Centers Program is planned in fiscal year 1987-88 to include a number of the following counties: Cayuga, Chenango, Clinton, Essex, Hamilton and Washington.

* Chief Judge Sol Wachtler's plan to establish cost-effective community alternative dispute resolution resources, available to citizens in every county of the State is on schedule and it is anticipated it will be reached by the end of 1988.

DEFINITION OF TERMS

For the purpose of this annual report the following definitions are offered:

1. Community Dispute Resolution Center

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

2. Contact

A contact is a unit of service provided to a walk-in client or to a client who has been referred to a center by the courts or another agency. The term is used to describe the following services: initial case screening, conciliations, arbitrations, mediations, resolutions and parties who have been referred to another agency. A contact is recorded when a unit of service has been provided to a specific party by personnel of a community dispute resolution center.

3. 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.

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 person who assists in the resolution of the dispute. A successful mediation results in a written binding agreement.

6. Arbitration

Arbitration is a procedure by which two or more parties in a dispute who cannot reach an agreeable solution 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 of their own accord to a community dispute resolution center for assistance in resolving a dispute.

9. Returnee to the Dispute Resolution Process

Persons who have completed the dispute resolution process and have had to come back for a second mediation on the same matter.

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

ANNUAL REPORT

APRIL 1 1986 TO MARCH 31, 1987

INTRODUCTION

The Community Dispute Resolution Centers Program of the Unified Court System of the State of New York was established on July 27, 1981, through Chapter 847, of the Laws of 1981. There are presently programs in 56 of the 62 New York State Counties providing 98% of the population of New York with access to a community-based alternative dispute resolution center.

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

During the 1986-87 fiscal year, new centers were developed in Cortland, Madison and Warren counties.

The Community Dispute Resolution Centers Program is under the supervision of the New York State Office of Court Administration which monitors and evaluates the individual programs. This supervision is accomplished through a case profile reporting system, from which data is compiled for monthly management reports and through quarterly progress and financial reconciliation reports. The Office of Court Administration also issues

performance guidelines, conducts fiscal audits and provides training, research and technical assistance. On-site visits, regional and program directors meetings and conferences are also conducted by the Office of Court Administration.

From April 1, 1986 to March 31, 1987, 97,023 contacts and referrals were reported by the centers which provided a number of services including assisting 50,935 persons through 20,668 conciliations, mediations and arbitrations (see Table 4). Another 103,579 persons received other related services from the community dispute resolution centers. \$569,768 was awarded in restitution to New York citizens during this year (see Table 1).

The majority of the referrals are from the court (67.3%), the police and sheriff's departments (7.7%) and the district attorneys (4.6%) indicating that the community dispute resolution centers are relieving the justice system of a number of criminal, civil and family matters. (see Table 5).

In 86.7% of the matters that reach the mediation stage, a successful resolution is attained.

In this annual report the following information is provided: a description of each community dispute resolution center by judicial district with current year statistics, a summary of the 1986-87 workload statistics, a summary of research projects in the statewide network, a mediator selection and profile survey, and a dispute resolution centers staff survey. We have also included a list of present staff members for the Office of Court Administration Community Dispute Resolution Centers Program, an account of public information efforts to publicize alternative

resolution, new legislation (Chapter 837, Laws of 1986), problems during April 1, 1986 to March 31, 1987 and conclusions.

THE NEW YORK COMMUNITY DISPUTE RESOLUTION CENTERS
BY JUDICIAL DISTRICTS

1st, 2nd, 11th & 12th Judicial Districts

Administrative Judge Milton L. Williams

Area Served: New York, Bronx, Kings, Queens and Richmond
Counties

Population Served: 7,071,030

Total Grants Awarded: \$465,000

Total Contacts and Referrals: 43,356

Total Cases Screened as Appropriate for

Dispute Resolution: 24,967

Total Conciliations, Mediations and Arbitrations: 11,120

New York City

New York County

IMCR Dispute Resolution Center

425 West 144th Street

New York, New York 10031

David Forrest, Jr., Esq., Director

(212) 690-5700

(IMCR) Manhattan Office

Summons Part of Criminal Court

346 Broadway

New York, New York 10007

Bronx County

IMCR Bronx Office

Bronx Criminal Court

215 East 161st Street

New York, New York 10451

The Institute for Mediation and Conflict Resolution (IMCR) is a private not-for-profit multi-purpose agency which was established in 1969 and has provided dispute resolution centers for New York City since 1975. It receives local funding from New York City. The program serves 2,596,648 citizens in New York and Bronx Counties with a director, one research information specialist, three (3) program coordinators, 7.3 intake coordinators, two (2) clerical, 3.6 other mediation related positions (16.9

full-time equivalent positions) and 50 volunteer citizen mediators.

In fiscal year 1986-87, the centers screened 18,941 contacts and referrals with 9,702 cases accepted as appropriate for dispute resolution resulting in 4,575 conciliations, mediations and arbitrations. This is a large volume program which receives 87% of its referrals from the court.

Northern Manhattan: New York County
Community Mediation Project
Washington Heights-Inwood Coalition
652 West 187th Street
New York, New York 10033

Dana Vermilye, Director
(212) 781-6722

The Washington Heights-Inwood Coalition is a multi-purpose not-for-profit agency which began to offer dispute resolution services in 1981. It receives local funding from the New York City Board of Education, Youth Bureau, Department of Housing Preservation and Development, Community Development Agency, New York Foundation and the United Methodist Church. The program serves the 200,000 citizens in the Washington Heights community with a director, 2.53 intake workers, part-time secretarial/bookkeeping, executive director support (4.71 full-time equivalent positions) and 34 volunteer citizen mediators.

During fiscal year 1986-87 the program screened 2,695 contacts and referrals with 459 cases accepted as appropriate for dispute resolution resulting in 305 conciliations and mediations.

This center has an ongoing relationship with Yeshiva University which evaluates performance with a special focus on the

problems of changing neighborhoods and different ethnic populations.

Kings and Queens Counties
Metropolitan Assistance Corporation
Victim Services Agency (V.S.A.)
2 Lafayette Street
New York, New York 10007

Christopher Whipple
Director of Mediation Services
(212) 577-7700

Kings County
Brooklyn Mediation Centers (V.S.A.)
Brooklyn Municipal Building
210 Joralemon Street, Room 618
Brooklyn, New York 11201

Christopher Whipple, Director
Susan Marcus, Coordinator
(718) 834-6671

Queens County
Queens Mediation Centers (V.S.A.)
119-45 Union Turnpike
Kew Gardens, New York 11375

Christopher Whipple, Director
James Goulding, Coordinator
(718) 793-1900

The Metropolitan Assistance Corporation/Victim Services Agency is a multi-purpose not-for-profit agency which began to offer dispute resolution services in 1981. It receives its local funding from New York City. The program serves 4,122,261 citizens in the two boroughs with a director, 3 program coordinators, 4.55 intake workers, 2.85 administrative assistants, 2 secretaries, 4 other mediation related positions (16.9 full-time equivalent positions) and 158 volunteer citizen mediators. During fiscal year 1986-87 the centers screened 16,199 contacts and referrals with 13,250 cases accepted as appropriate for

dispute resolution resulting in 5,715 conciliations and mediations.

This program has clinical alternative dispute resolution programs with Cardoza and Hofstra Law Schools and has implemented peer mediation programs in seven schools in the City. It is a large volume program which receives 95% of its referrals from the Summons Part of Criminal Court.

Richmond County
Staten Island Community Resolution Center
130 Stuyvesant Place
Staten Island, New York 10301

Vincent Mirenda, Director
(718) 720-9410

The Young Peoples Information Service is a multi-purpose not-for-profit agency which began the Staten Island Community Dispute Resolution Center in 1982. It receives local funding from the New York City Probation Department and the Staten Island College. The program serves 352,121 citizens in Richmond County with a director, a program coordinator, 1.85 intake coordinators, 1.08 secretaries (4.53 full-time equivalent positions) and 28 volunteer citizen mediators.

During fiscal year 1986-87 the program screened 5,521 contacts and referrals with 1,556 cases accepted as appropriate for dispute resolution resulting in 831 conciliations and mediations. This is an increase over fiscal year 1985-86 of 29% for contacts and referrals, 35% for cases accepted and 64% for conciliations and mediations.

3rd Judicial District

Administrative Judge Edward S. Conway
Area Served: Albany, Columbia, Greene, Rensselaer,
Sullivan, Ulster and Schoharie* Counties.
Population Served: 761,318
Total Grants Awarded: \$131,600
Total Contacts and Referrals: 2,989
Total Cases Screened as Appropriate
For Dispute Resolution: 1,441
Total Conciliations, Mediations and Arbitrations: 825

Albany County
Albany Mediation Program
P.O. Box 9140
Albany, New York 12209

Sheri Lynn Ackerman, Director
(518) 436-4958

The Albany Mediation Program is a single purpose not-for-profit agency opened in 1979, located at 442 Delaware Avenue in Albany with additional space in Albany Police Court and Colonie and Cohoes Town and Village Justice Courts. Local funding sources include United Way, Albany County, the municipalities of Colonie, Guilderland and Cohoes and private donations. The program serves the 285,909 citizens throughout the county with a director, part-time administrative assistant, clerical assistance (2.25 full-time equivalent positions) and 27 volunteer citizen mediators.

During fiscal year 1986-87 the center screened 880 contacts and referrals with 390 cases accepted as appropriate for dispute resolution resulting in 335 conciliations and mediations. Cases accepted for mediation rose 25% and conciliations and mediations increased 39% over 1985-86. The program receives the major portion of its referrals from city court (71.5%), town and village courts (11.3%) and is expanding into Family Court and schools.

*Schoharie County is in the 3rd Judicial District but is administered by the Tri-County Center and is reported in the 4th Judicial District.

Columbia County
Common Ground
Box 1
Hudson, New York 12534

Joanne Vilaghy, Director
Paul Rappaport, Coordinator
(518) 828-4611

Greene County
Common Ground
P.O. Box 329
1 Bridge Street
Catskill, New York 12414

Joanne Vilaghy, Director
Judith Clearwater, Coordinator
(518) 943-9205

Common Ground is administered through Columbia Opportunities, Inc., a not-for-profit multi-purpose community action program established in 1978. The dispute resolution component was developed in Columbia County in 1983 and in Greene County in 1985. The Greene County program had originally been developed in fiscal year 1983-84 by the Greene County Community Action Agency and was transferred to Columbia Opportunities, Inc. for cost effectiveness reasons. The local funding sources are Columbia County Division For Youth, Columbia Opportunities, Columbia County United Way, Greene County Division For Youth and Greene County Community Action.

The program serves the 100,348 citizens in Columbia and Greene Counties with locations in the cities of Hudson and Catskill through a director, 1.1 program coordinators, 1.12 secretarial assistance, a part-time bookkeeper, executive director support (4.03 full-time equivalent positions) and 32 volunteer citizen mediators.

During fiscal year 1986-87 the centers screened 1,161 contacts and referrals with 328 cases accepted as appropriate for dispute resolution resulting in 147 conciliations and mediations. This represents a 78% increase over last year in contacts and referrals, 33% increase in cases accepted and a 24% increase in conciliations and mediations.

Columbia County receives 38% of its referrals from the courts and 28% from walk-ins. Greene County receives 42% of its referrals from the courts with 26% from public agencies and 19% from walk-ins.

Rensselaer County
Community Dispute Settlement Program
35 State Street
Troy, New York 12180

John Berdy, Director
(518) 274-5920

The Community Dispute Settlement Program was established in 1978 by the United Urban Ministry a multi-purpose not-for-profit agency. Local funding sources include Rensselaer County, United Way, United Methodists, Troy Area United Ministry and the Howard and Bush Foundation. The program serves the 151,966 citizens throughout the county with a director and part-time intake coordinator, secretary, executive director support (1.84 full-time equivalent positions) and 24 volunteer citizen mediators.

During fiscal year 1986-87 the program screened 244 contacts and referrals with 165 cases accepted as appropriate for dispute resolution resulting in 84 conciliations and mediations. There was a slight decline in cases (6%) during this year. The program

receives 29% of its cases from the court and 21% from the police with 26% walk-ins.

This program has received a special grant from the Howard and Bush Foundation to implement a mediation program for a Rensselaer County elementary school.

Sullivan County
Mediation Services of Sullivan County
P.O. Box 947
Monticello, New York 12701

Clare Danielsson, Ph.D., Director
(914) 794-3377

Ulster County
Mediation Services of Ulster County
P.O. Box 726
New Paltz, New York 12561

Clare Danielsson, Ph.D., Director
(914) 794-3377

Mediation Services of Sullivan and Ulster County was administered by the Hudson Valley Institute for Conflict Resolution with the State University of New York at New Paltz. Next fiscal year, Ulster/Sullivan Mediation, Inc., a single purpose private not-for-profit agency will administer this two county program. The Ulster County Program began in October of 1983 adding Sullivan County in fiscal year 1984-85. The programs serve the 223,313 citizens of the two counties from offices in New Paltz and Monticello, from an office on the State University of New York campus at New Paltz and from Liberty Central School in Sullivan County. Funding sources include the Ulster County Division For Youth, Sullivan County Division For Youth, the Hudson Valley Institute For Conflict Resolution and the SUNY College at New Paltz. Staffing includes a director, one (1) administrative

assistant, part-time program coordinator with other part-time mediation support (3.05 full-time equivalent positions) and 40 volunteer citizen mediators.

During fiscal year 1986-87, the program accepted 558 cases as appropriate for dispute resolution resulting in 259 conciliations and mediations. There was a 12% drop in caseload with an 11% decrease in conciliations and mediations. This was caused in part by the delay in filling the position of director in the last quarter of the year.

The Ulster County Program receives 61% of its caseload from the courts with 16% from walk-ins. The Sullivan County Program receives 57% of its referrals from the courts with 12% from walk-ins and 16% from the schools.

4th Judicial District

Administrative Judge J. Raymond Amyot
Area Served: Franklin, Fulton, Montgomery, Schoharie*,
Saratoga, Schenectady, St. Lawrence and
Warren
Population Served: 656,044
Total Grants Awarded: \$113,251
Total Contacts and Referrals: 1,224
Total Cases Screened as Appropriate For
Dispute Resolution: 924
Total Conciliations, Mediations and Arbitrations: 437

Fulton/Montgomery/Schoharie Counties
Tri-County Center For Dispute Resolution
39 East Main Street
Fonda, New York 12068

Nancy Betz, Director
(518) 853-4611

*Schoharie County is in the 3rd Judicial District but is administered by the Tri-County Center and is reported in the 4th Judicial District.

The Tri-County Center For Dispute Resolution is administered through the Mid-Mohawk Legal Services, Inc., a multi-purpose not-for-profit corporation established in 1979. The dispute resolution component began in fiscal year 1983-84. Local funding sources include Montgomery County, Fulton County, Mid-Mohawk Legal Services and Schoharie County Community Action Program. The program serves the 138,302 citizens in the three counties with offices in Fonda, Amsterdam, Johnstown, Gloversville and Cobleskill staffed by a director, an intake coordinator, a part-time secretary (2.25 full-time equivalent positions) and 21 volunteer citizen mediators.

During fiscal year 1986-87 the Center screened 169 contacts and referrals with 160 cases accepted as appropriate for dispute resolution resulting in 70 conciliations and mediations. This was a 35% drop in caseload from last year with 20% fewer conciliations and mediations. This was due primarily to a long delay in hiring a new program director. Although services continued, outreach was minimal. The Center receives most of its referrals in Fulton County from the courts 72% with 13% from Legal Aid. In Montgomery County 55% of the referrals are from the courts with 18% from the police and 15% from Legal Aid. In Schoharie County 29% of the referrals are from Legal Aid.

St. Lawrence County

Northern New York Center For Conflict Resolution, Inc.

P.O. Box 70

Canton, New York 13617

Kyle Blanchfield, J.D., Director

(315) 386-4677

Franklin County

Northern New York Center For Conflict Resolution
64 Elm Street, P.O. Box 270
Malone, New York 12953

Kyle Blanchfield, J.D., Director
(518) 483-1261

The Northern New York Center For Conflict Resolution is a single purpose private not-for-profit agency which opened in St. Lawrence County in 1984 and expanded to Franklin County in 1985. The center serves 159,183 citizens in the two counties with a director, part-time intake, outreach workers, a secretary (3.13 total full-time equivalent positions) and 20 volunteer citizen mediators.

During fiscal year 1986-87 the centers screened 167 contacts and referrals with 167 cases accepted as appropriate for dispute resolution resulting in 114 conciliations and mediations. Cases accepted for mediation rose 16% and conciliations and mediations increased 46% over fiscal year 1985-86. The program plans to expand into Clinton and Essex Counties early in fiscal year 1987-88.

Saratoga County

Dispute Settlement Program
Franklin Community Center
10 Franklin Street
Saratoga, New York 12866

Marylyn Tenney, Director
(518) 587-9826

Warren County

Adirondack Mediation Services
158 Main Street
Warrensburg, New York 12885

Marylyn Tenney, Director
(518) 793-6212

The Dispute Settlement Program of Saratoga County is administered by Catholic Family and Community Services, a multi-purpose not-for-profit agency established in 1975. The Dispute Settlement Program began in Saratoga County in fiscal year 1983-84 and started the Adirondack Mediation Services in Warren County in fiscal year 1986-87. Local funding is received from the Catholic Family and Community Services. The programs serve the 208,613 citizens in both counties with offices in Saratoga Springs, Glens Falls and Warrensburg with a part-time director, a program coordinator, a bookkeeper, an administrative assistant, a secretary, executive director and other part-time support services (2.71 full-time equivalent positions). There are 24 volunteer citizen mediators.

In fiscal year 1986-87, the programs screened 281 contacts and referrals with 173 cases accepted as appropriate for dispute resolution resulting in 85 conciliations and mediations. The caseload increased 93% over last year with a 113% increase in conciliations and mediations. The program receives 34% of its referrals from the courts, 39% from walk-ins and 13% from Legal Aid.

The program expanded this year into Warren County and plans to serve Washington County next year. The program has also developed a strong family mediation component. Program staff and volunteers have had specialized training in this area. A juvenile mediation program is being developed.

Schenectady County

Community Dispute Settlement Program
Law, Order and Justice Center
161 Jay Street
Schenectady, New York 12305

Davora Tetens, Director
(518) 346-1281

The Community Dispute Settlement Program of Schenectady County began in 1977 under the Law, Order and Justice Center, a multi-purpose not-for-profit agency. The local funding sources are Schenectady County, the City of Schenectady, the towns of Glenville, Rotterdam and Niskayuna and the United Way. The program serves the 149,946 citizens of the county with a director a part-time intake worker, a secretary, executive director support, temporary interns (2.23 full-time equivalents) and 20 volunteer citizen mediators.

During fiscal year 1986-87 there were 608 contacts and referrals screened with 424 cases accepted as appropriate for dispute resolution resulting in 168 conciliations and mediations. This represents an increase over last year of 41% in cases handled and 66% increase in conciliations and mediations. The Program receives 60% of its referrals from the courts and 11% from the police.

5th Judicial District

Administrative Judge William R. Roy
Area Served: Cortland*, Herkimer, Jefferson, Lewis,
Madison*, Oneida, Onondaga, and Oswego
Population Served: 1,124,561
Total Grants Awarded: \$195,043
Total Contacts and Referrals: 7,845
Total Cases Screened Appropriate For
Dispute Resolution: 2,436
Total Conciliations, Mediations and Arbitrations: 1,441

* Cortland and Madison are in the 7th Judicial District but are administered by Resolve and reported in the 5th Judicial District.

Cortland County

Cortland County Resolve-A Center For Dispute
Settlement, Inc.

Charles M. Drum Center
111 Port Watson Street
Cortland, New York 13045

John McCullough, Director
Karen W. Robinson, Coordinator
(607) 753-7099

Madison County

Resolve-A Center For Dispute Settlement, Inc.
Stoneleigh Housing, Inc.

120 East Center Street
Canastota, New York 13032

John McCullough, Director
(315) 697-3700

Onondaga County

Resolve: A Center For Dispute Settlement, Inc.

210 East Fayette Street
Lafayette Building, 7th Floor
Syracuse, New York 13202
John McCullough, Director
(315) 471-4676

Oswego County

Resolve - A Center For Dispute Settlement, Inc.

198 West First Street
Oswego, New York 13126
John McCullough, Director
Martha Marshall, Coordinator
(315) 342-3092

Resolve - A Center For Dispute Settlement, Inc., a single purpose not-for-profit agency began in Onondaga County in 1981. It opened a center in Oswego County in 1983 and in fiscal year 1986-87 expanded into Madison and Cortland counties. Local funding is received from Onondaga County, Onondaga and Oswego Youth Bureaus, United Way, foundations, private donations and income from training presented by the Center. The program serves 691,195 citizens throughout the four counties with a director, 2.5 program coordinators, 1.8 intake workers, 1.08 secretaries, a

part-time administrative assistant/ bookkeeper (6.73 total full-time equivalent positions) and 41 volunteer citizen mediators.

During fiscal year 1986-87 the centers screened 1,708 contacts and referrals with 822 cases accepted as appropriate for dispute resolution resulting in 386 conciliations and mediations. This represents a 23% increase in contacts and referrals over 1985-86, a 15% increase in cases accepted and a 15% increase in conciliations and mediations.

Jefferson County
Community Dispute Resolution Center of
Jefferson County
Box 899
Watertown, New York 13601
Carol Lively, Director
(315) 782-4900

Lewis County
Lewis Mediation Service
P.O. Box 111
New Bremen, New York 13412
Carol Lively, Director
(315) 376-8202

The Community Action Planning Council, a multi-purpose not-for-profit agency, administers the dispute resolution centers in Jefferson and Lewis counties. Local funding sources include the City of Watertown, Community Action Planning Council of Jefferson County, Lewis County Opportunities and the Green Thumb Program. The program serves 113,186 citizens throughout the two counties with a director, an intake person, secretarial and executive director support (2.69 total full-time equivalent positions) and 25 volunteer citizen mediators. During fiscal year 1986-87, the two programs screened 367 contacts and referrals with 264 cases accepted as appropriate for dispute resolution resulting in 159 conciliations and mediations.

During the course of the past fiscal year, the Lewis County program was transferred from Lewis County Opportunities, Inc. to the Community Action Planning Council for cost-effectiveness.

Both centers increased their caseload activity dramatically during 1985-86. Contacts and referrals rose 98%, cases accepted 53% and conciliations and mediations increased by 54%.

Herkimer County

Community Dispute Resolution Program
216 Henry Street
Herkimer, New York 13350
Francis Grates, Director
Maxine Harodecki, Coordinator
(315) 866-4268

Oneida County

Community Dispute Resolution Program
214 Rutger Street
Utica, New York 13501
Francis Grates, Director
Maria Stewart Zalocha, Coordinator
(315) 797-6473
Rome (315) 865-8432 ext. 266

The dispute resolution programs in Herkimer and Oneida counties are administered by Utica Community Action, Inc., a private not-for-profit multi-purpose organization created in 1965. It opened the dispute resolution center in Oneida County in fiscal year 1983-84 and expanded to include cases from Herkimer County in fiscal year 1986-87. Local funding comes from the City of Utica, the City of Rome, Utica Community Action, Inc., Catholic Charities and the National Volunteer Agency. The programs serve 320,180 citizens throughout the two counties with a director, two program coordinators, 2 intake workers, half-time secretarial support, part-time bookkeeper, executive director support (6.07 total full-time equivalent positions) and 17 volunteer citizen mediators.

During fiscal year 1986-87 the centers screened 3,295 contacts and referrals with 822 cases accepted as appropriate for dispute resolution resulting in 622 conciliations, mediations and arbitrations. There were dramatic increases over last year in cases accepted (101%) and conciliations, mediations and arbitrations (94%). These increases can be attributed in part to the addition of an arbitration component serving small claims court in Oneida County and the expansion of services into Herkimer County.

Onondaga County
Dispute Resolution Center
Volunteer Center, Inc.
Onondaga County Civic Center
12th Floor
Syracuse, New York 13202

Ross Myers, Director
(315) 425-3053

The Dispute Resolution Center is administered by the Volunteer Center, Inc., a multi-purpose not-for-profit agency which developed the dispute resolution component in 1978, working with their Victim Witness Assistance Center and the District Attorney's office. Local funding is provided by the Volunteer Center, Inc., and the Onondaga County District Attorney's Office. The program serves the 463,324 citizens throughout the county with a director, secretarial support, a part-time intake worker, a bookkeeper, executive director support (2.9 total full-time equivalent positions) and 19 volunteer citizen mediators.

During fiscal year 1986-87 the center screened 2,469 contacts and referrals with 522 cases accepted as appropriate for dispute resolution resulting in 272 conciliations and mediations. This program works primarily with referrals from the Volunteer

Center's Victim Witness Assistance Center and the District Attorney's staff throughout the county.

6th Judicial District

Administrative Judge D. Bruce Crew
Area Served: Broome, Chemung, Cortland**, Delaware,
Madison**, Otsego, Schuyler, Tioga, Tompkins
and Steuben* Counties

Population Served: 670,915
Total Grants Awarded: \$183,000
Total Contacts and Referrals: 10,326
Total Cases Screened Appropriate For
Dispute Resolution: 3,012
Total Conciliations, Mediations and Arbitrations: 2,076

Broome/Tioga Counties

ACCORD/Broome County
Colonial Plaza-2nd Floor
32 West State Street
Binghamton, New York 13901

Karen Monaghan, Director
(607) 724-5153

ACCORD/Tioga County
Chamber of Commerce Building
55 North Avenue
Owego, New York 13827

Karen Monaghan, Director
Trusha VanDerVaart, Coordinator
(607) 687-4864

ACCORD is a single purpose not-for-profit agency which opened as a dispute resolution center in Broome County in July of 1982 and expanded to Tioga County in January of 1985. Local funding sources include Broome County, Broome County Youth Bureau, Tioga County Youth Bureau, the Presbeterian of Susquehan-

*Steuben County is in the 7th Judicial District but is administered by the Neighborhood Justice Project of the Southern Tier, Inc. and is reported under the 6th Judicial District.

**Cortland and Madison Counties are in the 6th Judicial District but are administered by Resolve and are reported under the 5th Judicial District.

na Valley, the Tioga United Way, and the United Way of Broome County. The programs serve 263,460 citizens in the two counties with a director, 3.4 intake workers, 1 secretary (5.4 full-time equivalent positions) and 46 volunteer citizen mediators.

During fiscal year 1986-87, the centers screened 2,354 contacts and referrals with 900 cases accepted as appropriate for dispute resolution resulting in 498 conciliations and mediations, an increase of 14% over last year. In Broome County 27% of the referrals come from the courts with 31% walk-in clients. In Tioga County 36% of the referrals are from the courts, 15% from the probation department and 26% are classified as walk-in clients. The program has a diverse referral base and provides special training for business groups in conflict management.

Chemung, Schuyler and Steuben Counties
Neighborhood Justice Project/Chemung County
451 East Market Street
Elmira, New York 14901

David Rynders, Esq., Director
(607) 734-3338

Neighborhood Justice Project/Schuyler County
P.O. Box 366
111 9th Street
Watkins Glen, New York 14891

David Rynders, Esq., Director
Kathryn Sebring, Coordinator
(607) 535-4757

Neighborhood Justice Project/Steuben County
1 East Pultneney, Suite 2
Corning, New York 14830

David Rynders, Esq., Director
Jacqueline Teter, Coordinator
(607) 936-8807

The Neighborhood Justice Project is a multi-purpose not-for-profit agency which began in Chemung County in 1979. In April of 1983 it expanded into Schuyler and Steuben Counties. Local funding sources included Chemung County Division For Youth, Schuyler County Division For Youth, Steuben County Division For Youth, Chemung County United Way and Corning Area, Painted Post Area and the Lindau Foundations. The Project serves 214,477 citizens in the three county area with offices in Elmira, Watkins Glen, Corning, Bath and Hornell, with a half-time director, 2 program coordinators, 1 youth coordinator, 2.03 intake workers, a part-time administrative assistant, 2.07 secretarial support (7.99 full-time equivalents) with 127 volunteer citizen mediators.

During fiscal year 1986-87, 6,973 contacts and referrals were screened with 1,664 cases accepted as appropriate for dispute resolution resulting in 1,340 conciliations and mediations. This is a 19% increase over last year in contacts and referrals, 7% increase in cases accepted and 11% increase in conciliations and mediations. In Chemung County 44% of the referrals are walk-ins with 20% from public agencies. In Schuyler County 43% of the referrals are walk-ins and 20% from public agencies. In Steuben County 38% of the referrals are walk-ins, 22% from public agencies and 17.9% from the police.

Delaware County
Delaware County Dispute Resolution Center
72 Main Street
Delhi, New York 13753

Michael Haehnel, Director
(607) 746-6392

The Delaware County Dispute Resolution Center is administered by the multi-purpose not-for-profit agency named Delaware County Family and Community Services. It began in December 1985 and serves the 46,931 citizens throughout the county with a director, a part-time bookkeeper, executive director support, a part-time secretary, intern support (1.65 full-time equivalent positions) and 3 volunteer citizen mediators. Local funding sources are the Delaware County Family and Community Services and local churches and businesses.

During fiscal year 1986-87 this new Center screened 74 contacts and referrals with 46 cases accepted as appropriate for dispute resolution resulting in 19 conciliations and mediations. 22% of the referrals are from the courts and 35% are walk-ins.

Otsego County

Agree-A Center For Dispute Settlement
9 South Main Street
Oneonta, New York 13820

Melissa R. Weidman,, Director
(607) 432-5484

Agree- A Center For Dispute Settlement is administered by the multi-purpose not-for-profit agency named Otsego Urban Rural Self-Development Associate, Inc. (OURS) established in 1976. It began the dispute settlement center in 1983. Local funding sources are the Otsego County Division For Youth, the Victim Offender Reconciliation Program and OURS. The Center serves the 59,075 citizens throughout the county with a director, a part-time program coordinator, an intake worker, a bookkeeper, an administrative assistant, executive director support, temporary

interns (3.55 full-time equivalent positions) and 12 volunteer citizen mediators.

In fiscal year 1986-87, the Center screened 387 contacts and referrals with 158 cases accepted as appropriate for dispute resolution resulting in 71 conciliations and mediations. The overall caseload was up 9% with the conciliations and mediations down 7%. 46% of the referrals are from the courts 20% are walk-ins and 15% are from public agencies.

Tompkins County
Community Dispute Resolution Center
124 The Commons
Ithaca, New York 14850

Judith Saul, Director
(607) 273-9347

The Community Dispute Resolution Center of Tompkins County opened in September of 1983 under the administration of the multi-purpose not-for-profit educational organization called the Center for Religion, Ethics and Social Policy (CRESP). Local funding sources are Tompkins County Division For Youth, Tompkins County, the City of Ithaca, CRESP and Ben and Jerry's Foundation. The program serves the 87,085 citizens throughout the county with a director, a part-time project coordinator, an intake coordinator (2.25 full-time equivalent positions) and 27 citizen volunteer mediators.

During fiscal year 1986-87, the Center screened 538 contacts and referrals with 244 cases accepted as appropriate for dispute resolution resulting in 144 conciliations and mediations. Contacts and referrals are up 29% over last year with a 20% increase in cases accepted as appropriate for dispute resolution

and 16% increase in conciliations and mediations. Walk-ins account for 33% of the referrals with 18% from public agencies and 15% from Legal Aid. The Center is heavily involved in providing mediation training in the schools, group homes and for foster families.

7th Judicial District

Administrative Judge Joseph G. Fritsch
Area Served: Livingston, Monroe, Ontario, Seneca, Steuben*,
Wayne and Yates
Population Served: 986,800
Total Grants Awarded: \$175,949
Total Contacts and Referrals: 14,048
Total Cases Screened Appropriate For
Dispute Resolution: 1,726
Total Conciliations, Mediations and Arbitrations: 693

Monroe County

Center for Dispute Settlement, Inc.
87 North Clinton Avenue, Suite 510
Rochester, New York 14604

Andrew Thomas, Executive Director
Janet Coyle, Director of Operations
David Scheffer, Coordinator
(716) 546-5110

Livingston County

Center for Dispute Settlement, Inc.
4241 Lakeville Road
Geneseo, New York 14454

Andrew Thomas, Executive Director
Elsje van Munster, J.D., Coordinator
(716) 243-4410

Ontario County

Center for Dispute Settlement
One Franklin Square
Geneva, New York 14456

Andrew Thomas, Executive Director
Lynne Standish, Coordinator
(315) 789-0364

Seneca County

Center for Dispute Settlement, Inc.
One Franklin Square
Geneva, New York 14456

*Steuben County is in the 7th Judicial District but is administered by the Neighborhood Justice Project of the Southern Tier, Inc. and is reported under the 6th Judicial District.

Andrew Thomas, Executive Director
Lynne Standish, Coordinator
(315) 789-0364

Wayne County
Center for Dispute Settlement, Inc.
Wayne County Satellite Office
26 Church Street
Lyons, New York 14489

Andrew Thomas, Executive Director
Lisa U. Hicks, Coordinator
(315) 946-9300

Yates County
Center for Dispute Settlement, Inc.
Yates County Office Building
One Franklin Square
Geneva, New York 14456

Andrew Thomas, Executive Director
Lynne Standish, Coordinator
(315) 789-0364

The Center for Dispute Settlement, Inc. is a single purpose not-for-profit agency established in 1972 by the American Arbitration Association. It is now incorporated under its own non-profit status. Local funding sources include Monroe County, Monroe County Division For Youth, Livingston County Division For Youth, the City of Rochester Police Department, a number of foundations and fees for service. The program serves 988,575 citizens in six counties with offices in Rochester, Geneseo, Geneva and Lyons with an executive director, five program coordinators, an intake coordinator, bookkeeper, 3.82 secretaries, part-time training coordinators (12.4 full-time equivalent positions) and 147 volunteer citizen mediators.

In fiscal year 1986-87, the centers screened 14,048 contacts and referrals with 1,726 cases accepted as appropriate for dispute resolution resulting in 688 conciliations, mediations and arbitrations. This represents a 27% increase in contacts and referrals over the last fiscal year, a 28% increase in cases and a 23% increase in conciliations, mediations and arbitrations. Monroe County receives 36% of its caseload from the courts and 21% from the police. Livingston County received 52% of its referrals from the courts and 19% from walk-ins. Ontario County receives 54% of its referrals from the courts and 24% from walk-ins. Wayne County receives 33% of its referrals from the courts and 34% from the police. Seneca County receives 34% of its referrals from the courts and 22% from the police. Yates County receive 30% of its referrals from the courts and 39% from walk-ins.

8th Judicial District

Administrative Judge James B. Kane

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

Population Served: 1,663,302

Total Grants Awarded: \$190,000

Total Contacts and Referrals: 6,838

Total Cases Screened Appropriate For

Dispute Resolution: 3,171

Total Conciliations, Mediations and Arbitrations: 1,941

Allegany County

Dispute Settlement Center of Allegany County

P.O. Box 577

Caneadea, New York 14717

Judith A. Peter, Director

Josephine Tyler, Coordinator

(716) 373-5133

Cattaraugus County

Dispute Settlement Center of Cattaraugus County
255 North Union Street
Olean, New York 14760

Judith A. Peter, Director
Josephine Tyler, Coordinator
(716) 373-5133

Chautauqua County

Dispute Settlement Center of
Chautauqua County
Jamestown Municipal Building
300 East Third Street
Jamestown, New York 14701

Judith A. Peter, Director
Barbara Olandt, Coordinator
(716) 664-4223

Erie County

Dispute Settlement Center
Regional Office
775 Main Street
Buffalo, New York 14203

Judith A. Peter, Director
(716) 842-1416

Genesee County

Dispute Settlement Center of Genesee County
Main Street
Batavia, New York 14020

Judith A. Peter, Director
Mary Moats, Intake Coordinator
(716) 343-8180

Niagara County

Dispute Settlement Center of
Niagara County
1 Locks Plaza
Lockport, New York 14094

Judith A. Peter, Director
Anne Horanburg, Coordinator
(716) 439-6684

Orleans County

Dispute Settlement Center of Orleans County
Orleans County Administration Building
Route 31
Albion, New York 14411
(716) 875-3963

Judith A. Peter, Director
Anne Horanburg, Coordinator

Wyoming County

Dispute Settlement Center of Wyoming County
P.O. Box 577
Caneadea, New York 14717

Judith A. Peter, Director
Josephine Tyler, Coordinator
(716) 373-5133

The Better Business Bureau Foundation of Western New York is a multi-purpose not-for-profit organization which administers dispute settlement centers in all eight counties in the 8th Judicial District. They receive local funding from the Erie County Division For Youth, the Chautauqua County Division For Youth, Erie County, The City of Buffalo, the City of Olean, the Buffalo Neighborhood Revitalization Corporation, the United Way of Northern Chautauqua County, the United Way of Southern Chautauqua County, the Better Business Bureau and the Wendt Foundation. The program serves 1,664,728 citizens in the eight counties with offices in Buffalo, Lockport, Jamestown, Dunkirk, Caneadea, Olean, Arcade, Batavia and Albion with 2 directors, 5 program coordinators, 11.6 intake workers, .5 others (19.1 full-time equivalent positions) and 260 volunteer citizen mediators/arbitrators.

During fiscal year 1986-87, the centers screened 6,838 contacts and referrals with 3,171 cases accepted as appropriate for dispute resolution resulting in 1,941 conciliations, mediations and arbitrations. There was a 36% increase in contacts and referrals with a 39% rise in cases accepted as appropriate for dispute resolution and a 29% increase in conciliations, mediations and arbitrations. Erie County receives 35% of its

referrals from the courts, 17% from the police and 17% from private agencies. Allegany County receives 57% of its referrals from walk-ins and 24% from the courts. Cattaraugus County receives 35% of its referrals from the courts with 40% walk-ins. Wyoming County receives 42% of its referrals from the justice courts and 33% walk-ins. Genesee receives 48% of its referrals from the courts and 21% from the police. Chautauqua County receives 42% of its referrals from the courts, 24% walk-ins and 17% from the police. Niagara County receives 35% of its referrals from walk-ins and 26% from the police.

9th Judicial District

Administrative Judge Joseph F. Gagliardi

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

Population Served: 1,709,943

Total Grants Awarded: \$179,323

Total Contacts and Referrals: 3,758

Total Cases Screened Appropriate For

Dispute Resolution: 1,667

Total Conciliations, Mediations and Arbitrations: 951

Dutchess County

Community Dispute Resolution Center

327 Mill Street

Poughkeepsie, New York 12601

Terry Funk-Antman, Director

(914) 471-7213

The Community Dispute Resolution Center is a single purpose not-for-profit organization which began in January of 1983. Local funding sources are Dutchess County, the Dutchess County Division For Youth and the Poughkeepsie Area Fund. The program serves 245,055 citizens throughout the county with a part-time director, a program coordinator, a part-time youth coordinator, an administrative assistant, a secretary (3.8 full-time equivalent positions) and 22 volunteer citizen mediators.

During fiscal year 1986-87, the Center screened 702 contacts and referrals with 545 cases accepted as appropriate for dispute resolution resulting in 384 conciliations and mediations. This is a 40% increase in cases over last year and a 137% increase in conciliations and mediations. The Center receives 31% of its referrals from the courts and 51% from the schools. The program is very active in the school system in Dutchess County.

Orange County
Orange County Mediation Project, Inc.
4 East Main Street
P.O. Box 520
Middletown, New York 10940

Deborah Murnion, Director
(914) 342-6807

Putnam County
Putnam County Mediation Program
P.O. Box 776
Carmel, New York 10512

Deborah Murnion, Director
Patricia Barnes, Esq., Coordinator
(914) 225-9555

The Orange County Mediation Project, Inc., is a single purpose not-for-profit agency which began operation in July of 1982 and expanded the program to include Putnam County in December of 1984 with a Parent/Child Program starting in January of 1985. Local funding sources include the Orange County Department of Social Services, the Putnam County Youth Bureau, the Town of Port Jervis and the Newburgh Police Department. The program serves the 338,759 citizens throughout the two counties with offices in Middletown, Newburgh and Carmel with a director, 1.03 program coordinators, several part-time intake workers, one

administrative assistant (3.91 full-time equivalent positions) and 68 volunteer citizen mediators.

During fiscal year 1986-87, the Project screened 1,538 contacts and referrals with 471 cases accepted as appropriate for dispute resolution resulting in 238 conciliations and mediations. While contacts and referrals rose 162%, cases considered appropriate for dispute resolution were down 8% and conciliations and mediations decreased 11%. The Orange County Project receives 50% of its referrals from the police, 22% from the courts and 14% from walk-ins. The Putnam County Program receives 90% of its caseload from the town and village justice courts. The Putnam County Program continues to have a low volume. However, the Parent/Child Mediation Program in Orange County is now being extended into Putnam County.

Rockland County
Rockland Mediation Center
151 South Main Street
New City, New York 10956

Al Moschetti, Director
(914) 634-5729

The Rockland Mediation Center is administered by the Volunteer Counseling Service of Rockland County, Inc., a multi-purpose not-for-profit agency which began providing dispute resolution services in 1979. Local funding sources are the United Way of Rockland County and the Volunteer Counseling Services. The program serves the 259,530 citizens throughout the county with a part-time director, 1 secretary, part-time bookkeeper, an executive director, other mediation support (2.15 full-time equivalent positions) and 24 volunteer citizen mediators.

During fiscal year 1986-87, the Center screened 342 contacts and referrals with 182 cases accepted as appropriate for dispute resolution resulting in 114 conciliations and mediations. The caseload increased 34% over last year and the number of conciliations and mediations rose 107%. The Center receives 74% of its caseload from the town and village justice courts. The Center is also becoming active in the school system.

Westchester County
Westchester Mediation Center
of CLUSTER
201 Palisade Avenue
Box 281
Yonkers, New York 10703

Christopher Owens, J.D., Director
(914) 963-6500

The Westchester Mediation Center which was developed in 1983, is administered by the Congregations Linked in Urban Strategy to Effect Renewal (CLUSTER), a multi-purpose not-for-profit corporation which was established in 1975. It has offices in Yonkers, Mt. Vernon and a program in Gordon High School. Local funding sources include the Westchester Criminal Justice Planning Council, the Westchester Department of Social Services, the Westchester County Division For Youth, CLUSTER, the City of Mt. Vernon and the City of Yonkers. The Center serves the 866,599 citizens throughout the county with a director, an intake worker, a part-time school coordinator, a part-time secretary (3 full-time equivalent positions) and 23 volunteer citizen mediators.

During fiscal year 1986-87, the Center screened 1,176 contacts and referrals with 469 cases accepted as appropriate for

dispute resolution resulting in 215 conciliations and mediations. This is a 16% decrease over last year due to a fiscal crisis in the program and a temporary suspension of services. This problem has been corrected but the program needs consistent ongoing county financial support. The workload is now increasing rapidly. The police refer 51% of the cases while 21% come from the district attorney and 11% are from walk-ins. A grant has been received to begin mediation in the school system.

10th Judicial District - Nassau County

Administrative Judge Leo G. McGinity

Area Served: Nassau County

Population: 2,605,813

Total Grants Awarded: \$75,000

Total Contacts and Referrals: 3,314

Total Cases Screened Appropriate For

Dispute Resolution: 338

Total Conciliations, Mediations and Arbitrations: 238

There are two dispute resolution centers serving Nassau County. One provides services to adults and the other handles juvenile and family problems.

Adult Referrals

Nassau County Community Dispute Center

American Arbitration Association

585 Stewart Avenue

Garden City, New York 11530

Mark Resnick, Director

(516) 222-1660

The American Arbitration Association, a multi-purpose not-for-profit agency started in 1926, began the Nassau County Dispute Center in 1979. The local funding source is Nassau County. The program serves the 1,321,582 citizens throughout the county with a director, a secretary, part-time executive director

support (2.25 full-time equivalent positions) and 27 volunteer citizen mediators.

During fiscal year 1986-87, the Center screened 2,380 contacts and referrals with 201 cases accepted as appropriate for dispute resolution resulting in 102 conciliations, mediations and arbitrations. This was a 20% decrease in cases and a 31% decrease in conciliations, mediations and arbitrations. The district attorney's office makes 43% of the referrals with the police referring 24% and 22% coming from walk-ins. The decrease was due primarily to staff turnover and delays in finding staff replacements.

Juvenile and Family Referrals
Mediation Alternative Project
Education Assistance Center of Long Island, Inc.
100 East Old Country Road
Mineola, New York 11051

Rebecca Bell, Director
(516) 741-5580

The Mediation Alternative Project was established in 1981 by the Education Assistance Center of Long Island, a multi-purpose not-for-profit organization. Local funding sources are the Nassau County Youth Bureau, Division of Criminal Justice Services and the Veatch Foundation. The program serves the 1,321,582 citizens throughout the county with a director, an intake worker, a part-time secretary, a part-time executive director and 19 volunteer citizen mediators.

During fiscal year 1986-87, the Project screened 934 contacts and referrals with 137 cases accepted as appropriate for dispute resolution resulting in 136 conciliations and mediations.

The caseload is stable but efforts are being made to increase the workload. 36% of the referrals are from the court with 21% walk-ins and 18% from the police.

10th Judicial District - Suffolk County

Administrative Judge Arthur M. Cromarty

Area Served: Suffolk County

Population Served: 1,306,559

Total Grant Awarded: \$76,000

Total Contacts and Referrals: 3,325

Total Cases Screened Appropriate For

Dispute Resolution: 1,383

Total Conciliations, Mediations and Arbitrations: 641

Suffolk County

The Community Mediation Center, Inc.

356 Middle Country Road

Coram, New York 11727

Ernie Odom, Director

(516) 736-2626

The Community Mediation Center, Inc., is a single purpose not-for-profit agency established in 1977 as the first suburban community dispute resolution center in the country. Local funding sources are Suffolk County, Suffolk County Division For Youth and the Department of Social Services. The program serves 1,284,231 citizens with 15 satellite offices throughout the county with a director, a part-time program coordinator and an administrative assistant, 5.2 intake workers, 1 bookkeeper (8.36 full-time equivalent positions) and 103 volunteer citizen mediators.

During fiscal year 1986-87, the Center screened 3,325 contacts and referrals with 1,383 cases accepted as appropriate for dispute resolution resulting in 641 conciliations and

mediations. The number of cases rose 20% over last year and the number of conciliations and mediations increased 20%. Seventy-two percent of the caseload is referred by the district attorney's office and 28% is from the court.

SUMMARY OF THE 1986-87 WORKLOAD STATISTICS

A comparison of the 1986-87 fiscal year workload with that of 1985-86 reveals some interesting trends. (See Table 1).

Case Disposition

Conciliated cases rose from 4,013 to 5,068, a 26.3% increase. Mediated cases rose from 14,013 to 14,919, a 6.5% increase and arbitrations increased 32.2% from 515 to 681. There was an overall increase of 11.6% from 18,541 to 20,688, in conciliations, mediations and arbitrations.

The 26.3% increase in conciliations indicates that the centers are making greater efforts to reach into the community and settle disputes before they enter the justice system.

The overall increase in both the number and percentage of successful dispositions indicates that the centers are successfully refining their screening process. This has two positive effects. First, it enhances mediation by screening out cases which are less likely to be successful. Second, it provides better service to clients by directing them to agencies where they would be better served.

The 1986-87 workload increased in volume in 38 centers, remained constant in 1 program and decreased in 16 centers. New programs were developed in 3 additional counties. (There are two centers in New York, Nassau and Onondaga Counties). Each of the centers that had a decrease in workload had a turnover in staff.

It is anticipated that the volume in these programs will increase in the next fiscal year (see Table 3).

Referral Source (See Tables 5 and 6)

The major source of referrals to community dispute resolution centers is the court 67%. Although the number of court referrals in 1986-87 remained constant, there was a 3.4% drop in court referrals as a percentage of all referrals. Police and sheriff referrals rose proportionately from 6.9% to 7.7%, district attorney referrals dropped from 5% to 4.6% and walk-in referrals rose from 7.8% to 9.9%.

The 3.4% drop in court referrals can be analyzed in two positive ways. More referrals are being made prior to court appearance which eliminates court involvement altogether and more people are coming to the centers on their own initiative because they have heard about a particular center and use it directly instead of calling on the police, the district attorney or the court. Smaller upstate New York centers have more direct referrals and often bypass the court completely. This is the way the centers are designed to serve. The sooner a referral is made the less the formal justice system has to be involved so it can concentrate on more complex, legal issues. Referrals also increased this year from the schools, probation departments, private attorneys and public agencies. The fact that referrals are increasing each year reflects increased public awareness of the services the centers offer. (Also see Table 4 and 5).

Table 10 illustrates the cross tabulation of two variables - referral source and conciliation, mediation and arbitration.

As we have previously indicated, the largest referral organization is the Court System which is responsible for 67.4% (or 27,663) of all referrals. Of all court referrals, the Family Court reflects the highest percentage (49.4%) of its referrals resulting in a successful mediation. City Court referrals are the next most successful with 35.5% resulting in a mediated agreement.

School referrals result in the highest overall percentage of successful mediations with 78.3% of their total caseload resulting in an agreement. These statistics represent a very good screening effort on the part of these referral organizations.

Legal Aid and Business referrals resulted in a successful conciliation in 54% and 51.7%, of cases respectively.

Referral sources which result in the highest mediation success ratio (percentage of successful mediations to total mediations held) are Schools (97.2%), Public Defender (95.8%), Police (90.2%), City Court (88.7%) and Sheriff (88.2%). Conversely, private agency (41.7%) and public agency (59.9%) result in the lowest mediation success ratio as illustrated in Table 10.

Relationship Between Disputants (See Table 1)

The major relationship between disputants continues to be neighbors 23.5%, followed by acquaintances 21.3%, landlord/tenant 13.2%, consumer/merchant 8.1% and ex-boyfriend/girlfriend 5.7%.

There was a 45.4% increase in disputes involving people who are divorced, a 36.6% increase in disputes involving friends, a 16.6% increase in disputes involving immediate family and a 15.2% increase in consumer/merchant cases.

Over 5.5% of the referrals were disputes between strangers. The mediation process is proving to be also an effective resource for conflicts between people who do not have an ongoing relationship or will have limited contact with each other in the future.

Nature of Dispute (See Table 1)

Harassment (42.8%) and assaults (14.9%) are the two most frequent types of cases referred to community dispute resolution centers. The next most frequent is interpersonal disputes (6.5%) and breach of contract (4.7%). Many types of disputes can fall under the harassment category. It is also the key issue in many disputes.

Custody/support/visitation disputes rose 156.9%, theft of services disputes increased 134.7%, the number of persons in need of supervision (PINS) rose 65.1%, breach of contract disputes rose 45.6% and housing disputes increased 19.8%.

Table 9 illustrates the cross tabulation of two variables - nature of dispute and conciliation, mediation and arbitration. Harassment and assault cases comprise 57.7% of all cases screened as appropriate for mediation. Of the total 17,556 harassment cases, 34.9% or 6,122 cases were successfully mediated while 4.6% or 801 cases were unsuccessfully mediated. When a mediation is held, 88.4% of the harassment cases result in a successful mediation which compares favorably with a 86.7% success rate for all cases that reach a formal mediation hearing. In reference to the 6,125 assault cases, 37.2% or 2,279 are successfully mediated while 5.3% or 322 cases were unsuccessfully mediated. The success rate for assault cases which reached a formal mediation

is 87.6%. In 5,034 harassment cases or 28.7% of the total number of harassments, the parties to the dispute failed to appear. The percentages can be related to a total average of 21.4% of all cases in which both parties did not appear.

The mediation success rate reflects the percentage of successful mediations to the total number of mediations held. The nature of disputes which result in the highest success rate for those categories where at least 50 cases were counted, are aggravated harassment (95.8%), aggravated assault (93.3%), interpersonal disputes (91.6%) and persons in need of supervision (90.4%). In contrast, those categories which result in the lowest success rate are theft of service (29.4%), breach of contract (59.6%) and child custody/support and visitation (79.7%).

Types of Dispute (See Table 1)

Seventy-one percent of the disputes are criminal in nature, 23% civil and 5% involve juveniles. Disputes are reported in criminal categories more often in urban areas whereas civil conflicts appear more often in rural communities. It is important to note that at the screening or intake process a case may be labeled as harassment (criminal) or as interpersonal (civil) depending upon the variables of the case, the setting or the judgment of the screener.

Table 11 illustrates the cross tabulation of type of disputes by conciliations, mediations and arbitrations.

Over 29,157 or 71% of the total caseload are misdemeanors. Civil and juvenile caseloads comprise 23.3% (9,548) and 5.05%

(2,072), of the caseload respectively. Felony cases amounted to 41 cases in 1986-87. Legislation was passed in 1986-87 which allows selected felony cases to be mediated upon consent of the district attorney, judge, victim and offender. (See Appendix A)

Juvenile cases result in the highest mediation success rate or 94.4%. Misdemeanor and civil cases result in 87.9% and 76.7% successful mediations when both parties agree to try mediation.

Nonmediated Cases Referred to Another Agency

The alternative dispute resolution process allows people to talk about their situation, listen to someone else's perception of the problem and mutually reach conclusions agreeable to all. People often do not need a courtroom environment or a series of counseling sessions. They need a process that gives them an opportunity to speak their mind, listen to the other side, perhaps for the first time, identify the real underlying issues and work together towards a mutual solution.

Cases are screened by dispute resolution center staff through an intake process. Matters that are not appropriate for mediation are referred to other agencies. The majority of these cases involve some form of violence and there is a real danger of continued violence. These matters are referred to the district attorney or the court. Many of these matters involve domestic violence which is not appropriate for mediation. Any evidence of child abuse when discovered is reported to the proper authorities. Child abuse is the only area where confidentiality is not maintained.

Mediators do not give legal advice nor do they counsel people. If these services are necessary, disputants are directed to their own attorney, counselor or other appropriate resource. People often just need someone to listen to their problem. They seldom want to carry the matter any further than the talking stage. If they need further assistance, the screener will give the parties the name, address, telephone number and the name of a contact person at an appropriate agency. Each center has a directory of available community resources. For example, cases involving mental illness, or the need for family, alcohol or drug abuse counseling are referred to other agencies.

Persons Served (See Tables 1 and 8)

The average number of people served through an actual conciliation, mediation or arbitration is 3 which is consistent with past years. The number of people served decreased from 113,964 in fiscal year 1985-86 to 98,556 in fiscal year 1986-87. Although witnesses and lawyers sometimes appear with the parties, it is interesting to note that the average dispute usually involves only the parties to the dispute. This may be due to the fact that mediation is private and confidential.

Money Awarded (See Table 1)

In fiscal year 1986-87, \$569,768 was awarded to New York citizens in restitution and awards; the average award was \$282. This is a total increase of \$107,472 over the previous year (23%).

Days From Intake to Final Disposition (See Table 1)

The time the average case is screened through intake and a final conciliation, mediation or arbitration occurs within 14 days. This is similar to fiscal year 1985-86.

Duration (See Table 1)

The average duration per mediation/arbitration is 86 minutes. This short period of time shows that many people simply need a forum to address the issues and often come prepared to settle and can work out their differences in one session.

Age (See Table 2)

The community dispute resolution centers serve persons of all ages. The highest categories of complainants and respondents range from 21 to 49 years old (see Table 2).

Sex (See Table 2)

Sixty-one percent of the complainants are female and 38.3% male. Forty-five percent of the respondents are male and 31.8% female. (See Table 2).

Employment Status (See Table 2)

Forty-eight percent of the complaining parties and 35% of the respondents were employed. Fourteen percent of the complainants and 5.4% of the respondents were on public assistance. Nine percent of the complainants and 42.4% of the respondents preferred not to give their employment status.

Race/Ethnic Background (See Table 2)

Thirty percent of the complainants were Black, 42.5% White and 17.2% Hispanic. Eighteen percent of the respondents were Black, 35.2% White and 10.6% Hispanic. Thirty-five percent of the respondents did not give their race/ethnic background. The

number of respondents who supplied this information increased 5% over last year.

These figures continue to demonstrate that people of all races and ethnic backgrounds are availing themselves of our services.

Income Level (See Table 2)

Community dispute resolution centers serve people of all income levels. Forty-four percent of the complainants earn less than \$9,000, 20% earn \$9,001 to \$16,000, 13.8% earn \$16,000 to \$25,000, and 8.3% earn over \$25,000. Fourteen percent preferred not to state their income.

Twenty-five percent of the respondents earn less than \$9,000, 12.8% earn \$9,001 to \$16,000, 8.8% earn \$16,000 to \$25,000 and 6.7% earn over \$25,000. Forty-seven percent of the people preferred not to state their income. This is an 11.1% improvement in the reporting rate for income over last fiscal year. More people in higher level income brackets are beginning to use the centers.

Educational Level (See Table 2)

The community dispute resolution centers serve people of all educational levels. Thirty-five percent of the complainants are high school graduates, 27.5% have 11th grade or less education, 25.2% have more than a high school degree and 12.5% preferred not to state their educational level.

Twenty-three percent of the respondents have a high school degree, 16.9% have 11th grade or less education, 12.6% have more than a high school degree and 47.1% of the respondents did not

state their educational level. These figures represent a 13.2% increase in the reporting rate for education over last year. More people with higher educational levels are using the centers to resolve their disputes.

Fiscal Summary (See Table 7)

A fiscal summary for each center is detailed in Table 7 covering fiscal years 1981-82 through 1986-87. The state program began with 17 grants for centers in 15 counties with awards totalling \$528,993. The programs could qualify only from September 1, 1981 to March 31, 1982 because legislation creating the Community Dispute Resolution Centers Program was passed July 27, 1981. In fiscal year 1986-87 the awards totaled \$1,791,354 for the centers in 56 counties.

In Table 8 a cost analysis is calculated from 1981-82 through 1986-87. In fiscal year 1986-87 total state expenses are anticipated to be less than the grant awards. This figure will be reduced upon final reconciliation of the fourth quarter which is currently in progress.

Based on the figures to date, the state cost per conciliation, mediation or arbitration for fiscal year 1986-87 is \$86.67. This compares with the past fiscal year cost of \$86.75. The cost per contact and referral is \$18.46 compared to the previous year of \$19.36. The cost per person served through an actual dispute resolution process (conciliation, mediation, arbitration) is \$35.17 compared to \$29.71 for fiscal year 1985-86.

The State of New York pays up to 50% of the expenses of a given center. The remaining costs are the responsibility of the local community. The costs in this analysis only reflect the state's portion of the expense for the dispute resolution centers.

The state costs for the resolution of disputes through the Community Dispute Resolution Centers indicate a cost-effective resource for the citizens and the justice system in the State of New York.

RESEARCH PROJECTS IN THE STATEWIDE SYSTEM

An increasing body of research exists which demonstrates the effectiveness of mediation as a dispute resolution process. Much of this research has compared mediation with court processing to determine relative levels of satisfaction and compliance. More recently, research has begun to investigate various aspects of the mediation process in an attempt to determine under what circumstance it works best.

The Community Dispute Resolution Centers Program (CDRCP) of the Office of Court Administration supports and sponsors research efforts investigating various aspects of the dispute resolution process. These include both how the process (e.g. mediation) actually works as well as issues concerned with delivery of service (e.g. training mediators, selecting cases) in addition to satisfaction and compliance.

These studies have variously been conducted by the CDRCP administrative office on a statewide basis, collaboratively by our office and independent researchers at individual programs and by independent researchers in consultation with our office at both individual and multiple programs.

A number of these research efforts produced results during fiscal year 1986-87. Two of these, conducted by our office, focused on mediator and staff characteristics and are reported at pages 67 through 77 of this report. The studies involving independent researchers are summarized here. Full reports are available from the CDRCP office.

Study of Mediator Training and Development

This study conducted by Michael Van Slyck of SUNY Buffalo, under the auspices of a Rockefeller Institute of Government fellowship began in 1984. Its purpose was to elucidate the sources of mediator competence such as predisposition, training and experience. This study was conducted in Buffalo, New York at the Dispute Settlement Center of Western New York.

A class of trainees was observed and rated on various dimensions prior to training, following training, and during their first actual mediations. One aspect of the study was to have trainees fill out a Conflict Management Style Inventory prior to training. This instrument characterizes individual style as variously collaborative, accommodative, avoidant, competitive, or compromising.

High collaborative scores were found to relate to positive ratings of performance in all phases of the study. In contrast a high competitive score was related to negative ratings. Measures of prior experience were found to relate to lower ratings of performance. Amount of education was not found to relate to performance. Increasing age was found to relate to poor ratings of performance during training role plays, but positive ratings during actual mediation.

The initial results of this research suggest that it may be possible to develop screening instruments to determine special training needs to assist the credentialing process of volunteer community mediators. The information generated from this study may help us in screening volunteers before training, testing

volunteers after training and monitoring mediator quality.

Evaluation of a School Mediation Program

This study examined the impact of implementing a school based mediation program at a middle school in which the Dutchess County Community Dispute Resolution Center had been asked to establish a peer mediation program. The study was conducted by Dr. Marilyn Stern, Assistant Professor of Counseling Psychology, at SUNY Albany and Michael Van Slyck, Research and Training Coordinator of the Community Dispute Resolution Centers Program.

The study examined the potential impact of the program on overall school climate, on the students selected as peer mediators, and on student disputants. The initial results indicate that faculty reported a better atmosphere and less conflict in the school six months after the establishment of the program. In addition, eighty-percent of student disputants reported that if they had not gone to mediation they would have gotten into a fight.

Most dramatic were the results for peer mediators who were given a series of questionnaires prior to training and at the end of the year. One of these measured self-image in areas having to do with education, vocation, and social morality. Large and significant positive increases in these areas were found for these student mediators.

This research suggests that school-based peer mediation programs have a rich potential for resolving or reducing school conflict as well as providing a positive growth experience for students trained as mediators.

Many of the centers in the statewide network are beginning to provide services in the school setting. The research in Dutchess County will hopefully provide information useful in establishing and managing such programs.

Evaluation of Parent-Child Mediation

This study examined the effectiveness of mediation in dealing with parent-child conflict as an alternative to removal of the child from the home. The research was conducted at the parent-child mediation program of the Orange County Mediation Project, Deborah Murnion, Director. The project was directed by Dr. Marilyn Stern, Assistant Professor of Counseling Psychology at SUNY Albany, with technical assistance provided by the CDCRP office. The research was supported in part by the Department of Social Services.

The major goal of the project was to redesign the interview form to make it more amenable to collecting quantifiable data, and then use this revised instrument to collect data on the parent-child mediation process.

The results showed that half the cases involved intact families, 30% were families in which divorce had occurred and 15% involved families where one party remarried. Nearly one-half of the children involved had left home at least once and one-third had failed a grade. Interestingly, and perhaps not surprisingly, parents and children had a number of divergent perceptions concerning how conflict was dealt with. Virtually all of the children reported that restrictions were imposed on them but less than half of the parents reported imposing restrictions. Few

parents reported ignoring the child, while about one-third of the children reported being ignored. Finally, about one-third of the parents indicated they talked to the child, while less than 5% of the children reported such talking as a way to handle conflict.

Perhaps the most significant finding concerned parental perceptions of the seriousness of the problem. The more seriously they viewed the problem, the more likely was the attainment of a successfully mediated resolution. This finding was especially pronounced for mothers. It was also found that the more the child reported enjoying school, the more likely a successful resolution was obtained.

Finally, most families reported that mediation was useful, that the agreements were fair and that the mediators were competent. The findings confirm the usefulness of parent-child mediation and show that even serious cases can be dealt with through this process. Parent/child mediation is being increasingly used across the state and the information from this study will be useful in planning and managing these programs.

A Depth Analysis of Bad Check Cases

This study focused on the difficulties of mediating bad check cases. Under Executive Director, Ernie Odom, the experimental program began in January 1985, and was developed in conjunction with the Suffolk County District Attorney's Fraud Bureau. The bad check program was examined by Dr. Joseph Palenski, a sociologist at Seton Hall University. With respect to the mediation of bad check cases referred by the District

Attorney's Office, the pilot research came to the following conclusions:

In comparison to other types of cases handled at the center, (i.e. harassment, noise complaints, etc.) complaining or responding parties in bad check cases are three times less likely to appear. The no show rate for bad check cases between January 1st and June 16th was 14.8%, it was under 5% for all other cases.

In virtually all cases, responding parties failed to contact the Mediation Center. Bad check cases are resolved prior to formal mediation, at about the same rate as other cases. In those instances where the Center is able to persuade citizens to enter mediation, the overall rate of resolution for bad check cases is also comparable to other kinds of cases. Using the program's official definition of a "resolved case", 40% of all bad check cases reach resolution. This figure does not include informal resolutions and cases resolved prior to mediation. Figures for formal and informal mediation, place the resolution rate at approximately 71%.

It was apparent that save for the problem of no response from complaining parties, mediation represents a serious alternative in responding to "bad check" problems. Very often citizens are limited to either ignoring the problem or seeking relief through local small claims court. Since there is no small claims court option under New York State law, mediation of corporate transactions holds the potential for a speedier and more direct way to handle bad check cases.

However, even in program staff opinions, the servicing of bad checks appear to hold several pitfalls for everyday program operations. While bad check cases do not appear to break down at greater rates than other cases, they do require a great deal more attention after a resolution is achieved. This is in large part because citizens elect to make partial payments, which in a defacto sense makes the mediation center a "bookkeeper". Payments must be structured carefully and enforced.

Comparison of Mediation vs. Mediation-Arbitration

A field experiment was conducted by Neil McGillicuddy, Gary Welton, and Dean Pruitt of SUNY Buffalo to determine which form of third party intervention is most conducive for problem solving. The experiment was conducted at the Buffalo Dispute Settlement Center (part of the Better Business Bureau of Western New York). Funding for the project came from a National Science Foundation research grant awarded to Dean Pruitt. Three forms of third-party intervention were studied. The researchers were interested in behavioral differences caused by what the participants believed would happen if they failed to reach an agreement: in mediation, if no agreement is reached third party services end; in mediation/arbitration (same), the same mediator becomes the arbitrator; and in mediation/arbitration (different), a different person serves as the arbitrator. Twelve (12) cases were randomly assigned to each condition.

The mediation/arbitration (same) procedure appears to be the most effective in producing an atmosphere in which the disputants were motivated to reach an agreement. Demerits were earned by

the mediation procedure for the hostile atmosphere it produced, while mediation/arbitration (diff) earned a demerit for the lack of involvement mediators exhibited in the session.

Also of interest were the differences between joint sessions (where both disputants are present) and caucus sessions (where only one disputant is present). The main findings from these analyses were that there was more direct hostility between disputants in joint sessions than caucus sessions, as shown by the number of hostile questions and angry remarks and that there was more indirect hostility between disputants in caucus sessions than joint sessions, as shown by the high number of character and behavior remarks.

Public Policy Study of the New York State
Dispute Resolution Centers Program

A study of the goals and values (ethos) of the entire statewide dispute resolution program, with special emphasis on funding issues and the relationship of centers with each other and the Office of Court Administration was undertaken this year. Demographic characteristics of volunteer mediators are also being examined. The project is sponsored and funded by the Nelson A. Rockefeller Institute of Government. The research is being carried out by Barbara J. Schwartz, Ph.D., a Senior Research Fellow at the Institute. The project will be completed in August 1987 and the report will be available in the Rockefeller Institute Publication Series. For information contact Barbara

Schwartz, Ph.D., (CRESP), Anabel Taylor Hall, Ithaca, New York 14853.

The Development of Program Ethos and Mediator
Self-Image In Community Dispute Resolution Center Programs

This project is a long-term study of the socialization of volunteer mediators in four centers in New York State. Emphasis is placed on the development of mediator self-image and dispute resolution centers ethos (goals and values in forming policy). The project is sponsored by the Center for Religion, Ethics and Social Policy (CRESP) at Cornell University and is funded by the National Science Foundation. The principal investigator is Barbara J. Schwartz, Ph.D. Pilot work was carried out in 1985-86. The research will continue through 1988 and reports will be available in early 1989. For information contact Barbara Schwartz, Ph.D., (CRESP), Anabel Taylor Hall, Ithaca, New York 14853.

Study Examines Impact of University Mediation Program

A study was recently completed which examined the effectiveness of a university based peer mediation program. The study was conducted by Keith Miller, a masters degree candidate at the Rockefeller College of Public Affairs and Policy. It examined a mediation program on the campus of the State University of New York at Albany which had been established under the direction of

Karleen Karlson of the Judicial Affairs Office. Technical assistance was provided by the CDRCP administrative office.

Immediate and long-term satisfaction surveys and a compliance survey were conducted. The results are consistent with other research in the field and show satisfaction with the process as well as general high compliance with agreements. This study suggests that such mediation programs can be viable adjuncts to conventional disciplinary procedures on college campuses.

New Study Looks at Personal Theories and
Performance of Community Mediators at Three Centers

The Dispute Settlement Center of Western New York, the Neighborhood Justice Project of the Southern Tier and the Institute for Mediation and Conflict Resolution in New York City are collaborating with the Research Foundation of SUNY and the Department of Social Psychology, SUNY Buffalo, in a study on the process of mediation. The study will look at how the mediators personal theories match their performance.

Professor Dean Pruitt is the principal investigator for this project which adopts a five phase model of interpersonal problem-solving to explain how mediation works. Mediator strategies will be linked to conditions that prompt their use, with a focus on frequent mediator behavior. The study will hopefully lead to the development of recommendations about when a particular mediation technique can be used effectively.

Field research assistants Thomas Nochajski and Lynne Castrianno, of SUNY Buffalo, maintain contact with the centers, check on schedules and observations, code and enter data into the computer, and train observers. The coding system used by observers includes over one hundred items that describe what mediators do.

The study involves classifying and getting frequencies for some critical events in mediation and interviewing mediators to learn why they handle these events in certain ways. The study assumes that mediators change their strategy when they are making headway toward settlement.

An extensive telephone interview with each of sixty experienced community mediators is conducted within 24-hours of the observed mediation. A short questionnaire is given to the disputants at the end of the hearing and a follow-up with case files completes the data base.

Mediators are asked to provide a chronological account of what happened in the observed session. Four standardized prompts have been designed to help them remember more events and to help the researchers pinpoint events.

MEDIATOR SELECTION AND PROFILE

The backbone of the Community Dispute Resolution Centers Program (CDRCP) of the Office of Court Administration are the 1,484 citizen volunteers who donate their time, energy and life experience serving on local mediation panels. The recruitment, selection and training of volunteers are critical factors in maintaining and enhancing the quality of service provided to New York citizens.

Recruitment is usually undertaken by a local program when the number of mediators in its panel is not sufficient to meet its needs. Advertisement in local media and word of mouth are the usual methods for this purpose. Selection for training is based on interviews, letters of recommendation and references from veteran mediators.

Training begins with a state mandated minimum of 25 hours. Often it is greater, ranging from 30 to 40 hours or more. The minimum curriculum for training has also been established by the Office of Court Administration. Following training, prospective mediators serve an apprenticeship during which they role-play simulated mediations, observe mediation hearings, co-mediate and finally mediate while being observed. If the performance of the trainee is deemed adequate she or he is certified by the local program director.

After certification, mediators receive quarterly in-service training on special topics. In addition, most programs have evaluations filled out by the participants and debriefing and

feedback procedures in place which are used after each mediation session. Through these various efforts, both the Office of Court Administration and the local programs hope to maintain a high quality of service by the volunteer citizens who constitute the dispute resolution panels. To provide a profile of the characteristics of the mediators, the Office of Court Administration conducted a demographic survey in fiscal year 1986-87. The results of that survey are reported here.

Gender and Race:

A total of 682 surveys were returned, representing a response rate of approximately 45%. Of this number, 405 (59%) of respondents were female and 269 (39%) were male (1% were not specified). Of the total, 588 (86%) were White, 65 (9.5%) were Black, 14 (2%) were Hispanic, and 7 (1%) were American Indian. A more specific breakdown shows that 349 (51%) were White females, 233 (34%) White males, 37 (5%) Black females, and 27 (4%) were Black males.

The mean age of the mediators was 46.2 years old. This differed only marginally by gender, with males having a mean age of 48.3 years old and females 44.9 years old. Of the total, 7 (1%) were less than 21. Slightly more than 9% were between the ages of 21 and 30. The 31 to 40 age group represented 22%. The largest segment was the 41-50 age group comprising 29% of the total. Fourteen percent were 61 or older.

Education:

The mean educational level for all mediators was 16.2 years of education. Again this differed only marginally by gender (females = 16.0, males = 16.5). Only 1% of the total reported less than a high school education. Ten percent reported 12 years of education. Sixteen percent reported some college education but less than enough for a four year degree. Sixty percent of the total reported 16 or more years of education.

A total of 94 (14%) mediators reported that a high school diploma was the highest degree they had obtained. Nine percent (62) reported an associate's degree. A bachelor's degree had been obtained by 29% (196). Thirty three percent (223) held a master's degree. A doctorate was held by 5% (32) and a law degree by 6% (42).

Occupation:

The largest portion (37%) of mediators indicated that they held a professional position. This did not differ by gender. Five percent indicated they owned their own business and 8% indicated they were in upper management. These two groups were divided almost evenly by gender indicating an overrepresentation of males in these categories. Fifteen percent categorized themselves as in middle management positions with no gender differences. Eight percent reported that they were retired with males overrepresented in this category (males = 60%, females = 40%). Five percent reported they were homemakers and 4% secretaries or clerks, with almost all being female.

Income:

Seven percent of the mediators reported an annual income of less than \$9,000 and 13% had an income between \$9,000 and \$16,000. Females were overrepresented in both categories, constituting 84% of the former and 72% of the latter categories. Twenty-one percent reported an income of \$16,000 to \$25,000 with a gender representation equivalent to the overall gender breakdown. Another 21% reported income between \$25,000 and \$35,000 and 33% reported income over \$35,000. Both of these groups were split evenly by gender indicating an overrepresentation of males in the higher income groups. The median income group for females was the \$16,000 to \$25,000 category, while for males it was the \$25,000 to \$35,000 category.

Experience:

The mediators were asked if they were bilingual. Nine percent reported that they were, with 4% reporting Spanish as their second language, 4% another language and 1% not specifying.

In terms of length of service as a volunteer mediator, 13% (88) reported less than one year. The largest portion (32%) reported between one and two years. Fifteen percent reported between two and three years, 11% between three and four, 9% between four and five and 16% more than five years. The median length of service is between two and three years while the mean length of service was three and a half years.

Twenty-seven percent of the mediators indicated prior experience in dispute resolution in either a voluntary or professional capacity. The mean length of this experience was five years. This differed by gender with the mean length of prior

experience for females being less (3 years) than for males (7 years).

Conclusion

The average volunteer citizen mediator in New York is 46 years old with a college plus education and three and one-half years experience in the dispute resolution field. This indicates the high caliber of citizens who volunteer their time to serve the community in the dispute resolution centers.

DISPUTE RESOLUTION CENTERS STAFF SURVEY

In fiscal year 1986-87, the private-not-for-profit agencies which contract to provide dispute resolution services through the Community Dispute Resolution Centers Program employed 240 people in full and part-time positions (166 full-time equivalent positions). To develop a profile of the CDRC local staff members, a survey was conducted by the Office of Court Administration. Employees were asked to supply information on salary, age, gender, race, education, job title and job status (full or part-time).

Overall Profile

Gender: A total of 149 responses were received which represents a 62% response rate. Of this number, 83 (56%) employees held full-time jobs and 66 (44%) held part-time jobs. Females account for 79% (118) of the total and males 21% (31).

Race: Overall, 75% (112) are White, 15% (23) Black and 9% (14) Hispanic. For full-time status, the percentage of Whites is somewhat lower (62%) while it was higher for Blacks (19%) and Hispanics (19%). Whites represented a higher proportion of part-time employees (85%), with Blacks at 9% and Hispanics 6%. Nineteen percent reported being bi-lingual of which two-thirds identified Spanish as their additional language.

Age: The mean age for all staff members is 39 years old. Twenty-four percent are between 21 and 30, 26% between 31 and 40 and 28% between 41 and 50 years old. For full-time employees the mean age was 34.8 and the median age category was 31 to 40. For

part-time status the median age category was 41 to 50 and the mean age was 44.8.

Education: The mean number of grades of education completed for all staff members is 15.2. Of the total, 96% had achieved at least a high school diploma, specifically, 19% high school, 11% associate degree, 38% bachelor's degree, 17% master's degree and 9% some other degree. No differences in educational level or degree obtained were found between full and part-time staff members.

Background: Of the total, 32% indicated that their previous employment had been professional in nature, 20% secretarial/clerical, 13% managerial and 10% students. This did not differ between full and part-time staff members. However, for full-time employees, 33% had previously been employed by the same not-for-profit agency. This was true for only 12% of part-time employees.

Length of Service: The mean length of service for all employees is 2.6 years. This differs somewhat between full and part-time job holders. For full-time staff members, the mean length of service is 2.3 years with 41% indicating they had been in the position for less than one year. For part-time employees the mean length of service is 3 years with only 30% indicating less than a year in the position.

Individual Profile

Executive Director: An Executive Director supervises the operations of either a multi-purpose agency which includes a

mediation component or a single purpose agency which provides only mediation services.

A total of 17 individuals reported holding this position. Of this number, 8 (47%) are full-time and 9 (53%) part-time. Eleven (65%) are females and 6 (35%) male. Of the total, 16 (94%) are White and 1 (6%) Black. The mean age for this group is 42 and the average number of years of education 17.5. Of this group 6 (35%) hold a bachelor's degree, 10 (59%) a master's degree and 1 (6%) a law degree. The mean salary for this position for individuals employed full-time is \$22,035. Females holding this position tend to be older (44.5) than males (36.5). For full-time staff members the mean length of service in the position is 3.1 years while for part-time employees it is 2.6 years.

Program Director:

This position may take a variety of forms. In a multi-purpose agency the program director runs the mediation component, whether a single or multiple county program. In a single purpose multiple county program the program director might run the entire agency or one county program. In a single purpose single county program, the program director is in charge of the entire program.

Twenty-one individuals identified themselves as holding the program director position. Of this number 17 (81%) are full-time and 4 (19%) part-time. Twelve (57%) are female and 9 (43%) male. Of the total, 20 (95%) are White and 1 (5%) Black. The mean age

for this group is 35. The mean level of education is 16.7 years. Of the total, 3 (14%) hold less than a bachelor's degree, 9 (43%) hold a bachelor's degree, 8 (38%) a master's degree and 1 (5%) a law degree. The mean salary for those reporting a full-time position is \$17,945.

Several differences were found for job status and gender. The part-time individual has a greater mean age (44) and length of service (4.8 years) than does the full-time (35, 2.5 years respectively). Full-time male program directors reported a higher mean salary (\$20,500) than did full-time female program directors (\$16,000).

Program Coordinator: The primary duty of this position is a coordinator of the activities of one county in a multi-county program, whether multi or single purpose in nature. A total of 27 individuals reported holding the program coordinator position. Of this number, 14 (52%) are full-time and 13 (48%) part-time. Twenty-two (81%) are female and 5 (19%) male, 24 white (89%) and 3 black (11%). The mean length of service for this group is 1.8 years, with 50% reporting being on the job less than one year. For those reporting full-time status, the mean annual salary is \$15,904.

Some differences emerged between full and part-time program coordinators. For full-time coordinators, the median age category is 31-40 and the mean age 34 while for part-time coordinators it is 41-50 and 44 respectively. For full-time coordinators the mean educational level is 15.8 years, with 7 (50%) holding bachelor's and 3 (21%) master's degrees. For part-time status

the mean educational level is 15 years and 6 (46%) hold less than a bachelor's degree. Finally, 50% of full-time staff members had been previously employed by the same agency while only 21% of part-time staff members had been employed by the agency.

Case Manager: The responsibilities of this position include screening, intake and processing those cases accepted for dispute resolution. Case managers conduct conciliation efforts, arrange hearings and follow-up on cases.

A total of twelve individuals reported in this position. Of this number 9 (75%) are full-time and 3 (25%) part-time, with 10 (83%) female and 2 (17%) male, and 9 (75%) white, 2 (17%) black and 1 (8%) hispanic. The mean level of education for this group is 14 years. Fifty percent (6) have less than a bachelor's degree, while 4 (30%) hold a bachelor's degree. Five of 12 (42%) reported previous employment by the agency. The mean salary for those reporting a full-time position is \$14,250. Two differences that emerged are for age and length of service. For full-time staff members the mean age is 31 and length of service 3.8 years while for part-time staffers this is 47 and 8.3 years respectively.

Intake: This position involves screening cases for appropriateness and processing those cases accepted. It may also involve some aspects of the case manager position.

A total of 19 individuals reported in this category. Of this number 11 (58%) are full-time and 8 (42%) part-time, 15 (78%) are female and 4 (22%) male, with 9 (47%) white, 7 (37%) black and 3 (16%) hispanic. For full-time employees, the mean

age is 29, the length of service 1.6 years and the education level 15.4 years with 9 (82%) having a bachelor's degree. For part-time staff members the mean age is 36.6 with 2.3 years of experience and 14.4 years of education with 4 (50%) having a bachelor's or master's degree. The average salary for those reporting a full-time position is \$13,900.

Secretary/Clerical: Twenty-eight persons, all female, indicated this category. There are 15 (54%) full-time workers and 13 (46%) part-time. For full-time employees, the average age was 35, the length of service 1.6 years and educational level 13.3 years. For part-time employees, the average age was 47.5, length of service 3.3 years and educational level 12.6 years. Of the full-time staff members, 7 (47%) are white, 5 (33%) black and 3 (20%) hispanic. Of the part-time staff 10 (77%) are white, 2 (15%) black, and 1 (8%) hispanic. The average salary for those reporting a full-time position is \$11,200.

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

OFFICE OF COURT ADMINISTRATION

STAFFING

The staff of the Community Dispute Resolution Centers Program of the Office of Court Administration which reports to the Chief Administrative Judge remained the same during this fiscal year. The original director, Thomas F. Christian, Ph.D., was appointed October 30, 1981; Mark V. Collins, M.S.J.A., Management Analyst, was hired March 11, 1982; Yvonne E. Taylor, Secretary, was hired January 2, 1985 and Michael Van Slyck, M.A., Court Analyst, was hired September 3, 1985.

PUBLIC INFORMATION EFFORTS ON DISPUTE RESOLUTION

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

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

Public speaking engagements, slide presentations, public service announcements, films, video and audio tapes and a library of articles, books and other publications are made available for educational and informational purposes by the community dispute resolution centers and the Office of Court Administration.

The staff of the Office of Court Administration made presentations promoting alternative dispute resolution to the following persons and organizations during the past fiscal year April 1, 1986 to March 31, 1987: Article in U.S. News and World Report June 9, 1986; Dr. Stephen Egger, New York Division of Criminal Justice Services; New York State Corrections and Youth Services Association; Sean F. Killeen, Acting Mayor, Ithaca, New York; article in New York University Review of Law and Social Change 1986 entitled "Community Dispute Resolution: First Class Process or Second Class Justice"; American Psychological Association Annual Convention, Washington, D.C.; Arbitration Day in New York

City, American Arbitration Association; Albany Diocese Criminal Justice Commission; National Center For State Courts; National Conference on Peacemaking and Conflict Resolution in Denver, Colorado; Fund For Modern Courts; Albany Law School; Southern Tier East Regional Planning Development Board; National Probation and Parole Association in Baltimore, Maryland; American Bar Association Annual Meeting in New York City; New York State Office of the Aging; New York City Criminal Justice Coordinator's office; Governor's Proclamation for Alternative Dispute Resolution Week, September 21-27, 1986; New York State Association of Criminal Justice Educators; sponsored the National Conference "Enhancing Mediator Skills: In-Depth Workshops For Practitioners" in Rochester, New York attended by 400 participants; Arbitration Day, Long Island New York; New Jersey Chapter of the American Corrections Association; Police Foundation Conference on the Prevention of Inner-City Crime, Washington, D.C.; New York State Probation and Correctional Alternatives Conference in Albany; New York City Chapter of the Society of Professionals in Dispute Resolution; National Institute For Dispute Resolution in Washington, D.C.; New York State Affirmative Action Advisory Commission Conference in Albany; training on conflict management for New York City Court Officers; student body at Doanne Stuart School in Albany; Martha L. Bryer, Director of Health Affairs, the Dental Society of the State of New York; Syracuse University Program on the Analysis and Resolution of Conflicts, Maxwell School of Citizenship and Public Affairs; New York State Council of Probation Administrators; published a chapter entitled, "A

Resource for All Seasons: A Statewide Network of Community Dispute Resolution Centers" in Mediation: Contexts and Challenges, Charles C. Thomas publisher, Springfield, Illinois 1986; Schenectady Community College Criminal Justice classes; and the editing and publication of the proceedings of the 1984 conference on Problem Solving Through Mediation: Revisited, Rockefeller College Press, State University of New York at Albany. Material on procedures for the implementation of referring selected felonies to dispute resolution were sent to every district attorney and every judge.

In addition to the Office of Court Administration's efforts to inform the public and the justice system about the availability of this alternative resource, each community dispute resolution center's staff and mediators publicize the local program through a series of speaking engagements, training, public service announcements, newspaper, magazine, radio and television presentations. These are reported to the Office of Court Administration in quarterly progress reports.

The proceedings of the 1986 conference "Enhancing Mediator Skills: In-Depth Workshops For Practitioners" have been edited by Thomas F. Christian and will be published in 1987 by the Rockefeller College Press, State University of New York at Albany.

The Office of Court Administration is working to promote a video on dispute resolution to educate the public and enhance training of mediators. It is anticipated that this video will be

completed in 1987 and available to all the centers across the state.

It is important that informational and educational efforts are made regularly on the state and local level to publicize the availability of the alternative dispute resolution centers to the citizens and justice system. People must know that there are alternative resources available to resolve disputes.

NEW LEGISLATION

On August 2, 1986, Governor Mario M. Cuomo signed into law, Chapter 837 allowing the referral of selected felonies to dispute resolution. Senator Ronald B. Stafford sponsored the Bill which had an effective date of November 1, 1986. (See Appendix A)

Felonies can now be referred upon or after arraignment in a local criminal or superior court. Before a felony can be referred, the consent of the people (prosecutor) the respondent (defendant) and the victim (complainant) must be obtained. The court may then order that the action be adjourned in contemplation of dismissal for the purpose of referring the action to a dispute resolution center.

A felony cannot be referred to a center if it is a class A felony, a serious violent felony offense, or a drug offense. Defendants with prior felony convictions are not eligible.

After a matter has been referred to a dispute resolution center, the program has forty-five days to advise the district attorney as to whether the matter has been resolved.

If one of the parties has agreed to pay a fine, restitution or reparation, the district attorney must be advised every thirty days as to the status of the payment. If the party does not pay the required amount, the court can restore the action to the calendar. The matter may be dismissed after the six month or one year period if an agreement is reached and abided by the parties. Financial awards may be up to five thousand dollars.

This legislation was spurred by the success of dispute resolution centers around the state in mediating misdemeanor criminal matters. A favorable study conducted by the Vera Institute on a pilot mediation program in New York City also helped convince legislators of the value of mediation. Chief Administrative Judge Joseph W. Bellacosa and the staff of the Unified Court System determined that legislation should be proposed to allow selected felonies to be referred to dispute resolution. With additional cases being diverted from the justice system, judges and district attorneys can dedicate their time to the more serious and complex and legal matters that they must face each day. Appropriate felony matters for referral to dispute resolution centers often involve family matters (excluding domestic violence), relatives, friends, neighbors, ex-boy-friend/girlfriend, acquaintances and others who have some type of ongoing interaction.

Since the legislation took effect in November, 1986 forty-one felonies were reported as referred to dispute resolution centers.

PROBLEMS ENCOUNTERED DURING 1986-1987

The Community Dispute Resolution Centers Program continues to make progress in its plan to establish cost-effective community alternative dispute resolution resources available to citizens in every county in the state. In fiscal year 1986-87, centers were developed in three additional counties. Of the remaining six counties, all are in the process of obtaining local financing and meeting the state criteria. It is anticipated that every county in the State of New York will have a community dispute resolution center by the end of 1988.

Problems that arose during fiscal year 1986-87 related mainly to finances. The programs receive grants from the Unified Court System for up to 50% of their expenses. They must generate the remaining sums from other federal, state and local sources, which is a difficult task in this day and age. To address this situation, the Office of Court Administration proposed legislation which would allow each county a block grant of up to \$20,000 for dispute resolution services. Any additional grant would require a 50/50 state local share. This arrangement would give each center a financial starting point and would decrease the amount of time programs must spend on fundraising. (This bill was passed by the New York State Legislature and signed by Governor Mario M. Cuomo as Chapter 281, Laws of 1987).

A second problem which stems from the same dilemma relates to staff turnover. Many dedicated people working in the field of dispute resolution are employed by private not-for-profit

agencies and consequently earn very modest salaries. After three or four years of service they move on to better paying positions forcing the programs to hire new employees or promote existing staff members. Although the turnover brings new ideas and energy into the program, it also interrupts the continuity and delivery of services. Delays in hiring and training new staff members have a direct relationship to decreases in caseload. Local program boards of directors, staff members and the Office of Court Administration are seeking ways to alleviate the problem while recognizing that low salaries and high turnover in private not-for-profit agencies is an unfortunate reality.

CONCLUSION

Chief Judge Sol Wachtler and Chief Administrative Judge Albert M. Rosenblatt are pleased to report to the Governor, the Legislature, the Judiciary and the citizens of New York that the Community Dispute Resolution Centers Program is providing a valuable alternative dispute resolution resource to the citizens and justice system in the State of New York.

During fiscal year 1986-87 (April 1, 1986 to March 31, 1987) the alternative dispute resolution centers reported 97,023 contacts and referrals serving 50,935 persons through 20,653 conciliations, mediations and arbitrations. In addition, the centers provided a number of related services to an additional 102,579 persons.

New centers were established in Cortland, Madison and Warren counties this past year. Programs are now available in 56 of the 62 counties in the state serving 98% of the population. The remaining six counties are already doing the ground work necessary to establish centers and it is anticipated that by the end of 1988, a center will be available in each county.

The centers are designed to meet the needs of each county. Each center has the ability to address any type of dispute suitable for mediation, conciliation or arbitration. Often the party or parties simply need a forum for discussion and have no need to take their disputes further. Other community resources can also be utilized to address the specific issues involved. A statewide network of community dispute resolution centers

provides the citizen and the court with a quick, convenient, cost-effective means to resolve disputes. The use of community dispute centers also helps alleviate court congestion. The dispute resolution process can reduce crime and prevent situations from escalating into serious often violent criminal matters. The process can teach people to manage conflict constructively in a peaceful, effective manner. If each community has access to a community dispute resolution center, individuals and groups will have a forum in which to communicate and hopefully achieve understanding.

For fiscal year 1987-88, the Chief Administrative Judge requested \$1,960,000 to continue state grants covering up to 50% of the total budgets for existing centers in 56 counties and plans for new programs in four additional counties.

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

TABLE 1

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 WORKLOAD ANALYSIS FOR ALL PROGRAMS
 FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

CASE DISPOSITION	(1)	(2)	(3)	(4)	(5)
	(4/1/85 TO 3/31/86)	PERCENT OF TOTAL	(4/1/86 TO 3/31/87)	PERCENT OF TOTAL	% CHANGE FROM 1985-86 (3-1)/(1)
CONCILIATED	4,013	10.3%	5,068	12.3%	26.3%
MEDIATED SUCCESSFULLY	12,357	31.6%	12,936	31.5%	4.7%
MEDIATED UNSUCCESSFULLY	1,656	4.2%	1,983	4.8%	19.7%
ARBITRATED	515	1.3%	681	1.7%	32.2%
UNAMENABLE FOR MEDIATION	2,418	6.2%	1,717	4.2%	-29.0%
COMP. REFUSES TO MEDIATE	976	2.5%	1,402	3.4%	43.6%
RESP. REFUSES TO MEDIATE	2,391	6.1%	2,980	7.3%	24.6%
BOTH REFUSE TO MEDIATE	201	0.5%	249	0.6%	23.9%
COMP. - NO SHOW	1,171	3.0%	1,194	2.9%	2.0%
RESP. - NO SHOW	1,549	4.0%	1,553	3.8%	0.3%
BOTH - NO SHOW	8,966	22.9%	8,770	21.4%	-2.2%
CASE DISMISSED BY COMP.	1,104	2.8%	1,377	3.4%	24.7%
OTHER	1,524	3.9%	954	2.3%	-37.4%
UNDETERMINED	253	0.6%	201	0.5%	-20.6%
TOTAL	39,094	100.0%	41,065	100.0%	5.0%
REFERRAL SOURCE					
COURTS	27,684	70.8%	27,663	67.4%	-0.1%
BUSINESS/CORPORATION	47	0.1%	174	0.4%	N/A
DISTRICT ATTORNEY	1,939	5.0%	1,892	4.6%	-2.4%
LEGAL AID	379	1.0%	404	1.0%	6.6%
POLICE/SHERIFF/ST. POLICE	2,716	6.9%	3,161	7.7%	16.4%
PRIVATE AGENCY	0	0.0%	654	1.6%	N/A
PRIVATE ATTORNEY	205	0.5%	262	0.6%	27.8%
PROBATION	198	0.5%	209	0.5%	N/A
PUBLIC AGENCY	1,512	3.9%	1,177	2.9%	-22.2%
PUBLIC DEFENDER	23	0.1%	57	0.1%	N/A
SCHOOL	238	0.6%	679	1.7%	185.3%
WALK-IN	3,061	7.8%	4,045	9.9%	32.1%
OTHER	588	1.5%	393	1.0%	-33.2%
UNDETERMINED	504	1.3%	295	0.7%	-41.5%
TOTAL	39,094	100.0%	41,065	100.0%	5.0%
TYPE OF DISPUTE					
CRIMINAL - MISDEMEANOR	29,483	75.4%	29,144	71.0%	-1.1%
CRIMINAL - FELONY	0	N/A	41	0.1%	N/A
CIVIL	7,163	18.3%	9,546	23.2%	33.3%
JUVENILE	2,158	5.5%	2,072	5.0%	-4.0%
UNDETERMINED	290	0.7%	262	0.6%	-9.7%
TOTAL	39,094	100.0%	41,065	100.0%	5.0%

(continued on page 2 of table 1)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 WORKLOAD ANALYSIS FOR ALL PROGRAMS
 FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

NATURE OF DISPUTE	(1)	(2)	(3)	(4)	(5)
	(4/1/85 TO 3/31/86)		(4/1/86 TO 3/31/87)		% CHANGE FROM 1985-86 (3-1)/(1)
	CASES	PERCENT OF TOTAL	CASES	PERCENT OF TOTAL	
AGGRAVATED ASSAULT	79	0.2%	106	0.3%	34.2%
AGGRAVATED HARASSMENT	193	0.5%	1,179	2.9%	510.9%
ANIMAL COMPLAINT	250	0.6%	274	0.7%	9.6%
ARSON	N/A	0.0%	0	0.0%	N/A
ASSAULT	5,855	15.0%	6,125	14.9%	4.6%
BREACH OF CONTRACT	1,312	3.4%	1,910	4.7%	45.6%
BURGLARY	N/A	0.0%	4	.0%	N/A
CUSTODY/SUPPORT/VISITATION	364	0.9%	935	2.3%	156.9%
CRIM. MISAPPL. OF PROPERTY	N/A	0.0%	15	.0%	N/A
CRIM. POSS. OF STOLEN PROP.	N/A	0.0%	3	.0%	N/A
CRIMINAL MISCHIEF	1,253	3.2%	1,279	3.1%	2.1%
CRIMINAL TAMPERING	N/A	0.0%	5	.0%	N/A
CRIMINAL TRESPASS	N/A	0.0%	40	0.1%	N/A
FORGERY	20	0.1%	19	.0%	-5.0%
FRAUD-BAD CHECK	545	1.4%	673	1.6%	23.5%
GRAND LARCENY	N/A	0.0%	4	.0%	N/A
HARASSMENT	17,462	44.7%	17,556	42.8%	0.5%
HOUSING DISPUTE	1,493	3.8%	1,789	4.4%	19.8%
INTERPERSONAL DISPUTE	2,050	5.2%	2,682	6.5%	30.8%
LARCENY	N/A	0.0%	5	.0%	N/A
MENACING	1,219	3.1%	979	2.4%	-19.7%
NOISE	1,179	3.0%	1,001	2.4%	-15.1%
PERSONS IN NEED OF SPRVISM.	63	0.2%	104	0.3%	65.1%
PERSONAL/REAL PROPERTY	1,521	3.9%	1,773	4.3%	16.6%
PETIT LARCENY	390	1.0%	444	1.1%	13.8%
RECKLESS ENDANGERMENT	116	0.3%	102	0.2%	-12.1%
ROBBERY	N/A	0.0%	6	.0%	N/A
THEFT OF SERVICES	216	0.6%	507	1.2%	134.7%
UNAUTH. USE OF A VEHICLE	N/A	0.0%	2	.0%	N/A
VANDALISM	44	0.1%	60	0.1%	36.4%
VIOLATION OF TOWN/CITY ORD.	26	0.1%	45	0.1%	73.1%
OTHER	2,855	7.3%	713	1.7%	-75.0%
UNDETERMINED	589	1.5%	726	1.8%	23.3%
TOTAL	39,094	100.0%	41,065	100.0%	5.0%
NONMEDIATED CASE REFERRED TO ANOTHER AGENCY					
SOCIAL SERVICE AGENCY	331	4.3%	266	3.8%	-19.6%
COURTS	5,673	73.3%	4,930	69.8%	-13.1%
DISTRICT ATTORNEY	849	11.0%	1,083	15.3%	27.6%
POLICE/SHERIFF	322	4.2%	286	4.0%	-11.2%
OTHER	563	7.3%	503	7.1%	-10.7%
TOTAL	7,738	100.0%	7,068	100.0%	-8.7%

(continued on page 3 of table 1)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 WORKLOAD ANALYSIS FOR ALL PROGRAMS
 FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

RELATIONSHIP	(1)	(2)	(3)	(4)	(5)
	(4/1/84 TO 3/31/85)		(4/1/85 TO 3/31/86)		% CHANGE FROM 1985-86 (3-1)/(1)
	CASES	PERCENT OF TOTAL	CASES	PERCENT OF TOTAL	
ACQUAINTANCES	8,019	20.5%	8,748	21.3%	9.1%
BOY/GIRLFRIEND	529	1.4%	542	1.3%	2.5%
CONSUMER/MERCHANT	2,880	7.4%	3,319	8.1%	15.2%
DIVORCED	454	1.2%	660	1.6%	45.4%
EMPLOYER/EMPLOYEE	396	1.0%	432	1.1%	9.1%
EX-BOY/GIRLFRIEND	2,238	5.7%	2,351	5.7%	5.0%
EXTENDED FAMILY	760	1.9%	849	2.1%	11.7%
FRIEND	1,365	3.5%	1,865	4.5%	36.6%
IMMEDIATE FAMILY	1,643	4.2%	1,916	4.7%	16.6%
LANDLORD/TENANT	5,297	13.5%	5,432	13.2%	2.5%
MARRIED	591	1.5%	683	1.7%	15.6%
NEIGHBORS	10,321	26.4%	9,631	23.5%	-6.7%
ROOM/HOUSEMATE	248	0.6%	231	0.6%	-6.9%
SEPARATED	383	1.0%	378	0.9%	-1.3%
STRANGERS	2,039	5.2%	2,338	5.7%	14.7%
OTHER	1,407	3.6%	1,159	2.8%	-17.6%
UNDETERMINED	524	1.3%	531	1.3%	1.3%
TOTALS	39,094	100.0%	41,065	100.0%	5.0%

RETURNEE TO MEDIATION

REHED. OF NEW MATTER	464	51.2%	560	54.8%	20.7%
REHED. OF OLD MATTER	236	26.0%	220	21.5%	-6.8%
NONCOMPLIANCE OF PAST HED.	199	22.0%	239	23.4%	20.1%
OTHER	7	0.8%	3	0.3%	-57.1%
TOTAL	906	100.0%	1,022	100.0%	12.8%

 ADDITIONAL INFORMATION

	1985-86	1986-87	% CHANGE FROM 1985-86
NO. OF INDIVIDUALS SERVED THROUGH THE CONCILIATION/MEDIATION/ARBITRATION PROCESS	46,670	50,935	9.1%
ALL CASES	119,585	98,556	-17.6%
AVE. NO. OF INDIVIDUALS SERVED	2.9	2.4	-17.2%
TOTAL DOLLAR AMOUNT AWARDED	\$462,296	\$569,768	23.2%
TOTAL NO. OF CASES INVOLVED	1,760	2,018	14.7%
AVE. DOLLAR AMOUNT AWARDED PER CASE	\$263	\$282	7.2%
AVE. DAYS FROM INTAKE TO DISPOSITION FOR:			
ALL CASES	13.8	14.1	2.2%
CONCILIATED/MEDIATED/ARBITRATED	13.98	13.8	-1.3%
AVE. MINUTES PER MEDIATION/ARBITRATION	84	86	2.4%
SUCCESSFUL MEDIATED CASE REFERRED TO ANOTHER AGENCY FOR SERVICES	577	496	-14.0%

TABLE 2

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS
FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

AGE	(APRIL 1, 1985 TO MARCH 31, 1986)				(APRIL 1, 1986 TO MARCH 31, 1987)			
	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
LESS THAN 17	872	2.2%	1,262	3.2%	1,631	4.0%	1,674	4.1%
17-20	2,271	5.8%	2,017	5.2%	2,486	6.1%	2,112	5.1%
21-29	8,604	22.0%	5,475	14.0%	8,826	21.5%	6,215	15.1%
30-39	10,697	27.4%	6,133	15.7%	11,077	27.0%	7,414	18.1%
40-49	6,417	16.4%	4,050	10.4%	6,757	16.5%	4,666	11.4%
50-59	3,624	9.3%	2,135	5.5%	3,667	8.9%	2,272	5.5%
60-64	1,285	3.3%	618	1.6%	1,318	3.2%	682	1.7%
65+	2,119	5.4%	867	2.2%	2,147	5.2%	913	2.2%
UNDETERMINED	3,205	8.2%	16,537	42.3%	3,156	7.7%	15,117	36.8%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%
SEX								
MALE	14,558	37.2%	16,521	42.3%	15,709	38.3%	18,313	44.6%
FEMALE	23,787	60.8%	12,010	30.7%	25,021	60.9%	13,060	31.8%
UNDETERMINED	749	1.9%	10,563	27.0%	335	0.8%	9,692	23.6%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%
EMPLOYMENT STATUS								
DISABILITY	998	2.6%	306	0.8%	1,026	2.5%	315	0.8%
EMPLOYED	16,811	43.0%	11,036	28.2%	19,663	47.9%	14,391	35.0%
FAMILY EMPLOYED	1,251	3.2%	628	1.6%	1,730	4.2%	873	2.1%
PUBLIC ASSISTANCE	4,926	12.6%	1,738	4.4%	5,533	13.5%	2,221	5.4%
SOC. SEC./RETIRED	2,271	5.8%	757	1.9%	2,864	7.0%	905	2.2%
STUDENT	1,926	4.9%	1,748	4.5%	2,950	7.2%	2,391	5.8%
UNEEMPLOYED	3,834	9.8%	2,160	5.5%	3,648	8.9%	2,626	6.4%
UNDETERMINED	7,077	18.1%	20,721	53.0%	3,651	8.9%	17,343	42.2%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%

(continued on page 2 of table 2)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS
 FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

RACE/ETHNIC	(APRIL 1, 1985 TO MARCH 31, 1986)				(APRIL 1, 1986 TO MARCH 31, 1987)			
	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
ASIAN	543	1.4%	301	0.8%	514	1.3%	374	0.9%
BLACK	12,131	31.0%	6,567	16.8%	12,491	30.4%	7,367	17.9%
HISPANIC	6,882	17.6%	4,282	11.0%	7,052	17.2%	4,353	10.6%
AMERICAN INDIAN	72	0.2%	44	0.1%	61	0.1%	51	0.1%
WHITE	15,424	39.5%	12,268	31.4%	17,435	42.5%	14,449	35.2%
OTHER	201	0.5%	178	0.5%	346	0.8%	257	0.6%
UNDETERMINED	3,841	9.8%	15,454	39.5%	3,166	7.7%	14,214	34.6%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%
INCOME LEVEL								
LESS THAN \$9,000	17,022	43.5%	8,102	20.7%	18,013	43.9%	10,047	24.5%
\$9,001-\$16,000	6,494	16.6%	3,607	9.2%	8,205	20.0%	5,237	12.8%
\$16,001-\$25,000	3,961	10.1%	2,276	5.8%	5,674	13.8%	3,603	8.8%
\$25,001-\$35,000	1,722	4.4%	1,108	2.8%	2,054	5.0%	1,389	3.4%
\$35,001+	1,189	3.0%	1,139	2.9%	1,340	3.3%	1,337	3.3%
UNDETERMINED	8,706	22.3%	22,862	58.5%	5,779	14.1%	19,452	47.4%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%
EDUCATION LEVEL								
0-8	3,232	8.3%	1,462	3.7%	3,762	9.2%	2,065	5.0%
9-11	6,269	16.0%	3,726	9.5%	7,501	18.3%	4,881	11.9%
12	11,823	30.2%	6,621	16.9%	14,296	34.8%	9,573	23.3%
13-15	5,144	13.2%	2,015	5.2%	6,092	14.8%	2,867	7.0%
16	2,667	6.8%	1,298	3.3%	2,949	7.2%	1,772	4.3%
17+	1,065	2.7%	404	1.0%	1,315	3.2%	553	1.3%
UNDETERMINED	8,894	22.8%	23,568	60.3%	5,150	12.5%	19,354	47.1%
TOTAL	39,094	100.0%	39,094	100.0%	41,065	100.0%	41,065	100.0%

TABLE 3

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
FOR COMBINED COMPLAINANTS AND RESPONDENTS
FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

(APRIL 1, 1985 TO MARCH 31, 1986)

(APRIL 1, 1986 TO MARCH 31, 1987)

AGE	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS		% CHANGE FROM 1985-86 (3-1)/(1)
	(1)	(2)	(3)	(4)	
	CASES	% OF TOTAL	CASES	% OF TOTAL	
LESS THAN 17	2,134	2.7%	3,305	4.0%	54.87%
17-20	4,288	5.5%	4,598	5.6%	7.23%
21-29	14,079	18.0%	15,041	18.3%	6.83%
30-39	16,830	21.5%	18,491	22.5%	9.87%
40-49	10,467	13.4%	11,423	13.9%	9.13%
50-59	5,759	7.4%	5,939	7.2%	3.13%
60-64	1,903	2.4%	2,000	2.4%	5.10%
65+	2,986	3.8%	3,060	3.7%	2.48%
UNDETERMINED	19,742	25.2%	18,273	22.2%	-7.44%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%
SEX					
MALE	31,079	39.7%	34,022	41.4%	9.47%
FEMALE	35,797	45.8%	38,081	46.4%	6.38%
UNDETERMINED	11,312	14.5%	10,027	12.2%	-11.36%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%
EMPLOYMENT STATUS					
DISABILITY	1,304	1.7%	1,341	1.6%	2.84%
EMPLOYED	27,847	35.6%	34,054	41.5%	22.29%
FAMILY EMPLOYED	1,879	2.4%	2,603	3.2%	38.53%
PUBLIC ASSISTANCE	6,664	8.5%	7,754	9.4%	16.36%
SOC. SEC./RETIRED	3,028	3.9%	3,769	4.6%	24.47%
STUDENT	3,674	4.7%	5,341	6.5%	45.37%
UNEMPLOYED	5,994	7.7%	6,274	7.6%	4.67%
UNDETERMINED	27,798	35.6%	20,994	25.6%	-24.48%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%

(continued on page 2 of table 2)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
 FOR COMBINED COMPLAINANTS AND RESPONDENTS
 FOR 1985-86 AND 1986-87 STATE FISCAL YEARS

(APRIL 1, 1985 TO MARCH 31, 1986)

(APRIL 1, 1986 TO MARCH 31, 1987)

RACE/ETHNIC	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS		% CHANGE FROM 1985-86 (3-1)/(1)
	CASES	% OF TOTAL	CASES	% OF TOTAL	
ASIAN	844	1.1%	888	1.1%	5.21%
BLACK	18,698	23.9%	19,858	24.2%	6.20%
HISPANIC	11,164	14.3%	11,405	13.9%	2.16%
AMERICAN INDIAN	116	0.1%	112	0.1%	-3.45%
WHITE	27,692	35.4%	31,884	38.8%	15.14%
OTHER	379	0.5%	603	0.7%	59.10%
UNDETERMINED	19,295	24.7%	17,380	21.2%	-9.92%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%
INCOME LEVEL					
LESS THAN \$9,000	25,124	32.1%	28,060	34.2%	11.69%
\$9,001-\$16,000	10,101	12.9%	13,442	16.4%	33.08%
\$16,001-\$25,000	6,237	8.0%	9,277	11.3%	48.74%
\$25,001-\$35,000	2,830	3.6%	3,443	4.2%	21.66%
\$35,001+	2,328	3.0%	2,677	3.3%	14.99%
UNDETERMINED	31,568	40.4%	25,291	30.7%	-20.07%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%
EDUCATION LEVEL					
0-8	4,694	6.0%	5,827	7.1%	24.14%
9-11	9,995	12.8%	12,382	15.1%	23.88%
12	18,444	23.6%	23,869	29.1%	29.41%
13-15	7,159	9.2%	8,959	10.9%	25.14%
16	3,965	5.1%	4,721	5.7%	19.07%
17+	1,469	1.9%	1,868	2.3%	27.16%
UNDETERMINED	32,462	41.5%	24,504	29.8%	-24.51%
TOTAL	78,188	100.0%	82,130	100.0%	5.04%

TABLE 4

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	1981-82					1982-83				
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
	* CONTACTS	CONCILIATIONS	MEDIATIONS	ARBITRATIONS	TOTAL CON./ MED./ARB. (2+3+4)	* CONTACTS	CONCILIATIONS	MEDIATIONS	ARBITRATIONS	TOTAL CON./ MED./ARB. (7+8+9)
ALBANY MED. PROG.	20	0	20	0	20	808	11	164	1	176
BROOKE - ACCORD	n/a	n/a	n/a	n/a	0	442	63	36	0	99
CHEMUNG - NJP.	1,348	317	53	0	370	3,268	305	82	0	387
DUTCHESS - CDRC	n/a	n/a	n/a	n/a	n/a	61	3	4	0	7
ERIE - DSC	580	111	121	8	240	3,156	131	349	8	488
MONROE - CDS, INC.	814	34	349	54	437	2,042	78	606	103	787
NASSAU (AAA) - CDC	379	0	218	0	218	1,316	12	94	24	130
NASSAU - HAP	77	12	26	0	38	178	22	49	0	71
INCR	11,262	0	3,441	237	3,678	15,938	696	4,749	323	5,768
VSA	13,077	0	3,295	0	3,295	15,248	67	5,036	0	5,103
STATEN ISLAND	50	0	0	0	0	4,102	78	582	0	660
WASH. HEIGHTS	41	8	6	0	14	1,720	90	84	0	174
BROOKLYN COLLEGE	14	0	7	0	7	415	33	106	0	139
ONONDAGA (RESOLVE)	600	0	164	0	164	827	148	133	0	281
ONONDAGA (VOL CTR)	2,346	0	391	0	391	1,115	14	196	2	212
ORANGE - MED. PROJ	n/a	n/a	n/a	n/a	n/a	439	26	60	0	86
RENSSELAER - CDSP	203	27	24	0	51	314	30	36	0	66
ROCKLAND - VHC	241	2	31	0	33	188	0	21	0	21
SCHENECTADY - CDSP	5	0	3	0	3	351	15	29	0	44
SUFFOLK - CNC, INC	1,123	0	634	0	634	2,324	84	497	0	581
TOTALS	32,180	511	8,783	299	9,593	54,254	1,906	12,913	461	15,280

* Contacts include walk-in clients and referrals from courts and other agencies. Contacts are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency. A contact is recorded when a unit of service has been provided.

(continued on page 2 of Table 3)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	1983-84					1984-85				
	(1) * CONTACTS	(2) CONCILIATIONS	(3) MEDIATIONS	(4) ARBITRATIONS	(5) TOTAL CON./ HED./ARB. (2+3+4)	(6) * CONTACTS	(7) CONCILIATIONS	(8) MEDIATIONS	(9) ARBITRATIONS	(10) TOTAL CON./ HED./ARB. (7+8+9)
ALBANY MEDIATION PROGRAM	1,195	17	189	0	206	1,569	19	203	2	224
ALLEGANY CO. - DSC	33	3	0	0	3	83	11	21	1	33
BROOME CO. - ACCORD	2,136	189	132	0	321	1,849	166	229	0	395
CHAUTAUQUA CO. - DCS	n/a	n/a	n/a	n/a	n/a	132	5	17	2	24
CHEUNG CO. - NJP	3,557	292	62	0	354	2,024	441	89	0	530
COLUMBIA CO.-COMMON GROUND	252	7	17	0	24	358	27	55	0	82
DUTCHESS - CDRC	427	28	62	0	90	725	28	100	0	128
ERIE - DSC	3,751	210	316	12	538	1,812	440	401	38	879
FULTON/MONTGOM./SCHOHARIE	142	10	11	0	21	240	40	75	0	115
GREENE COUNTY - CDRC	110	10	4	0	14	431	35	15	0	50
JEFFERSON COUNTY - CDRC	66	3	6	0	9	151	16	41	0	57
LEWIS COUNTY MED. SERVICE	89	10	10	0	20	37	6	5	0	11
LIVINGSTON/ONTARIO/WAYNE	225	0	98	2	100	1,055	11	170	11	192
MONROE - CDS, INC.	1,635	4	576	85	665	2,083	13	329	106	448
NASSAU CO. AAA - CDC	1,855	6	119	26	151	2,074	16	119	19	154
NASSAU CO. - MAP	170	22	44	0	66	208	39	67	0	106
INCR	19,306	525	3,388	249	4,162	18,082	616	3,669	267	4,552
VSA	15,861	192	5,151	2	5,345	16,555	183	5,297	0	5,480
STATEN ISLAND - CDRC	4,036	82	365	0	447	4,300	53	352	0	405
WASH. HEIGHTS	2,825	77	122	0	199	2,622	34	132	0	166
BROOKLYN COLLEGE	810	23	168	0	191	0	1	1	1	3
ONEIDA COUNTY - CDRC	283	19	10	0	29	757	89	31	0	120
ONONDAGA (RESOLVE)	817	117	106	0	223	501	90	86	0	176
ONONDAGA (VOL CTR)	2,290	26	225	0	251	2,505	14	181	0	195
ORANGE CO. MED. PROJECT	1,078	45	162	0	207	862	35	204	0	239
OSWEGO COUNTY - RESOLVE	120	2	2	0	4	326	44	63	0	107
OTSEGO COUNTY - AGREE	80	12	20	0	32	177	42	18	0	60
RENSSELAER CO. - CDSP	737	31	46	0	77	869	50	66	0	116
ROCKLAND CO. - VMC	915	16	87	0	103	1,138	21	94	0	115
SARATOGA COUNTY - DSP	18	4	10	0	14	180	6	38	0	44
SCHENECTADY CO. - CDSP	382	11	36	1	48	412	11	35	0	46
SCHUYLER COUNTY - NJP	411	14	16	0	30	177	34	33	0	67
STEBEN COUNTY - NJP	34	6	2	0	8	79	23	9	0	32
ST. LAWRENCE COUNTY - CCR	n/a	n/a	n/a	n/a	0	119	24	11	0	35
SUFFOLK - CHC, INC.	2,496	19	517	0	536	3,327	84	527	0	611
MED. SERV. OF SULLIVAN CO.	n/a	n/a	n/a	n/a	0	10	1	2	0	3
TIOGA COUNTY - ACCORD	n/a	n/a	n/a	n/a	0	190	22	18	0	40
TOMPKINS COUNTY - CDRC	327	12	21	0	33	233	59	56	0	115
MED. SERV. OF ULSTER CO.	338	29	34	0	63	481	93	115	0	208
WESTCHESTER CO. MED. CENTER	285	5	92	0	97	561	17	172	0	189
UNDETERMINED	12	2	10	0	12	2	1	1	0	2
TOTALS	69,104	2,080	12,236	377	14,693	69,296	2,960	13,147	447	16,554

* Contacts include walk-in clients and referrals from courts and other agencies. Contacts are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency. A contact is recorded when a unit of service has been provided.

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1985-86 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
	CONTACTS	CONCILIATIONS	MEDI- ATIONS SUCCES	MEDI- ATIONS UNSUCCES	TOTAL MEDI- ATIONS	% OF SUCCESS- FUL MED.	ARBI- TRATIONS	TOTAL HED/ARB (2+5+7)	DAYS FROM DISP. ALL CASES	DAYS FROM INTAKE TO DISP. CON/HED/ARB
ALBANY MEDIATION PROGRAM	958	29	195	16	211	92.42%	0	240	5.5	3.8
ALLEGANY CO. - DSC	261	23	19	1	20	95.00%	1	44	45.2	40
BROOME CO. - ACCORD	2,535	63	171	56	227	75.33%	0	290	12.1	11.7
CATTARAUGUS CO. - DCS	666	32	40	3	43	93.02%	2	77	24.3	22.6
CHAUTAQUA CO. - DCS	444	37	64	22	86	74.42%	6	129	25.3	25.4
CHEMUNG CO. - NJP	3,396	794	185	21	206	89.81%	0	1,000	5.4	5.4
COLUMBIA CO.-COMMON GROUND	603	27	76	6	82	92.68%	5	114	12	11.5
DELAWARE CO. (NEW PROGRAM)	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DUTCHESS - CDRC	823	36	110	16	126	87.30%	0	162	8	13
ERIE - DSC	3,331	532	445	141	586	75.94%	55	1,173	30.5	30.7
FRANKLIN - CCR	28	0	3	1	4	75.00%	0	4	4.7	6.5
FULTON/MONTGOM./SCHOHARIE	221	23	51	13	64	79.69%	0	87	9.4	8.9
GENESEE CO - BBB	12	5	0	0	0	N/A	0	5	40.8	40.8
GREENE COUNTY - CDRC	49	1	10	0	10	100.00%	0	11	18.7	15.5
HERKIMER CO.	0	0	0	0	0	N/A	0	0	N/A	5.3
JEFFERSON COUNTY - CDRC	174	38	43	11	54	79.63%	0	92	19	14.5
LEWIS COUNTY MED. SERVICE	11	5	4	2	6	66.67%	0	11	24.6	20.1
LIVINGSTON CO. - CDS, INC.	1,451	4	41	5	46	89.13%	0	50	24.3	24.9
MONROE - CDS, INC.	5,345	29	254	21	275	92.36%	55	359	24.9	29.4
NASSAU CO. AAA - CDC	2,340	8	117	1	118	99.15%	20	146	33.1	37.6
NASSAU CO. - MAP	165	49	66	13	79	83.54%	0	128	19.8	19.9
IHCR	17,883	558	3,805	31	3,836	99.19%	342	4,736	13.2	12.6
VSA - BROOKLYN	11,233	151	2,979	397	3,376	88.24%	0	3,527	9.2	7.9
VSA - QUEENS	4,945	108	1,436	441	1,877	76.51%	0	1,985	9.5	7.8
STATEN ISLAND - CDRC	4,292	151	320	32	352	90.91%	1	504	8.7	11.1
WASH. HEIGHTS	2,640	59	155	5	160	96.88%	0	219	12.5	11.9
NIAGARA CO. - BBB	296	34	21	10	31	67.74%	7	72	29.9	38.2
ONEIDA COUNTY - CDRP	463	153	128	30	158	81.01%	9	320	13	12.6
ONONDAGA (RESOLVE)	980	138	53	32	85	62.35%	0	223	29.2	34.4
ONONDAGA (VOL CTR)	2,618	63	196	53	249	78.71%	0	312	22.5	22.2
ONTARIO - CDS, INC.	2,369	3	53	1	54	98.15%	2	59	23.5	24.1
ORANGE CO. MED. PROJECT	563	75	154	27	181	85.08%	1	257	19.2	21.3
ORLEANS - BBB (NEW PROGRAM)	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OSWEGO COUNTY - RESOLVE	414	38	66	10	76	86.84%	0	114	15.3	14.1
OTSEGO COUNTY - AGREE	304	44	27	5	32	84.38%	0	76	17	16.5
PUTNAM CO.	24	3	6	0	6	100.00%	0	9	18.5	20.2
RENSSELAER CO. - CDSP	335	50	35	4	39	89.74%	0	89	17.5	17.7
ROCKLAND CO. - VMC	473	2	47	6	53	88.68%	0	55	17.2	20.5
SARATOGA COUNTY - DSP	209	11	24	4	28	85.71%	0	39	20.9	18
SCHENECTADY CO. - CDSP	562	51	39	9	48	81.25%	1	100	17.6	14.7
SCHUYLER COUNTY - NJP	198	40	27	6	33	81.82%	1	74	18.2	18.2
SENECA CO. - CDS, INC.	140	0	1	0	1	100.00%	1	2	18.3	21.5
STEBUEN COUNTY - NJP	2,283	109	20	4	24	83.33%	0	133	9.7	10
ST. LAURENCE COUNTY - CCR	135	44	30	0	30	100.00%	0	74	6.2	5.7
SUFFOLK - CHC, INC.	1,706	76	370	88	458	80.79%	1	535	29	31.4
HED. SERV. OF SULLIVAN CO.	131	23	38	11	49	77.55%	0	72	8.1	8.4
TIOGA COUNTY - ACCORD	1,278	78	62	7	69	89.86%	0	147	13.2	10.8
TOMPKINS COUNTY - CDRC	418	68	46	9	55	83.64%	0	123	10.4	11.7
HED. SERV. OF ULSTER CO.	432	84	104	28	132	78.79%	1	217	15	16.1
WAYNE CO. - CDS, INC.	1,624	12	63	9	72	87.50%	3	87	23.5	21.9
WESTCHESTER CO. MED. CENTER	1,163	50	156	47	203	76.85%	0	253	10.1	11.4
WYOMING CO. - BBB	20	2	0	1	1	0.00%	0	3	31.3	31.3
YATES CO. - CDS, INC.	125	0	2	0	2	100.00%	1	3	34.5	44.3
TOTALS	83,071	4,013	12,357	1,656	14,013	88.18%	515	18,541	13.8	13.98

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1986-87 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	* CONTACTS	CONCILIATIONS	HEDI-ATIONS SUCCESS	HEDI-ATIONS UNSUCCESS	TOTAL HEDI-ATIONS	% OF SUCCESSFUL MED.	ARBITRATIONS	TOTAL CON/MED/ARB (2+5+7)	PEOPLE SERVED	DAYS FROM INTAKE TO DISP. ALL CASES	DAYS FROM INTAKE TO DISP. CON/MED/ARB
ALBANY MEDIATION PROGRAM	880	17	268	50	318	84.28%	0	335	905	2.9	2.8
ALLEGANY CO. - DSC	243	17	8	0	8	100.00%	2	27	62	44.5	39.1
BROOME CO. - ACCORD	1,511	123	144	47	191	75.39%	0	314	785	13.4	13
CATTARAUGUS CO. - DCS	1,054	81	49	5	54	90.74%	6	141	409	24.4	24.2
CHAUTAUQUA CO. - DCS	1,272	146	119	35	154	77.27%	11	311	778	20.7	21.3
CHEMUNG CO. - NJP	4,746	779	166	16	182	91.21%	3	964	2,121	4.1	4
COLUMBIA CO.-COMMON GROUND	716	35	77	9	86	89.53%	0	121	277	11.1	10.1
CORTLAND - RESOLVE	6	1	0	1	1	0.00%	0	2	4	18.8	17.5
DELAWARE CO.	74	15	4	4	8	50.00%	0	23	60	16.1	17.1
DUTCHESS - CDRC	702	45	312	27	339	92.04%	0	384	996	6.3	9.4
ERIE - DSC	3,236	610	365	193	558	65.41%	59	1,227	2,699	30.2	31.2
FRANKLIN - CCR	25	7	14	2	16	87.50%	0	23	48	14.4	13.4
FULTON	92	14	17	12	29	58.62%	0	43	90	12.8	12.6
GENESEE CO - BBB	231	26	8	5	13	61.54%	4	43	92	25.8	30.6
GREENE COUNTY - CDRC	445	5	17	4	21	80.95%	0	26	65	17.3	19.7
HERKIMER CO.	704	65	16	9	25	64.00%	0	90	243	8.6	8.3
JEFFERSON COUNTY - CDRC	263	80	27	7	34	79.41%	0	114	251	8.8	8
LEWIS COUNTY MED. SERVICE	104	40	3	2	5	60.00%	0	45	81	22.3	19
LIVINGSTON CO. - CDS, INC.	2,444	17	40	10	50	80.00%	1	68	177	29.1	30.7
MADISON-RESOLVE(NEW PROGRAM)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
HONROE - CDS, INC.	5,723	61	301	26	327	92.05%	29	417	1,168	28.9	32.3
MONTGOMERY	69	0	24	2	26	92.31%	0	26	62	11.4	11.8
NASSAU CO. AAA - CDC	2,380	2	83	2	85	97.65%	15	102	388	26.5	30.9
NASSAU CO. - HAP	934	80	47	9	56	83.93%	0	136	571	17.8	17.9
NIAGARA CO.	618	99	39	28	67	58.21%	6	172	373	25.5	27.5
INCR - BRONX	10,782	203	2,110	6	2,116	99.72%	192	2,511	6529	10.4	9.6
INCR - MANHATTAN	8,159	138	1,672	28	1,700	98.35%	225	2,063	5,158	11.5	10.4
VSA - BROOKLYN	10,880	155	3,047	502	3,549	85.86%	0	3,704	8,519	11.1	9.5
VSA - QUEENS	5,319	118	1,442	451	1,893	76.18%	0	2,011	4,424	9.9	8.4
STATEN ISLAND - CDRC	5,521	388	400	43	443	90.29%	0	831	1,745	10.6	13.8
WASH. HEIGHTS	2,695	99	192	14	206	93.20%	0	305	610	6.1	6.8
ONEIDA COUNTY - CDRC	2,591	269	153	8	161	95.03%	102	532	2,074	11.4	10.8
ONONDAGA (RESOLVE)	1,388	156	108	18	126	85.71%	0	282	790	28.9	30.4
ONONDAGA (VOL CTR)	2,469	52	150	70	220	68.18%	0	272	870	21.2	21.2
ONTARIO - CDS, INC.	2,747	3	60	10	70	85.71%	3	76	129	31	41.4
ORANGE CO. HED. PROJECT	1,433	59	143	31	174	82.18%	0	233	561	14.9	19.7
ORLEANS - BBB (NEW PROGRAM)	48	0	0	0	0	ERR	0	0	0	0	0
OSHEGO COUNTY - RESOLVE	320	69	30	5	35	85.71%	0	104	239	17.2	15
OTSEGO CO - AGREE	387	46	17	8	25	68.00%	0	71	178	16.2	16.6
PUTNAM CO.	105	0	3	2	5	60.00%	0	5	17	16	22.5
RENSSELAER CO. - CDSP	244	42	37	5	42	88.10%	0	84	227	11	11.4
ROCKLAND CO. - VHC	342	11	79	24	103	76.70%	0	114	285	12.6	14.4
Subtotal of page	83,902	4,173	11,791	1,730	13,521	87.21%	658	18,352	45,060	14.1	13.8

* Contacts include walk-in clients and referrals from courts and other agencies. Contacts are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency. A contact is recorded when a unit of service has been provided.

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1986-87 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1) CONTACTS	(2) * CONCIL- IATIONS	(3) HEDI- ATIONS SUCCES	(4) HEDI- ATIONS UNSUCCES	(5) TOTAL HEDI- ATIONS	(6) % OF SUCCESS- FUL MED.	(7) ARBI- TRATIONS	(8) TOTAL CON/ MED/ARB (2+5+7)	(9) PEOPLE SERVED	(10) DAYS FROM INTAKE TO DISP. ALL CASES	(11) DAYS FROM INTAKE TO DISP. CON/MED/ARB
ST. LAWRENCE COUNTY - CCR	141	78	9	4	13	69.23%	0	91	182	4.7	4.4
SARATOGA COUNTY - DSP	281	27	46	12	58	79.31%	0	85	228	24.6	27.3
SCHENECTADY CO. - CDSP	608	88	63	17	80	78.75%	0	168	353	15.2	13.7
SCHOHARIE CO.	8	0	0	1	1	0.00%	0	1	3	12.7	28
SCHUYLER COUNTY - NJP	293	80	27	7	34	79.41%	0	114	253	9.2	8.6
SENECA CO. - CDS, INC.	720	2	9	2	11	81.82%	4	17	39	32	40.3
STEBEN COUNTY - NJP	1,934	231	28	3	31	90.32%	0	262	707	5	4.1
SUFFOLK - CHC, INC.	3,325	101	412	128	540	76.30%	0	641	1,730	34.3	40
HED. SERV. OF SULLIVAN CO.	272	46	75	8	83	90.36%	0	129	312	9.4	9.7
TIOGA COUNTY - ACCORD	843	71	98	15	113	86.73%	0	184	460	11.9	11
TOMPKINS COUNTY - CDRC	538	63	65	16	81	80.25%	0	144	403	10.8	12.6
HED. SERV. OF ULSTER CO.	432	45	72	13	85	84.71%	0	130	325	17	16.3
WAYNE CO. - CDS, INC.	2,118	6	80	4	84	95.24%	17	107	310	27.8	34.2
HARREN CO. (NEW PROGRAM)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
WESTCHESTER CO. MED. CENTER	1,176	49	145	21	166	87.35%	0	215	494	12.2	12.3
WYOMING CO. - BBB	136	5	11	2	13	84.62%	2	20	62	21.1	24.8
YATES CO. - CDS, INC.	296	3	5	0	5	100.00%	0	8	14	27.4	35
Subtotal of page	13,121	895	1,145	253	1,398	81.90%	23	2,316	5,875	14.1	13.8
GRAND TOTAL	97,023	5,068	12,936	1,983	14,919	86.71%	681	20,668	50,935	14.1	13.8

* Contacts include walk-in clients and referrals from courts and other agencies. Contacts are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency. A contact is recorded when a unit of service has been provided.

** This category reflects people served through a conciliation, mediation, or arbitration. Total people served through case processing equals 98,556.

TABLE 5

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
SOURCE OF REFERRALS BY PROGRAM
APRIL 1, 1983 TO MARCH 31, 1984

PROGRAM NAME	COURTS	DISTRICT ATTORNEY	LEGAL AID	POLICE-SHERIFF	PRIVATE ATTORNEY	PUBLIC AGENCY	SCHOOL	WALK IN	OTHER	TOTALS
ALBANY MEDIATION PROGRAM	201	0	0	22	3	11	0	10	17	264
ALLEGANY CO. - DSC	2	0	0	0	0	0	0	1	0	3
BROOKE CO. - ACCORD	127	10	16	35	17	68	7	86	90	456
CHAUTAUGUA CO. - DCS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CHEMUNG CO. - NJP	61	4	132	33	24	104	3	77	119	557
COLUMBIA CO. - C.G.	7	0	0	5	6	22	2	20	9	71
DUTCHESS - CDRC	70	1	7	25	3	13	0	21	14	154
ERIE - DSC	1,265	54	0	3	0	22	0	84	20	1,448
FULTON/MONTGOM./SCHOHARIE	25	0	11	0	1	5	0	5	4	51
GREENE COUNTY - CDRC	6	1	7	0	0	12	0	5	3	34
JEFFERSON COUNTY - CDRC	2	0	0	1	2	0	0	8	3	16
LEWIS MEDIATION SERVICE	7	0	0	2	2	4	0	23	0	38
LIVINGSTON/ONTARIO/HAYNE	87	23	0	96	4	4	3	23	7	247
MONROE - CDS, INC.	403	152	0	133	1	9	18	450	30	1,196
NASSAU CO. AAA - CDC	24	84	0	82	1	14	0	18	3	226
NASSAU CO. - MAP	26	0	0	19	1	1	3	36	4	90
INCR	8,083	34	8	0	51	20	0	3,282	393	11,871
VSA	12,553	71	25	0	180	11	0	2,023	413	15,276
STATEN ISLAND - CDRC	956	2	0	401	0	3	0	15	14	1,391
WASHINGTON HEIGHTS	102	0	0	220	0	55	2	25	37	441
BROOKLYN COLLEGE	237	2	0	18	0	4	1	32	20	314
ONEIDA COUNTY - CDRC	0	17	5	0	0	12	0	17	1	52
ONEIDA - RESOLVE	102	0	12	60	12	43	2	19	128	378
ONEIDA - VOLUNTEER CTR.	72	275	0	52	1	1	0	3	13	417
ORANGE CO. MED. PROJECT	58	0	0	355	4	2	0	26	4	449
OSWEGO COUNTY - RESOLVE	13	0	0	3	0	8	0	1	4	29
OTSEGO COUNTY - AGREE	27	0	3	2	1	1	0	12	1	47
RENSSELAER CO. - CDSP	113	0	1	10	1	0	0	5	21	150
ROCKLAND CO. - VMC	127	20	1	1	4	6	0	11	3	173
SARATOGA COUNTY - DSP	12	0	1	0	0	0	0	1	4	18
SCHENECTADY CO. - CDSP	28	5	0	18	0	14	1	0	2	68
SCHUYLER COUNTY - NJP	9	0	2	2	4	22	0	5	7	51
STEUEN COUNTY - NJP	3	0	1	5	0	5	0	8	0	22
ST. LAWRENCE COUNTY - CCR	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
SUFFOLK - CNC, INC.	389	761	0	1	0	0	0	5	21	1,177
MED. SERV. - SULLIVAN CO.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TIOGA COUNTY - ACCORD	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TOMPKINS COUNTY - CDRC	0	0	3	0	5	8	1	25	13	55
MED. SERVICES-ULSTER CO.	103	0	0	21	0	5	2	8	5	144
WESTCHESTER MED. CENTER	2	124	1	29	0	6	3	0	17	182
UNDETERMINED	9	0	0	4	0	0	0	6	3	22
GRAND TOTALS	25,311	1,640	236	1,658	328	523	48	6,396	1,447	37,587
PERCENTAGE OF TOTAL	67.3%	4.4%	0.6%	4.4%	0.9%	1.4%	0.1%	17.0%	3.8%	100.0%

(continued on page 2 of Table 4)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
SOURCE OF REFERRALS BY PROGRAM
APRIL 1, 1984 TO MARCH 31, 1985

PROGRAM NAME	DISTRICT COURTS	DISTRICT ATTORNEY	LEGAL AID	POLICE- SHERIFF	PRIVATE ATTORNEY	PUBLIC AGENCY	SCHOOL	WALK IN	OTHER	TOTALS
ALBANY MEDIATION PROGRAM	209	1	0	12	1	8	0	32	22	285
ALLEGANY CO. - DSC	11	3	0	6	0	1	0	33	3	57
BROOKE CO. - ACCORD	248	12	14	17	18	102	9	205	30	655
CHAUTAUGUA CO. - DCS	30	0	1	4	2	1	0	10	3	51
CHEMUNG CO. - NJP	74	3	167	37	31	213	6	233	26	790
COLUMBIA CO. - C.S.	13	2	2	5	12	43	5	50	8	140
DUTCHESS - CDRC	128	3	0	15	1	18	2	42	8	217
ERIE - DSC	598	24	0	4	0	477	0	153	42	1,298
FULTON/MONTGOM./SCHOHARIE	121	1	44	7	2	14	12	5	28	234
GREENE COUNTY - CDRC	18	1	1	10	1	31	0	6	8	76
JEFFERSON COUNTY - CDRC	42	0	4	5	3	16	0	22	9	101
LEWIS MEDIATION SERVICE	5	1	0	7	0	5	0	4	1	23
LIVINGSTON/ONTARIO/WAYNE	184	9	0	121	13	16	3	49	13	408
MONROE - CDS, INC.	538	88	0	71	0	2	2	167	92	960
NASSAU CO. AAA - CDC	29	146	0	81	0	5	0	16	4	281
NASSAU CO. - MAP	84	0	0	34	0	8	6	20	0	152
INCR	14,744	26	6	1,044	45	22	1	708	125	16,721
VSA	13,153	0	0	0	0	0	0	12	9	13,174
STATEN ISLAND - CDRC	864	1	1	410	2	2	0	43	18	1,341
WASHINGTON HEIGHTS	56	0	0	199	0	64	1	104	4	428
BROOKLYN COLLEGE	4	0	0	0	0	0	0	1	0	5
ONEIDA COUNTY - CDRP	2	11	18	0	0	43	2	71	3	150
ONEIDA - RESOLVE	90	2	12	59	21	47	4	50	84	369
ONEIDA - VOLUNTEER CTR.	114	250	0	63	0	0	0	0	14	441
ORANGE CO. MED. PROJECT	173	1	0	286	0	3	0	24	1	488
OSWEGO COUNTY - RESOLVE	93	0	0	35	4	33	0	61	20	246
OTSEGO COUNTY - AGREE	62	4	18	2	4	6	3	18	3	120
RENSSELAER CO. - CDSP	151	0	0	13	1	31	1	16	12	225
ROCKLAND CO. - VMC	105	41	3	9	7	9	3	17	1	195
SARATOGA COUNTY - DSP	28	0	9	0	1	10	0	11	19	78
SCHENECTADY CO. - CDSP	59	1	0	5	0	7	0	0	11	83
SCHUYLER COUNTY - NJP	16	13	1	3	3	38	1	19	3	97
STEBEN COUNTY - NJP	6	0	0	7	3	28	0	8	3	55
ST. LAWRENCE COUNTY - CCR	11	0	40	0	1	3	0	21	5	81
SUFFOLK - CMC, INC.	229	1,125	0	0	0	0	0	6	5	1,365
MED. SERV. - SULLIVAN CO.	2	0	0	0	1	0	0	1	0	4
TIOGA COUNTY - ACCORD	47	1	0	4	3	12	3	2	1	73
TOMPKINS COUNTY - CDRC	24	3	18	3	10	49	1	58	29	195
MED. SERVICES-ULSTER CO.	173	5	2	93	4	13	6	152	16	464
WESTCHESTER MED. CENTER	1	251	1	52	2	8	0	15	7	337
UNDETERMINED	2	0	0	2	0	2	0	0	0	6
GRAND TOTALS	32,541	2,029	362	2,725	196	1,390	71	2,465	690	42,469
PERCENTAGE OF TOTAL	76.6%	4.8%	0.9%	6.4%	0.5%	3.3%	0.2%	5.8%	1.6%	100.0%

(continued on page 3 of Table 4)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
APRIL 1, 1985 TO MARCH 31, 1986

PROGRAM NAME	COURT	BUSINESS DISTRICT CORP. ATTORNEY	LEGAL AID	POLICE-SHERIFF	PRIVATE ATTRNY	PRO-BATION	PUBLIC AGENCY	PUBLIC DEFENDER	SCHOOL	WALK IN	OTHER	ERROR	TOTALS	
ALBANY MED. PROG.	229	0	3	2	22	1	0	5	0	2	18	15	9	306
ALLEGANY CO. - DSC	28	0	0	0	1	0	0	1	0	0	48	0	0	78
BROOME CO.-ACCORD	227	0	11	1	24	23	16	50	0	29	132	10	15	538
CATTARAUGUS CO.	59	0	1	1	21	1	0	12	0	0	23	3	8	129
CHAUTAUGUA CO.	77	0	0	1	47	5	4	33	0	0	89	4	11	271
CHEMUNG CO. - NJP	26	25	2	164	66	27	27	157	3	31	686	12	15	1,241
COLUMBIA CO.-C.G.	67	0	0	0	13	7	15	51	0	10	48	12	1	224
DELAWARE CO. (NEW)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DUTCHESS - CDRC	267	1	6	4	16	0	4	13	0	30	28	3	16	388
ERIE - DSC	543	0	136	3	77	0	0	581	0	4	234	7	34	1,639
FRANKLIN CO.	2	0	0	0	1	0	0	1	0	0	3	0	1	8
FULTON/MONTG./SCH.	109	1	2	41	15	17	0	9	0	0	10	40	0	244
GENESEE CO.	2	0	0	0	0	0	0	1	0	0	0	0	2	5
GREENE CO. - CDRC	4	0	0	0	0	0	0	5	0	0	7	5	0	23
HERKIMER CO.	0	0	0	0	0	0	0	2	0	0	1	0	0	3
JEFFERSON CO.-CDRC	60	0	1	0	2	5	0	12	0	0	61	0	5	146
LEWIS MED. SERV.	7	0	1	0	2	1	0	4	0	0	11	0	0	26
LIVINGSTON CO.	82	0	0	2	9	0	5	0	0	0	22	0	1	121
MONROE - CDS, INC.	325	0	54	1	155	0	9	6	1	9	44	157	47	612
NASSAU CO. AAA-CDC	15	0	127	0	75	2	0	3	0	0	20	4	1	252
NASSAU CO. - MAP	81	0	0	0	24	0	0	3	0	6	20	0	1	137
INCR	9,912	0	7	0	604	3	1	0	0	0	492	9	35	11,063
VSA - BROOKLYN	8,416	0	4	0	139	5	0	0	0	0	21	17	16	8,620
VSA - QUEENS	4,421	0	0	0	11	0	0	0	0	0	3	2	1	4,438
STATEN ISLAND	717	0	3	1	350	14	0	4	0	0	44	3	17	1,133
WASHINGTON HEIGHTS	60	1	0	0	183	0	0	37	0	63	113	5	2	476
NIAGARA CO.	15	0	2	0	42	4	0	45	0	0	17	13	17	138
ONEIDA CO. - CDRP	113	0	28	25	6	5	5	66	0	1	144	4	5	407
ONDONAGA - RESOLVE	126	5	2	12	14	29	20	40	1	4	34	109	93	489
ONDONAGA-VOL. CTR.	89	0	375	0	0	0	5	0	0	0	0	0	64	533
ONTARIO CO.	95	2	0	2	59	0	5	1	0	0	50	0	0	214
ORANGE CO. - NP	127	0	0	0	275	1	1	26	0	5	58	2	5	500
ORLEANS CO. (NEW)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OSWEGO CO.-RESOLVE	146	1	6	0	41	2	2	21	0	0	50	11	1	281
OTSEGO CO. - AGREE	82	0	0	4	4	8	0	14	0	4	21	7	1	145
PUTNAM CO.	12	0	0	1	0	0	0	0	0	0	1	0	0	14
RENSSELAER CO.	83	0	1	0	12	1	1	36	0	0	30	9	6	179
ROCKLAND CO. - VMC	109	0	14	0	4	0	4	0	0	0	0	2	3	136
SARATOGA CO. - DSP	28	0	0	14	3	1	0	4	0	0	33	4	1	88
SCHENECTADY CO.	83	0	2	1	14	2	1	6	0	0	12	53	1	175
SCHUYLER CO.-NJP	17	0	5	1	11	1	6	45	0	0	33	0	2	123
SENECA - CDS, INC.	2	0	0	0	3	0	0	0	0	0	3	0	1	9
STEUBEN CO. - NJP	5	3	1	3	15	4	4	93	0	10	51	2	1	189
ST. LAWRENCE CO.	29	2	0	70	2	0	0	4	0	0	28	1	0	136
SUFFOLK-CMC, INC.	234	0	909	0	1	1	0	0	0	0	3	5	3	1,156
SULLIVAN CO. - MS	65	0	1	3	5	1	1	12	0	0	38	0	2	128
TIOGA CO. - ACCORD	126	1	1	0	12	7	28	11	0	4	42	2	3	237
TOMPKINS CO.-CDRC	19	0	6	14	5	16	5	49	1	4	38	38	7	206
ULSTER CO. - MS	281	5	5	2	43	3	0	18	13	12	94	1	26	503
WAYNE CO.-CDS INC.	49	0	18	5	36	7	15	9	7	2	28	4	0	180
WESTCHESTER CO.	1	0	205	0	251	1	5	16	0	1	65	8	0	553
WYOMING CO.	0	0	0	0	0	0	0	2	0	0	0	1	0	3
YATES CO.-CDS INC.	6	0	0	1	1	0	0	0	0	0	3	0	0	11
TOTALS	27,684	47	1,939	379	2,716	205	198	1,512	23	238	3,061	588	504	39,094
% TO TOTALS	70.8%	0.1%	5.0%	1.0%	6.9%	0.5%	0.5%	3.7%	0.1%	0.6%	7.8%	1.5%	1.3%	100.0%

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1986 TO MARCH 31, 1987

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY COURTS	TOWN COURTS	BUSINESS CORP.	DISTRICT ATTRNY	LEGAL AID	POLICE SHERRIFF	PRIVATE AGENCY	SUB TOTALS
ALBANY HED. PROG.	279	0	31	44	0	2	1	6	0	363
ALLEGANY CO. - DSC	2	0	0	11	0	0	0	4	4	21
BROOME CO.-ACCORD	45	2	83	34	0	17	6	48	32	267
CATTARAUGUS CO.	77	0	2	21	3	2	0	24	9	138
CHAUTAUGUA CO.	79	2	124	19	0	0	5	92	25	346
CHEMUNG CO. - NJP	18	3	10	7	33	8	87	93	18	277
COLUMBIA CO.-C.G.	50	0	32	17	0	3	0	11	2	115
CORTLAND CO.	0	0	0	0	0	0	0	2	0	2
DELAWARE CO. (NEW)	0	0	0	10	0	1	1	3	2	17
DUTCHESS - CDRC	112	0	21	36	0	2	0	23	0	194
ERIE - DSC	476	1	166	6	0	119	7	311	318	1,404
FRANKLIN CO.	1	0	0	25	0	0	1	0	0	27
FULTON CO.	45	0	20	0	0	0	12	0	0	77
GENESEE CO.	29	0	2	14	0	0	0	17	9	71
GREENE CO. - CDRC	2	0	14	13	0	0	0	0	0	29
HERKIMER CO.	1	0	3	4	2	0	49	1	7	67
JEFFERSON CO.-CDRC	16	0	2	2	0	0	1	14	8	43
LEWIS HED. SERV.	2	0	0	4	0	0	2	4	0	12
LIVINGSTON CO.	3	0	5	57	0	0	0	3	0	68
MADISON CO.(NEW)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
KONROE - CDS, INC.	319	0	0	66	1	102	2	226	2	718
MONTGOMERY CO.	29	0	4	1	0	0	9	11	0	54
NASSAU CO. AAA-CDRC	22	0	0	0	0	87	0	47	0	156
NASSAU CO. - MAP	1	0	45	4	0	0	0	25	1	76
INCR - MANHATTAN	2,923	0	1	0	0	1	2	541	0	3,468
INCR - BRUNX	5,479	0	4	1	0	0	0	7	0	5,491
VSA - BROOKLYN	8,509	73	19	0	0	0	0	0	0	8,601
VSA - QUEENS	4,374	0	25	0	0	3	0	70	0	4,472
STATEN ISLAND	1,052	0	1	0	0	0	0	372	0	1,425
WASHINGTON HEIGHTS	47	0	0	0	0	0	1	211	0	259
NIAGARA CO.	6	0	15	10	0	2	0	82	40	155
ONEIDA CO. - CDRP	231	0	0	2	0	10	77	3	0	323
ONONDAGA - RESOLVE	311	0	15	19	6	3	4	19	6	383
ONONDAGA-VOL. CTR.	48	1	0	56	0	387	0	7	0	499
ONTARIO CO.	101	0	2	31	0	0	1	50	0	185
ORANGE CO. - HP	47	0	51	2	0	2	0	230	3	335
ORLEANS CO. (NEW)	0	0	0	0	0	0	0	0	0	0
OSWEGO CO.-RESOLVE	28	0	1	21	99	7	0	17	2	175
OTSEGO CO. - ABREE	15	0	0	59	2	0	3	3	3	85
SUBTOTALS	24,779	82	698	596	146	758	271	2,577	491	30,398

(continued on page 5 of table 5)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1986 TO MARCH 31, 1987

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY COURTS	TOWN COURTS	BUSINESS CORP.	DISTRICT ATTORNY	LEGAL AID	POLICE SHERRIFF	PRIVATE AGENCY	SUB TOTALS
PUTNAM CO.	0	0	0	8	0	0	0	1	0	9
RENSSELAER CO.	38	1	2	5	0	0	0	35	0	81
ROCKLAND CO. - VHC	7	0	0	134	0	5	0	7	0	153
ST. LAWRENCE CO.	9	0	0	10	0	1	62	7	3	92
SARATOGA CO. - DSP	44	0	4	11	0	0	23	0	1	83
SCHENECTADY CO.	250	0	0	4	16	8	2	46	13	339
SCHOHARIE CO.	0	0	0	1	0	1	2	0	0	4
SCHUYLER CO.-NJP	2	0	7	4	2	5	2	8	3	33
SENECA - CDS, INC.	0	0	2	14	0	0	0	20	1	37
STEBEN CO. - NJP	0	0	4	9	2	0	3	70	80	168
SUFFOLK-CMC, INC.	381	0	2	0	0	997	0	0	0	1,380
SULLIVAN CO. - HS	0	0	14	115	0	1	0	18	10	158
TIOGA CO. - ACCORD	1	0	7	95	2	1	3	25	0	134
TOMPKINS CO.-CDRC	9	0	2	8	1	0	35	6	43	104
ULSTER CO. - HS	146	1	35	22	2	1	0	20	2	229
HAYNE CO.-CDS INC.	1	0	2	70	0	15	0	76	1	165
HARREN CO.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
WESTCHESTER CO.	4	0	1	0	0	99	0	240	3	347
WYOMING CO.	0	0	0	15	0	0	1	3	3	22
YATES CO.-CDS INC.	1	0	0	6	3	0	0	2	0	12
SUBTOTALS	893	2	82	531	28	1,134	133	584	163	3,550
GRAND TOTALS	25,672	84	780	1,127	174	1,892	404	3,161	654	33,948
X TO GRAND TOTALS	62.5%	0.2%	1.9%	2.7%	0.4%	4.6%	1.0%	7.7%	1.6%	N/A

(continued on page 6 of table 5)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1986 TO MARCH 31, 1987

PROGRAM NAME	PRIVATE ATTNY	PROBATION	PUBLIC AGENCY	PUBLIC DEFENDER	SCHOOL	WALK -IN	OTHER	ERROR	SUB TOTALS	GRAND TOTALS
ALBANY HED. PROG.	6	0	8	0	0	11	0	2	27	390
ALLEGANY CO. - DSC	1	0	0	0	0	29	0	0	30	51
BROOME CO.-ACCORD	32	7	49	4	40	188	12	14	346	613
CATTARAUGUS CO.	1	1	17	0	0	113	7	9	148	286
CHAUTAQUA CO.	8	2	35	0	1	130	6	9	191	537
CHEMUNG CO. - NJP	41	14	226	1	66	510	6	17	881	1,158
COLUMBIA CO.-C.G.	17	11	21	0	6	73	14	2	144	259
CORTLAND CO.	0	2	0	0	0	2	0	0	4	6
DELAWARE CO. (NEW)	0	2	7	0	0	16	1	3	29	46
DUTCHESS - CDRC	0	3	10	0	277	43	9	9	351	545
ERIE - DSC	7	1	239	0	2	157	13	25	444	1,848
FRANKLIN CO.	1	0	2	0	0	0	0	0	3	30
FULTON CO.	0	0	1	0	1	10	2	0	14	91
GENESEE CO.	0	0	9	0	0	7	6	0	22	93
GREENE CO. - CDRC	2	1	18	1	0	13	0	5	40	69
HERKIMER CO.	5	6	4	0	2	81	12	1	111	178
JEFFERSON CO.-CDRC	8	0	49	0	0	61	9	2	129	172
LEWIS HED. SERV.	3	0	5	0	0	72	0	0	80	92
LIVINGSTON CO.	3	5	11	0	7	23	5	3	57	125
MADISON C).	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MONROE - CDS, INC.	8	41	11	36	0	95	123	29	343	1,061
MONTGOMERY CO.	0	0	0	0	0	6	2	0	8	62
NASSAU CO. AAA-CDRC	0	0	0	0	0	44	0	1	45	201
NASSAU CO. - NAP	0	2	17	0	4	29	5	4	61	137
INCR - MANHATTAN	0	0	0	1	1	700	2	7	711	4,179
INCR - BRONX	0	0	0	0	0	14	0	18	32	5,523
VSA - BROOKLYN	0	0	0	0	0	16	0	6	22	8,623
VSA - QUEENS	6	0	1	0	0	87	58	3	155	4,627
STATEN ISLAND	0	0	1	0	1	117	8	4	131	1,556
WASHINGTON HEIGHTS	0	0	8	0	124	57	5	6	200	459
NIAGARA CO.	1	0	33	0	0	113	1	17	165	320
ONEIDA CO. - CDRP	2	5	102	0	0	210	0	2	321	644
ONONDAGA - RESOLVE	19	9	35	0	13	69	27	26	198	581
ONONDAGA-VOL. CTR.	0	14	0	0	0	2	1	6	23	522
ONTARIO CO.	1	0	0	0	1	60	0	1	63	248
ORANGE CO. - HP	0	2	16	0	35	65	5	4	127	462
ORLEANS CO. (NEW)	0	0	0	0	0	0	0	0	0	0
OSHEGO CO.-RESOLVE	6	3	11	0	2	39	4	1	66	241
OTSEGO CO. - AGREE	4	0	24	0	3	32	9	1	73	158
SUBTOTALS	182	131	970	43	586	3,294	352	237	5,795	36,193

(continued on page 7 of table 5)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1986 TO MARCH 31, 1987

PROGRAM NAME	PRIVATE ATTNY	PROBATION	PUBLIC AGENCY	PUBLIC DEFENDER	SCHOOL	WALK -IN	OTHER	ERROR	SUB TOTALS	GRAND TOTALS
PUTNAM CO.	0	0	0	0	0	0	0	0	0	9
RENSSELAER CO.	2	3	28	1	1	43	6	0	84	165
ROCKLAND CO. - VMC	0	1	0	1	7	15	2	3	29	182
ST. LAWRENCE CO.	1	0	5	0	0	37	2	0	45	137
SARATOGA CO. - DSP	1	0	10	1	0	67	3	8	90	173
SCHENECTADY CO.	16	3	6	7	2	43	4	4	85	424
SCHOHARIE CO.	0	0	1	0	0	0	1	1	3	7
SCHUYLER CO.-NJP	10	8	29	0	0	61	0	1	109	142
SENECA - CDS, INC.	0	0	1	0	0	7	0	0	8	45
STEBEN CO. - NJP	9	2	31	1	8	137	6	2	196	364
SUFFOLK-CMC, INC.	0	0	0	0	0	1	0	2	3	1,383
SULLIVAN CO. - MS	1	0	3	0	36	27	0	2	69	227
TIOGA CO. - ACCORD	12	42	15	0	5	74	3	2	153	287
TOMPKINS CO.-CDRC	17	10	16	0	8	79	5	5	140	244
ULSTER CO. - MS	2	0	12	0	15	52	8	13	102	331
WAYNE CO.-CDS INC.	7	6	4	3	1	36	0	2	59	224
HARREN	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
WESTCHESTER CO.	2	2	44	0	10	51	1	12	122	469
WYOMING CO.	0	1	0	0	0	12	0	1	14	36
YATES CO.-CDS INC.	0	0	2	0	0	9	0	0	11	23
SUBTOTALS	80	78	207	14	93	751	41	58	1,322	4,872
GRAND TOTALS	262	209	1,177	57	679	4,045	393	295	7,117	41,065
X TO GRAND TOTALS	0.6%	0.5%	2.9%	0.1%	1.7%	9.9%	1.0%	0.7%	N/A	100.0%

TABLE 6

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
STATEWIDE REFERRAL COMPARISONS BY FISCAL YEAR

SOURCE OF REFERRALS	1982-83	% OF TOTAL	1983-84	% OF TOTAL
COURTS	30,918	77.5%	25311	67.3%
DISTRICT ATTORNEY	2,741	6.9%	1640	4.4%
LEGAL AID	241	0.6%	236	0.6%
POLICE/SHERIFF	2,905	7.3%	1658	4.4%
PRIVATE ATTORNEY	30	0.1%	328	0.9%
PUBLIC AGENCY	283	0.7%	523	1.4%
SCHOOL	32	0.1%	48	0.1%
WALK-IN	2,193	5.5%	6396	17.0%
OTHER	573	1.4%	1447	3.8%
TOTAL	39,916	100.0%	37,587	100.0%

SOURCE OF REFERRALS	1984-85	% OF TOTAL	1985-86	% OF TOTAL
COURTS	32,541	76.6%	27684	70.8%
BUSINESS/CORPORATION	N/A	N/A	47	0.1%
DISTRICT ATTORNEY	2,029	4.8%	1939	5.0%
LEGAL AID	362	0.9%	379	1.0%
POLICE/SHERIFF	2,725	6.4%	2716	6.9%
PRIVATE ATTORNEY	196	0.5%	205	0.5%
PROBATION	N/A	N/A	198	0.5%
PUBLIC AGENCY	1,390	3.3%	1512	3.9%
PUBLIC DEFENDER	N/A	N/A	23	0.1%
SCHOOL	71	0.2%	238	0.6%
WALK-IN	2,465	5.8%	3061	7.8%
OTHER	690	1.6%	1092	2.8%
TOTAL	42,469	100.0%	39,094	100.0%

SOURCE OF REFERRALS	1986-87	% OF TOTAL
CITY COURTS	25,672	62.5%
COUNTY COURTS	84	0.2%
FAMILY COURTS	780	1.9%
TOWN/VILLAGE COURTS	1,127	2.7%
BUSINESS/CORPORATION	174	0.4%
DISTRICT ATTORNEY	1,892	4.6%
LEGAL AID	404	1.0%
POLICE	2,983	7.3%
PRIVATE AGENCY	654	1.6%
PRIVATE ATTORNEY	262	0.6%
PROBATION	209	0.5%
PUBLIC AGENCY	1,177	2.9%
PUBLIC DEFENDER	57	0.1%
SCHOOL	679	1.7%
SHERIFF	129	0.3%
STATE POLICE	49	0.1%
WALK IN	4045	9.9%
OTHER	393	1.0%
ERROR	295	0.7%
TOTAL	41,065	100.0%

TABLE 7

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - FISCAL SUMMARY

PROGRAM	1981-82 EXPENSES	1982-83 EXPENSES	1983-84 EXPENSES	1984-85 EXPENSES	1985-86 EXPENSES	1986-87 AWARD	1987-88 AWARD
ALBANY COUNTY							
Albany Mediation Program	\$9,394	\$20,000	\$20,000	\$22,855	\$24,110	\$25,600	\$30,000
ALLEGANY COUNTY							
BBB of Western NY, Inc.	n/a	n/a	\$3,466	\$9,036	COMBINED	COMBINED	COMBINED
BROOME COUNTY							
ACCORD	n/a	\$24,000	\$24,000	COMBINED	COMBINED	COMBINED	COMBINED
ACCORD (Broome/Tioga)	n/a	n/a	n/a	\$40,000	\$48,000	\$50,000	\$53,000
CHAUTAUGUA COUNTY							
BBB of Western NY, Inc.	n/a	n/a	n/a	\$9,870	COMBINED	COMBINED	COMBINED
CHEMUNG COUNTY							
Neighborhood Justice Project	\$18,651	\$25,000	\$25,000	COMBINED	COMBINED	COMBINED	COMBINED
NJP (Chemung/Steuben)	n/a	n/a	n/a	\$42,000	COMBINED	COMBINED	COMBINED
NJP (Chemung/Schuyler/Steuben)	n/a	n/a	n/a	COMBINED	\$65,000	\$70,000	\$74,000
COLUMBIA COUNTY							
Common Ground	n/a	n/a	\$18,385	\$21,988	\$28,472	\$38,000	\$40,000
DELAWARE COUNTY							
Dispute Resolution Center	n/a	n/a	n/a	n/a	\$2,246	\$17,000	\$19,000
DUTCHESS COUNTY							
Community Dispute Resol. Center	n/a	\$21,687	\$32,984	\$33,000	\$33,000	\$33,000	\$35,000
ERIE COUNTY							
Massachusetts Community Center	\$19,843	n/a	n/a	n/a	n/a	n/a	n/a
Dispute Settlement Center	n/a	\$62,117	\$63,000	\$75,000	COMBINED	COMBINED	COMBINED
DSC (Genesee and Orleans)	n/a	n/a	n/a	n/a	\$5,209	COMBINED	COMBINED
DSC (Erie/Allegany/Chautauqua/ Niagara/Cattaraugus/Wyoming)	n/a	n/a	n/a	n/a	\$147,633	\$190,000	\$205,000
FRANKLIN COUNTY							
Nrth. NY Ctr. - Conflict Resolution	n/a	n/a	n/a	n/a	\$8,318	\$12,600	COMBINED
FULTON, MONTGOMERY, SCHOHARIE COUNTIES-Tri-County Center for Dispute Resolution	n/a	n/a	\$26,731	\$35,000	\$35,000	\$35,000	\$35,000
GREENE COUNTY							
Comm. Dispute Resolution Center	n/a	n/a	\$20,000	\$19,097	\$10,564	COMBINED	COMBINED
HERKIMER COUNTY							
Mediation Services of Herkimer Co.	n/a	n/a	n/a	n/a	\$3,365	\$7,188	COMBINED
JEFFERSON COUNTY							
Comm. Dispute Resolution Center	n/a	n/a	\$20,000	\$21,739	\$22,000	n/a	n/a
CDRC (Jefferson/Lewis)	n/a	n/a	n/a	n/a	n/a	\$29,500	\$34,000
LEWIS COUNTY							
Lewis Mediation Service	n/a	n/a	\$16,098	\$21,365	\$19,788	COMBINED	COMBINED
LMS including Herkimer Co.	n/a	n/a	n/a	n/a	n/a	\$26,700	COMBINED
LIVINGSTON, ONTARIO & WAYNE COUNTIES Center for Dispute Settlement, Inc.	n/a	n/a	\$44,886	\$45,000	COMBINED	COMBINED	COMBINED
MONROE COUNTY							
Center for Dispute Settlement, Inc.	\$53,008	\$80,000	\$80,000	\$85,000	COMBINED	COMBINED	COMBINED
CDS (Monroe/Livingston/Ontario/ Wayne/Seneca/Yates)	n/a	n/a	n/a	n/a	\$168,000	\$175,949	\$176,000
NASSAU COUNTY							
Community Dispute Center	\$17,075	\$35,926	\$35,926	\$39,046	\$38,194	\$40,000	\$40,000
Mediation Alternative Project	\$31,758	\$34,000	\$34,000	\$34,000	\$34,000	\$35,000	\$36,000
SUB-TOTAL OF PAGE 1	\$149,729	\$302,730	\$464,476	\$553,996	\$692,899	\$785,537	\$777,000

(continued on page 2 of Table 6)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - FISCAL SUMMARY

PROGRAM	1981-82 EXPENSES	1982-83 EXPENSES	1983-84 EXPENSES	1984-85 EXPENSES	1985-86 EXPENSES	1986-87 AWARD	1987-88 AWARD
NEW YORK & BRONX COUNTIES							
INCR Dispute Resolution Center	\$80,194	\$125,812	\$125,812	\$158,782	\$160,000	\$175,000	\$185,000
KINGS & QUEENS COUNTIES							
Victim Services Agency	\$125,811	\$125,811	\$125,811	\$160,000	\$160,000	\$175,000	\$185,000
NEW YORK COUNTY							
Washington Heights-Inwood Coalition	\$30,000	\$29,953	\$45,000	\$44,715	\$45,000	\$45,000	\$46,000
KINGS COUNTY							
DRC of Brooklyn College	\$36,516	\$44,343	\$45,000	n/a	n/a	n/a	n/a
RICHMOND COUNTY							
Staten Island Community Dispute Resolution Center	\$13,795	\$57,418	\$61,942	\$67,019	\$62,358	\$70,000	\$73,000
ONEIDA COUNTY							
Community Dispute Resolution Prog. CDRP (Oneida/Herkimer)	n/a	n/a	\$17,819	\$20,912	\$25,459	\$28,500	COMBINED \$50,000
ONONDAGA COUNTY							
Resolve-A Center for Dispute Settlement, Inc.	\$26,308	\$36,994	\$38,000	\$38,000	\$37,764	\$38,000	COMBINED
Resolve - Cortland Co.	n/a	n/a	n/a	n/a	n/a	\$7,748	COMBINED
Resolve - Madison Co. (Onondaga/Oswego/Cortland/Madison)	n/a	n/a	n/a	n/a	n/a	\$6,595	COMBINED
Dispute Resolution Center of the Volunteer Center, Inc.	\$25,000	\$20,937	\$24,914	\$25,000	\$29,682	\$34,000	\$35,000
ORANGE COUNTY							
Orange County Mediation Project OCHP including Putnam Co.	n/a	\$33,000	\$33,000	COMBINED \$48,778	COMBINED \$54,988	COMBINED \$54,800	COMBINED \$55,000
OSHEGO COUNTY							
Resolve--A Center for Dispute Settlement, Inc.	n/a	n/a	\$17,011	\$22,000	\$18,294	\$24,000	COMBINED
OTSEGO COUNTY							
Agree-A Center for Dispute Settlt. RENSSELAER COUNTY	n/a	n/a	\$12,286	\$19,751	\$17,370	\$22,000	\$24,000
Community Dispute Settlement Prog.	\$11,660	\$19,359	\$20,000	\$20,000	\$19,371	\$22,000	\$24,000
ROCKLAND COUNTY							
Volunteer Mediation Center	\$5,000	\$23,618	\$33,000	\$31,900	\$33,000	\$30,000	\$30,000
ST. LAWRENCE COUNTY							
Northern NY Ctr. for Conflict Res. (St. Lawr./Franklin/Clinton/Essex)	n/a	n/a	n/a	\$19,961	\$19,983	\$19,600	COMBINED \$60,518
SARATOGA COUNTY							
Dispute Settlement Program (Saratoga/Harren)	n/a	n/a	\$12,935	\$18,934	\$20,000	COMBINED \$24,051	COMBINED \$34,000
SCHENECTADY COUNTY							
Community Dispute Settlement Prog.	\$2,192	\$15,813	\$19,806	\$19,162	\$19,959	\$22,000	\$27,000
SCHUYLER COUNTY							
Neighborhood Justice Project	n/a	n/a	\$7,854	\$13,000	COMBINED	COMBINED	COMBINED
SULLIVAN COUNTY							
Mediation Services of Sullivan Co.	n/a	n/a	n/a	\$19,823	COMBINED	COMBINED	COMBINED
SUB-TOTALS	\$356,475	\$533,059	\$640,190	\$747,737	\$723,228	\$798,294	\$918,518

