



CENTER FOR DISPUTE  
SETTLEMENT  
*peace it together*

ANNUAL REPORT  
APRIL 2022 – MARCH 2023



*Creating Conflict-Resilient Communities*



# Message from Our Board Chair & President/CEO

As we reflect on our 50<sup>th</sup> year of using and promoting peaceful dispute resolution processes throughout our communities, we are marveling at the changes that have taken place when it comes to the work of conflict resolution and peacemaking.

When we were founded in 1973, there were no community dispute centers in the state of New York, and only two in the country. Today, we are part of a thriving network of 20 Community Dispute Resolution Centers (CDRCs), serving every county in the state.

The Center for Dispute Settlement has been empowering the people and institutions in our communities to courageously communicate with one another through monumental changes, from the civil rights movement, to Black Lives Matter. We have expanded our reach across eight counties, and have evolved our programs, services, and trainings to adapt to changing times through five decades of history.

We are proud to continue the legacy of peacemaking that was established 50 years ago, and we look forward to working together with you – our staff, volunteers, community partners, donors, clients, and friends – to respond to the changing needs of our world in the decades to come.



(l. to r.: J. Stulberg, E. Schaefer, J. Ellis)  
**ROCHESTER NCDS STAFF**



**ROCHESTER NCDS ADVISORY BOARD**

**Shira May**  
President/CEO



**Joe Brown**  
Board Chair



**Andrew Thomas and Sherry Walker-Cowart**

# ABOUT US

**Our Mission:**  
***To use and promote peaceful dispute resolution processes throughout our communities***

- Established in 1973 in response to community disputes during the Civil Rights movement
- 1st Community Dispute Resolution Center in NYS, and 3<sup>rd</sup> in the country



## **Who We Are:**

- 24 staff
- 54 volunteer mediators
- 14 Board of Directors

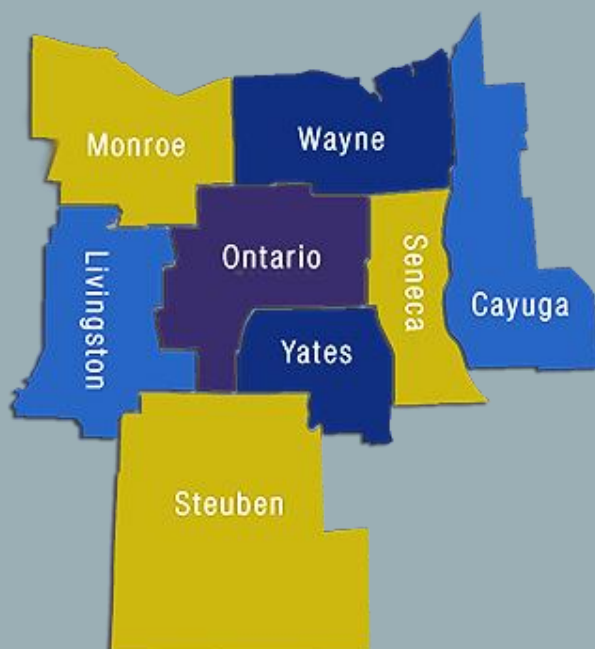
## **Did You Know?**

- Our mediators have an average of **10 years of experience**
- Two of our staff are **certified mediation trainers** through the Unified Court System's Office of Alternative Dispute Resolution

## BY THE NUMBERS

**Counties served:** 8  
**Total cases closed:** 1,855  
Cayuga: 96  
Livingston: 173  
Monroe: 619  
Ontario: 359  
Seneca: 46  
Steuben: 378  
Wayne: 118  
Yates: 66

**Trainings delivered:** 45  
**People served (approx.):** 4,500



## REFERRAL SOURCES

<b>Family Court</b>	<b>37%</b>
<b>City, Town, Village Court</b>	11%
<b>Supreme, Surrogate Court</b>	4%
<b>School</b>	6%
<b>Public Agency</b>	11%
<b>Prior Client</b>	9%
<b>Walk-In/Word of Mouth</b>	12%
<b>Website Form</b>	6%
<b>Other</b>	4%

*93% of our mediation clients were satisfied with their experience and would recommend mediation to others*

# ALTERNATIVE DISPUTE RESOLUTION (ADR) SERVICES PROVIDED

- Custody & Visitation Mediation
- Divorce Mediation & Arbitration
- Special Education Mediation
- Early Intervention Mediation
- Community Mediation
- Community Dialogue Facilitation
- Conflict Coaching
- Restorative Practices (Circles)
- Lemon Law Arbitration
- Commercial Arbitration
- City of Rochester Demolition Hearings/CHAPS
- Surrogate Decision-Making Committee
- ACCES-VR

## TRAINING TOPICS



- Basic Mediation Training
- Custody & Visitation Mediation
- Divorce Mediation
- Peer Mediation
- Restorative Practices
- Conflict Skills
- Anger Management
- Implicit Bias
- Diversity, Equity, Inclusion, & Belonging (DEIB)

# SERVING OUR COMMUNITIES

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## **Kinship Mediation Program**

The Center received a new contract from Monroe County Department of Human Services to provide mediation for kinship caregivers-those who are caring for grandchildren, nieces/nephews, or other relatives. The Center provided a 6-hour training on Kinship Mediation for staff and volunteers interested in serving this population.



## **Conflict Skills in the Workplace**

Our Training and Community Engagement department developed several conflict skills trainings, designed for staff in schools, colleges/ universities, and nonprofit/business. Topics include: identifying your conflict style, active listening skills, and responding to microaggressions.