(continued on page 2 of Table 6)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - FISCAL SUMMARY

<u>PROGRAM</u>	<u>1981-82</u> <u>EXPENSES</u>	<u>1982-83</u> <u>EXPENSES</u>	<u>1983-84</u> <u>EXPENSES</u>	<u>1984-85</u> <u>EXPENSES</u>	<u>1985-86</u> <u>EXPENSES</u>	<u>1986-87</u> <u>AWARD</u>	<u>1987-88</u> <u>AWARD</u>
STEUBEN COUNTY							
Agree-A Center for Dispute Resol. See NJP (Chemung)	n/a	n/a	\$19,735	\$4,100	n/a	n/a	n/a
SUFFOLK COUNTY							
Community Mediation Center, Inc.	\$22,788	\$68,807	\$70,000	\$70,000	\$76,000	\$76,000	\$76,000
TIOGA COUNTY							
See Broome county	n/a	n/a	n/a	n/a	COMBINED	COMBINED	COMBINED
TOMPKINS COUNTY							
Community Dispute Resolution Center	n/a	n/a	\$19,707	\$22,000	\$22,000	\$24,000	\$27,000
ULSTER COUNTY							
Mediation Services of Ulster Co. Med. Services (Ulster/Sullivan)	n/a n/a	n/a n/a	\$20,000 n/a	\$22,000 n/a	COMBINED \$44,000	COMBINED \$46,000	COMBINED \$49,000
WESTCHESTER COUNTY							
Westchester Mediation Center of CLUSTER	n/a	\$15,750	\$49,888	\$36,971	\$50,357	\$61,523	\$65,000
SUB-TOTAL OF PAGE 2	\$22,788	\$84,557	\$179,330	\$155,071	\$192,357	\$207,523	\$217,000
GRAND TOTAL OF PAGES 1, 2, 3	\$528,993	\$920,346	\$1,283,996	\$1,456,804	\$1,608,484	\$1,791,354	\$1,912,518

TABLE 8

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

COST ANALYSIS

<u>CATEGORY</u>	<u>1981-82</u> <u>EXPENSE</u>	<u>1982-83</u> <u>EXPENSE</u>	<u>1983-84</u> <u>EXPENSE</u>	<u>1984-85</u> <u>EXPENSE</u>	<u>1985-86</u> <u>EXPENSE</u>	<u>1986-87</u> <u>AWARD</u>
Total State Expense	\$528,993	\$920,346	\$1,283,996	\$1,456,804	\$1,608,484	\$1,791,354 ^{**}
Number of Contacts and Referrals *	32,180	54,254	69,104	69,296	83,071	97,023
Cost per Contact And Referral	\$16.44 =====	\$16.96 =====	\$18.58 =====	\$21.02 =====	\$19.36 =====	\$18.46 =====
Number of Conciliations, Mediations and Arbitrations	9,593	15,280	14,693	16,554	18,541	20,668
Cost per Conciliation, Mediation, Arbitration	\$55.14 =====	\$60.23 =====	\$87.39 =====	\$88.00 =====	\$86.75 =====	\$86.67 =====
Persons Served Through the Intervention of the Mediation Program	N/A	N/A	99,171	119,585	113,964	98,556
Cost per Person Served	N/A	N/A	\$12.95 =====	\$12.18 =====	\$14.11 =====	\$18.18 =====
Persons Served Through an Actual Conciliation, Mediation or Arbitration Process	N/A	N/A	38,526	46,670	54,146	50,935
Cost per Person Served	N/A	N/A	\$33.33 =====	\$31.21 =====	\$29.71 =====	\$35.17 =====

* See Definition of Terms

** 1986-87 total state expense reflects actual grant awards which may be reduced upon final reconciliation currently in progress.

TABLE 9
 COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
 CROSS TABULATION OF NATURE OF DISPUTE BY CONCILIATION/MEDIATION/ARBITRATION (1986-87)

Nature of Dispute	(1)	(2)	(3)	(4)	(5)	(6)
	Conciliation	Successful Mediation	Unsuccessful Mediation	Arbitration	Total	Mediation Success Rate (2/2+3)
Aggravated Assault	10	28	2	4	44	93.33%
Aggravated Harassment	64	410	18	39	531	95.79%
Animal Complaint	62	73	12	12	159	85.88%
Arson	0	0	0	0	0	N/A
Assault	259	2,279	322	56	2,916	87.62%
Breach of Contract	793	186	126	53	1,158	59.62%
Burglary	0	0	0	1	1	N/A
Child Custody/Support/Visitation	109	389	99	1	598	79.71%
Crim. Misapplication of Property	1	6	0	3	10	100.00%
Criminal Possession of Stolen Property	0	0	0	1	1	N/A
Criminal Mischief	83	435	85	29	632	83.65%
Criminal Tampering	0	3	0	0	3	100.00%
Criminal Trespass	2	9	2	0	13	81.82%
Forgery	217	56	13	0	286	81.16%
Fraud-Bad Check	3	6	3	0	12	66.67%
Grand Larceny	1	1	0	0	2	100.00%
Harassment	1,032	6,122	801	269	8,224	88.43%
Housing Dispute	728	217	42	32	1,019	83.78%
Interpersonal Dispute	692	954	87	15	1,748	91.64%
Larceny	0	1	0	0	1	100.00%
Menacing	47	337	38	17	439	89.87%
Noise	72	458	52	32	614	89.80%
Personal/Real Property	446	281	69	76	872	80.29%
Persons in Need of Supervision	21	47	5	0	73	90.38%
Petit Larceny	52	113	16	6	187	87.60%
Reckless Endangerment	5	41	6	5	57	87.23%
Robbery	0	2	1	0	3	66.67%
Theft of Services	144	45	108	11	308	29.41%
Unauthorized Use of a Vehicle	0	0	0	0	0	N/A
Vandalism	16	20	3	2	41	86.96%
Violation of Town/City Ordinance	17	11	2	0	30	84.62%
Other	79	203	36	10	328	84.94%
Missing	115	203	35	7	360	85.29%
Totals	5,070	12,936	1,983	681	20,670	86.71%

TABLE 10
CROSS TABULATION OF REFERRAL SOURCE BY CONCILIATION/MEDIATION/ARBITRATION (1986-87)

Referral Source	(1)	(2)	(3)	(4)	(5)	(6)
	Conciliation	Successful Mediation	Unsuccessful Mediation	Arbitration	Total	Mediation Success Rate (2/2+3)
City Court	1,083	8,841	1,129	473	11,526	88.68%
County Court (or Supreme Criminal)	85	72	19	0	176	79.12%
Family Court	68	334	71	0	473	82.47%
Town & Village Courts	130	314	75	16	535	80.72%
Court (One of Above Courts)	64	229	45	11	349	83.58%
Business/Corporation	90	4	1	0	95	80.00%
District Attorney	222	567	161	23	973	77.88%
Legal Aid	217	37	13	1	268	74.00%
Police	632	716	78	47	1,473	90.18%
Private Agency	266	68	95	15	444	41.72%
Private Attorney	79	62	9	5	155	87.32%
Probation	29	79	16	0	124	83.16%
Public Agency	520	156	106	12	796	59.85%
Public Defender	5	23	1	3	32	95.83%
School	66	531	15	0	612	97.25%
Sheriff	35	30	4	2	71	88.24%
State Police	11	5	2	0	18	71.43%
Walk-in (Self Referral)	1,328	703	109	69	2,209	86.58%
Other	73	91	15	3	182	85.85%
Missing	65	72	19	1	157	79.12%
Totals	5,068	12,936	1,983	681	20,668	86.71%
Total Court Referrals	1,430	9,790	1,339	500	13,059	87.97%

TABLE 11
CROSS TABULATION OF TYPE OF DISPUTE BY CONCILIATION/MEDIATION/ARBITRATION (1986-87)

Disposition	Civil		Misdemeanor		Felony		Juvenile		Missing		Total	
Conciliated	3,056	32.0%	1,747	6.0%	4	9.8%	214	10.3%	49	19.7%	5,070	12.3%
Successful Mediation	1,829	19.2%	9,863	33.8%	12	29.3%	1,172	56.6%	60	24.1%	12,936	31.5%
Unsuccessful Mediation	557	5.8%	1,355	4.6%	0	0.0%	69	3.3%	2	0.8%	1,983	4.8%
Arbitrated	185	1.9%	467	1.6%	3	7.3%	23	1.1%	3	1.2%	681	1.7%
Unamenable for Mediation	429	4.5%	1,243	4.3%	7	17.1%	27	1.3%	11	4.4%	1,717	4.2%
Complainant Refused to Mediate	259	2.7%	1,077	3.7%	3	7.3%	43	2.1%	20	8.0%	1,402	3.4%
Respondant Refuses to Mediate	1,723	18.0%	1,110	3.8%	6	14.6%	107	5.2%	34	13.7%	2,980	7.3%
Both Refuse to Mediate	88	0.9%	143	0.5%	1	2.4%	14	0.7%	3	1.2%	249	0.6%
Complainant Noshow	94	1.0%	1,055	3.6%	1	2.4%	37	1.8%	7	2.8%	1,194	2.9%
Respondant Noshow	193	2.0%	1,311	4.5%	1	2.4%	40	1.9%	8	3.2%	1,553	3.8%
Both Noshow	335	3.5%	8,199	28.1%	1	2.4%	211	10.2%	24	9.6%	8,770	21.4%
Case Dismissed by Complainant	440	4.6%	871	3.0%	0	0.0%	55	2.7%	11	4.4%	1,377	3.4%
Other	313	3.3%	584	2.0%	1	2.4%	28	1.4%	26	10.4%	952	2.3%
Left Blank	45	0.5%	119	0.4%	1	2.4%	32	1.5%	4	1.6%	201	0.5%
Total	9,546	100.0%	29,144	100.0%	41	100.0%	2,072	100.0%	262	105.2%	41,065	100.0%
Mediation Success Rate	76.7%		87.9%		100.0%		94.4%		96.8%		86.7%	

APPENDIX A

STATE OF NEW YORK

9466

IN SENATE

June 19, 1986

Introduced by Sen. STAFFORD -- (at request of the Office of Court Administration) -- read twice and ordered printed, and when printed to be committed to the Committee on Rules

AN ACT to amend the criminal procedure law and the judiciary law, in relation to adjournment in contemplation of dismissal for purposes of referring selected felonies to dispute resolution

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. The criminal procedure law is amended by adding a new article
2 two hundred fifteen to read as follows:

3 ARTICLE 215

4 ADJOURNMENT IN CONTEMPLATION OF DISMISSAL FOR PURPOSES OF
5 REFERRING SELECTED FELONIES TO DISPUTE RESOLUTION

6 Section 215.10 Referral of selected felonies to dispute resolution.

7 215.20 Victim; definition.

8 215.30 Adjournment in contemplation of dismissal; restoration to
9 calendar; dismissal of action.

10 215.40 Dismissal of action; effect thereof; records.
11 § 215.10 Referral of selected felonies to dispute resolution.

12 Upon or after arraignment in a local criminal court upon a felony com-
13 plaint, or upon or after arraignment in a superior court upon an indict-
14 ment or superior court information, and before final disposition
15 thereof, the court, with the consent of the people and of the defendant,
16 and with reasonable notice to the victim and an opportunity for the vic-
17 tim to be heard, may order that the action be adjourned in contemplation
18 of dismissal, for the purpose of referring the action to a community
19 dispute center established pursuant to article twenty-one-A of the judi-
20 ciary law. Provided, however, that the court may not order any action
21 adjourned in contemplation of dismissal if the defendant is charged
22 therein with: (i) a class A felony, or (ii) a violent felony offense as
23 defined in section 70.02 of the penal law, or (iii) any drug offense as
24 defined in article two hundred twenty of the penal law, or (iv) a felony

EXPLANATION--Matter in *italics* (underscored) is new; matter in brackets [] is old law to be omitted.

LBD15801-01-6

1 upon the conviction of which defendant must be sentenced as a second
2 felony offender, a second violent felony offender, or a persistent vio-
3 lent felony offender pursuant to sections 70.06, 70.04 and 70.08 of the
4 penal law, or a felony upon the conviction of which defendant may be
5 sentenced as a persistent felony offender pursuant to section 70.10 of
6 such law.

7 § 215.20 Victim; definition.
8 For purposes of section 215.10 of this article, "victim" means any
9 person alleged to have sustained physical or financial injury to person
10 or property as a direct result of the crime or crimes charged in a
11 felony complaint, superior court information, or indictment.

12 § 215.30 Adjournment in contemplation of dismissal; restoration to
13 calendar; dismissal of action.

14 Upon issuing an order adjourning an action in contemplation of dismis-
15 sal pursuant to section 215.10 of this article, the court must release
16 the defendant on his own recognizance and refer the action to a dispute
17 resolution center established pursuant to article twenty-one-A of the
18 judiciary law. No later than forty-five days after an action has been
19 referred to a dispute resolution center, such center must advise the
20 district attorney as to whether the charges against defendant have been
21 resolved. Thereafter, if defendant has agreed to pay a fine, restitution
22 or reparation, the district attorney must be advised every thirty days
23 as to the status of such fine, restitution or reparation. Upon applica-
24 tion of the people, made at any time not more than six months after the
25 issuance of an order adjourning an action in contemplation of dismissal,
26 the court may restore the action to the calendar upon a determination
27 that dismissal of the accusatory instrument would not be in furtherance
28 of justice, and the action must thereupon proceed. Notwithstanding the
29 foregoing, where defendant has agreed to pay a fine, restitution, or
30 reparation, but has not paid such fine, restitution or reparation, upon
31 application of the people, made at any time not more than one year after
32 the issuance of an order adjourning an action in contemplation of
33 dismissal, the court may restore the action to the calendar upon a
34 determination that defendant has failed to pay such fine, restitution,
35 or reparation, and the action must thereupon proceed.

36 § 215.40 Dismissal of action; effect thereof; records.

37 If an action has not been restored to the calendar within six months,
38 or where the defendant has agreed to pay a fine, restitution or repara-
39 tion but has not paid such fine, restitution or reparation, within one
40 year, of the issuance of an order adjourning the action in contemplation
41 of dismissal, the accusatory instrument shall be deemed to have been
42 dismissed by the court in furtherance of justice at the expiration of
43 such six month or one year period, as the case may be. Upon dismissal of
44 an action, the arrest and prosecution shall be deemed a nullity, and
45 defendant shall be restored to the status he or she occupied before his
46 or her arrest and prosecution. All papers and records relating to an ac-
47 tion that has been dismissed pursuant to this section shall be subject
48 to the sealing provisions of section 160.50 of this chapter.

49 § 2. Subdivision four of section 30.30 of such law is amended by add-
50 ing a new paragraph (h) to read as follows:

51 (h) the period during which an action has been adjourned in contempla-
52 tion of dismissal pursuant to sections 170.55, 170.56 and 215.10 of this
53 chapter.

54 § 3. Subdivision two of section 160.50 of such law is amended by add-
55 ing a new paragraph (1) to read as follows:

1 (1) An order dismissing an action pursuant to section 215.40 of this
2 chapter was entered.

3 § 4. Paragraphs (e) and (f) of subdivision four of section eight hun-
4 dred forty-nine-b of the judiciary law, paragraph (e) as amended by
5 chapter ninety-one of the laws of nineteen hundred eighty-five and para-
6 graph (f) as added by chapter eight hundred forty-seven of the laws of
7 nineteen hundred eighty-one, are amended to read as follows:

8 (e) it does not make monetary awards except upon consent of the par-
9 ties and such awards do not exceed the monetary jurisdiction of the
10 small claims part of the justice court, except that where an action has
11 been adjourned in contemplation of dismissal pursuant to section 215.10
12 of the criminal procedure law, a monetary award not in excess of five
13 thousand dollars may be made; and

14 (f) it does not accept for dispute resolution any defendant [who has a
15 pending felony charge contained in an indictment or information arising
16 out of the same transaction or involving the same parties, or] who is
17 named in a filed [accusatory instrument (i) charging] felony complaint,
18 superior court information, or indictment, charging: (i) a class A
19 felony, or (ii) a violent felony offense as defined in section 70.02 of
20 the penal law, or [(ii)] (iii) any drug offense as defined in article
21 two hundred twenty of the penal law, or [(iii) if convicted, would be]
22 (iv) a felony upon the conviction of which defendant must be sentenced
23 as a second felony offender [as defined in section 70.06], a second vio-
24 lent felony offender, or a persistent violent felony offender pursuant
25 to sections 70.06, 70.04 and 70.08 of the penal law, or a felony upon
26 the conviction of which defendant may be sentenced as a persistent
27 felony offender pursuant to section 70.10 of such law.

28 § 5. This act shall take effect on the first day of November next suc-
29 ceeding the date on which it shall have become a law.

APPENDIX B

NEW YORK STATE COMMUNITY DISPUTE
RESOLUTION CENTERS

Revised 6-87

Albany County

Sheri Lynn Ackerman, Dir.
Albany Mediation Program
P.O. Box 9140
Albany, N.Y. 12209
(518) 436-4958

Allegany County*

Judith A. Peter, Dir.
Josephine Tyler, Coord.
Dispute Settlement Center of
Allegany County
P.O. Box 577
Caneadea, N.Y. 14717
(716) 373-5133

Broome County

Karen Monaghan, Dir.
ACCORD
Colonial Plaza-2nd Floor
32 West State Street
Binghamton, N.Y. 13901
(607) 724-5153

Cattaraugus County*

Judith A. Peter, Dir.
Josephine Tyler, Coord.
Dispute Settlement Center of
Cattaraugus County
255 North Union Street
Olean, New York 14760
(716) 373-5133

Chautauqua County*

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

Chemung County

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

Clinton County

Kyle Blanchfield, J.D., Director
Despo Baltoumus McNeill, J.D., Coord.
Northern New York Center For Conflict
Resolution
Clinton County Center
Ward Hall, Room 212A
SUNY at Plattsburg
Plattsburg, New York 12901
(518) 564-2327

Columbia County

Joanne Vilaghy, Director
Paul Rappaport, Coordinator
Common Ground
Box 1
Hudson, New York 12534
(518) 828-4611

Cortland County

John McCullough, Dir.
Karen W. Robinson, Coord.
Cortland County Resolve
Catholic Charities
Charles M. Drumm Center
111 Port Watson Street
Cortland, New York 13045
(607) 753-7099

Delaware County

Michael Haehnel, Dir.
Delaware County Dispute
Resolution Center
72 Main Street
Delhi, New York 13753
(607) 746-6392

Dutchess County

Terry Funk-Antman, Dir.
Community Dispute Resolution Center
327 Mill Street
Poughkeepsie, N.Y. 12601
(914) 471-7213

Erie County*

Judith A. Peter, Dir.
Dispute Settlement Center
Regional Office
775 Main Street
Buffalo, N.Y. 14203
(716) 842-1416

Essex County

Kyle Blanchfield, J.D., Director
Despo Baltoumas McNeill, J.D., Coord.
Northern New York Center For Conflict
Resolution
Essex County Center
North County Community College
Elizabethtown, New York 12932
(518) 873-9910

Franklin County

Kyle Blanchfield, J.D., Director
Pat Niles, Coordinator
Northern New York Center for
Conflict Resolution
64 Elm Street, P.O. Box 270
Malone, New York 12953
(518) 483-5470

Fulton/Montgomery/Schoharie Counties

Nancy Betz, Director
Tri-County Ctr. For Dispute Resolution
39 East Main Street
Fonda, New York 12068
(518) 853-4611

Genesee County

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

Greene County

Joanne Vilaghy, Dir.
Judith Clearwater, Coord.
Common Ground
P.O. Box 329
1 Bridge Street
Catskill, New York 12414
(518) 943-9205

Herkimer County

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

*Call Toll Free within New York State (716 area code) 1-800-238-8303.

Jefferson County

Carol Lively, Director
Community Dispute Resolution Center
Community Action Planning Council
of Jefferson County
Box 899
Watertown, New York 13601
(315) 782-4900

Lewis County

Carol Lively, Director
Lewis Mediation Service
P.O. Box 111
New Bremen, New York 13412
(315) 376-8202

Livingston County

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

Madison County

John McCullough, Director
Resolve-A Center for Dispute
Settlement, Inc.
Stoneleigh Housing, Inc.
120 East Center Street
Canastota, New York 13032
(315) 697-3700

Monroe County

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

Nassau County

Mark Resnick, Dir.
Rodney Brown, Coordinator
Nassau County Community
Dispute Center
American Arbitration Association
585 Stewart Avenue
Garden City, N.Y. 11530
(516) 222-1660

Nassau County

Rebecca Bell, Dir.
Education Assistance Center
of Long Island, Inc.
Mediation Alternative Project
100 East Old Country Road
Mineola, N.Y. 11051
(516) 741-5580

NEW YORK CITY

New York & Bronx Counties

David Forrest, Esq., Director
IMCR Dispute Resolution Center
425 West 144th Street
New York, New York 10031
(212) 690-5700

Manhattan (IMCR)

Summons Part of Criminal Court
346 Broadway
New York, New York 10007

The Bronx (IMCR)

Bronx Criminal Court
215 East 161st Street
New York, New York 10451

Northern Manhattan

Dana Vermilye, 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

Kings County (VSA)

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

Queens County (VSA)

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

Richmond County

Vincent Miranda, Dir.
Staten Island Community
Resolution Center
111 Canal Street
Staten Island, N.Y. 10304
(718) 720-9410

Niagara County

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

Oneida County

Francis Grates, Director
Maria Stewart Zalocha, Coord.
Community Dispute Resolution Program
Utica Community Action
214 Rutger Street
Utica, New York 13501
(315) 797-6473 or in
Rome, N.Y. call
(315) 865-8432 x 266

Onondaga County

John McCullough, Director
Resolve-A Center for
Dispute Settlement, Inc.
210 East Fayette Street
Lafayette Bldg., 7th Floor
Syracuse, New York 13202
(315) 471-4676

Onondaga County

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

Ontario County

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

Orange County

Deborah Murnion, Dir.
Orange Co. Mediation Project, Inc.
4 East Main Street
P.O. Box 520
Middletown, New York 10940
(914) 342-6807

Orleans County

Judith A. Peter, Director
Ann Horanburg, Coordinator
Dispute Settlement Center of
Orleans County
Orleans Co. Administration Bldg.
Route 31
Albion, New York 14411
(716) 875-3963

Oswego County

John McCullough, Director
Martha Marshall, Coordinator
Resolve-A Center for Dispute
Settlement, Inc.
198 West First Street
Oswego, New York 13126
(315) 342-3092

Otsego County

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

Putnam County

Deborah Murnion, Director
Patricia Barnes, Esq., Coordinator
Putnam County Mediation Program
P.O. Box 776
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