## **Rochester Peace Collective**

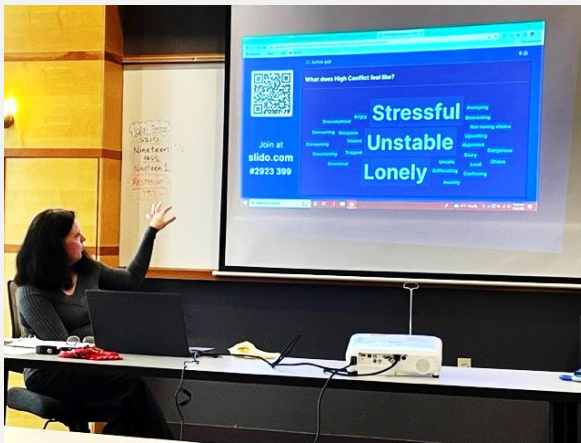
The Center for Dispute Settlement serves as the fiduciary partner to Untrapped Ministries, which developed an innovative model to train and mentor a select group of young adults known as Community Vanguard. This program was inaugurated into the 2023 City of Rochester Peace Collective.



# BUILDING OUR CAPACITY

## Interrupt Racism Cohort

The Center for Dispute Settlement participated in the 2022-2023 cohort of the Urban League's Interrupt Racism program. An internal Change Team, comprised of board and staff members, worked to develop goals and objectives to create transformational change as we become an anti-racist organization.



## Mediator Trainings and In-Services

Staff and volunteer mediators participated in advanced training topics:

- Mediator Reflective Practice
- Conflict Coaching
- Transformative Mindset
- Being Curious/Staying Present
- High Conflict Mediations
- Using Respectful and Inclusive Language

## Developing New Mediator Apprentices

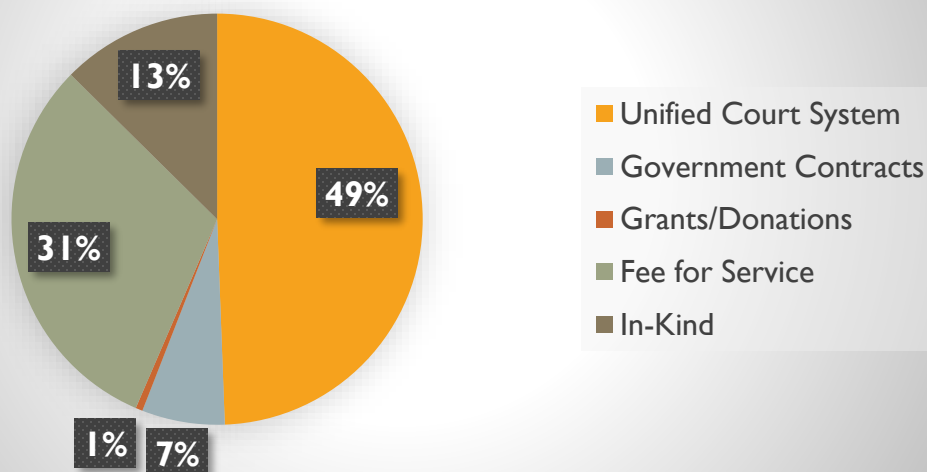
Eleven new mediator apprentices began working towards mediator certification, which requires three observations, three co-mediations, and one solo mediation, which is observed and rated by an experienced mediator. Apprentices had a chance to meet our staff and volunteers at our Volunteer Appreciation event at Star Cider in Canandaigua.



# OUR PARTNERS IN 2022-2023

- 1816 Quaker Farmington Meeting House
  - Canandaigua Central School District
  - Central Library, Rochester
  - Climate Solutions Accelerator
  - ColoRise Lunch and Learn
  - Greater Rochester Association of Realtors
  - Hillside Family of Agencies
  - Hobart William Smith College
  - Living Well
  - Monroe County FACT
  - Monroe County Pre-Trial Services
  - Monroe One BOCES
  - NYS Dispute Resolution Association
  - NYS Division of Criminal Justice Services
  - NYS Division of Human Rights
  - NYS Unified Court System, 7<sup>th</sup> J. District
  - Ontario County Probation
  - Pathstone Housing Council
  - Rochester Institute of Technology
  - RochesterWorks!
  - Steuben County Department of Social Services
  - Steuben County Probation
  - SUNY Brockport
  - Untrapped Ministries
  - Urban League of Rochester
- Coalitions:**
- Domestic Abuse Review Team
  - Justice for All Leadership Advisory Group
  - Ontario County Restorative Practices Collaborative
  - Monroe County Criminal Court Diversion Interest Program
  - Monroe County Criminal Justice Council
  - Rochester Restorative Administrators Group (RRAG)

## REVENUE SOURCES





# PLEASE JOIN US IN GIVING!

- \$1,000 Provides one **school** with a Peer Mediation Program
- \$700 Provides one **workplace** with Implicit Bias Training
- \$500 Provides one **community** with a Restorative Justice process
- \$250 Provides one **small business** with a retainer for an Arbitration process
- \$125 Provides one **nonprofit professional** with workplace conflict consultation
- \$60 Provides two **neighbors** with a Community Mediation
- \$30 Provides one **co-parent** with Conflict Coaching

## 3 WAYS TO MAKE YOUR GIFT:

Donate online at [www.cdsadr.org](http://www.cdsadr.org) and click **Donate**

Mail your check to:

**Center for Dispute Settlement  
16 E. Main St., Suite 800  
Rochester, NY 14614**

QR code:

