

# ANNUAL REPORT

April 2024-March 2025



CENTER FOR DISPUTE  
SETTLEMENT  
*peace it together*





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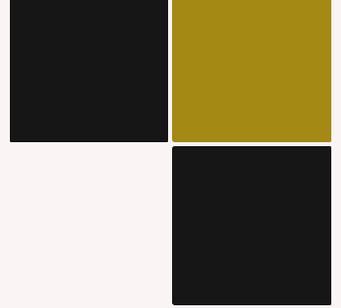
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# Message from the President/CEO & Board Chair



The past year has seen significant political changes, sparking heightened conflicts in our local communities around topics such as Diversity/Equity/Inclusion (DEI), immigration, LGBTQ+ rights, the war in Gaza, and climate change.

As a community dispute resolution center, we know that creating safe spaces for dialogue is necessary for stronger relationships and more peaceful communities.

That is why we are so proud of our accomplishments this past year:

- Closed over **1,600** alternative dispute resolution cases
- Delivered over **100** trainings
- Collaborated with **local, state, and national** organizations to promote conflict resolution and the protection of human rights

It is an honor to uphold our commitment to **diversity and dialogue** that have been central to the mission of the Center for Dispute Settlement for **52 years**.

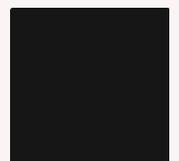
We thank you – our community of peacemakers – for your contributions and continued commitment.



**Shira May**  
President/CEO



**Parris Bryant II**  
Board Chair



# About CDS

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## Our Mission

To use and promote peaceful dispute resolution processes throughout our communities

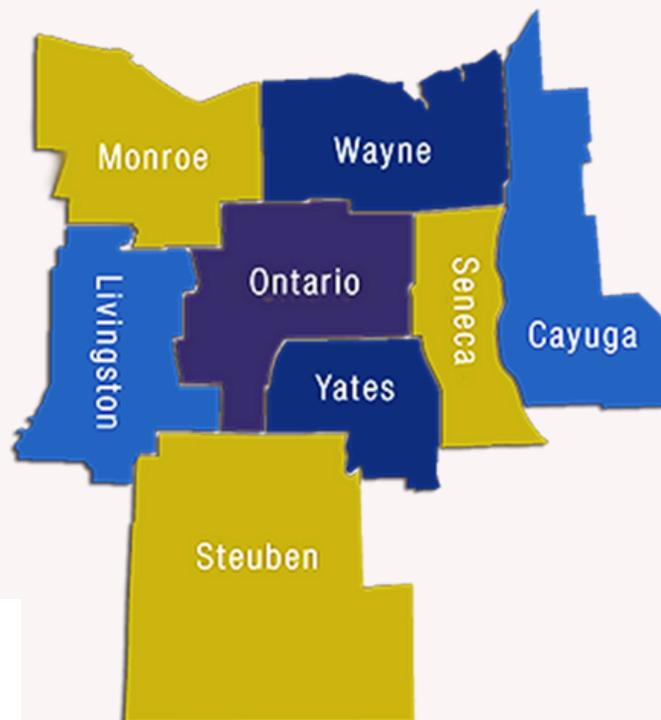
## Our History

- Established in 1973 during the Civil Rights Movement
- **1st** Community Dispute Resolution Center **in NYS** and **3rd in the country**

## Who We Are

- 20 staff
- **42 volunteer mediators**
- 12 Board of Directors

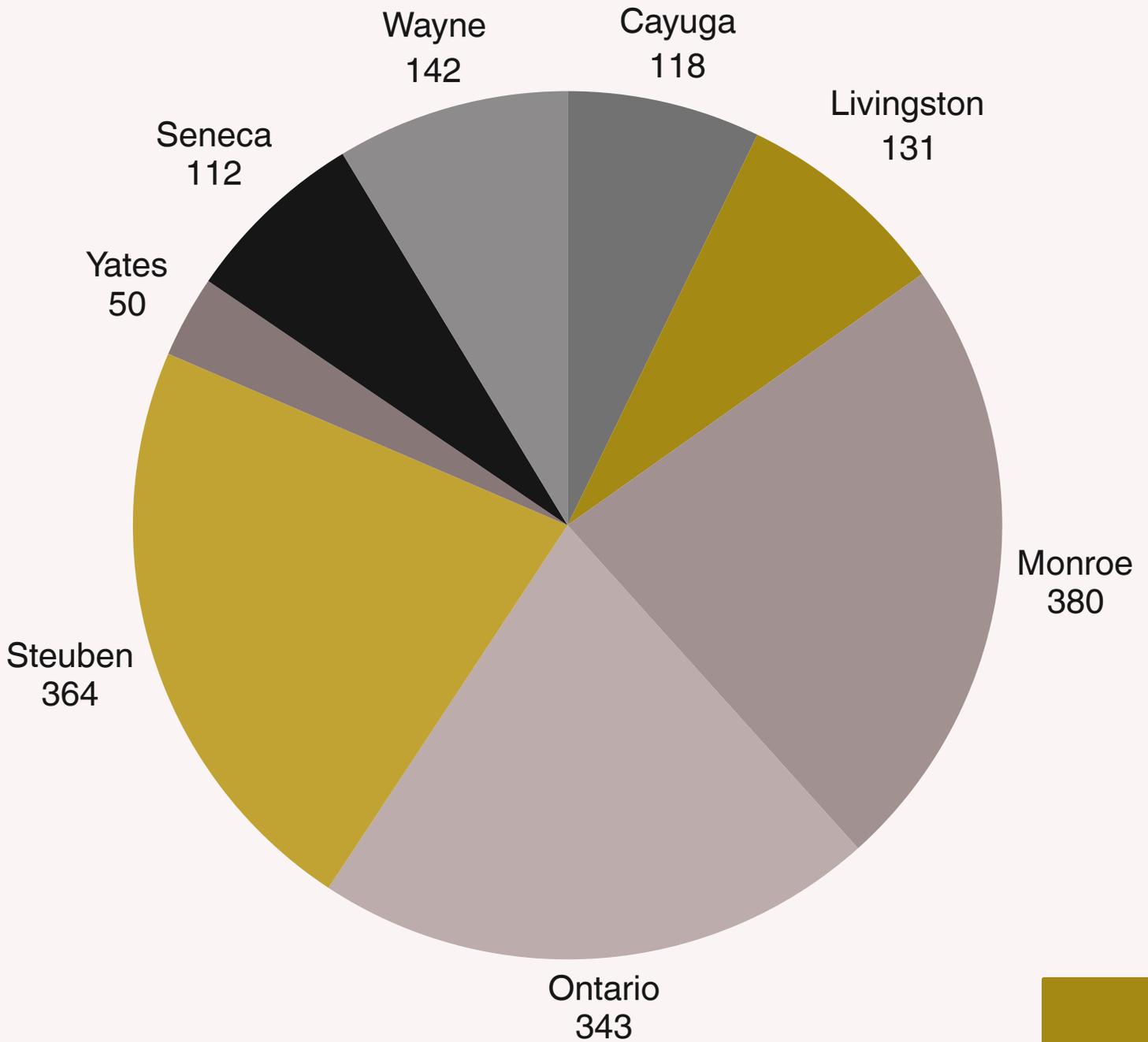
We serve the **8 counties** of the New York State's **7th Judicial District**



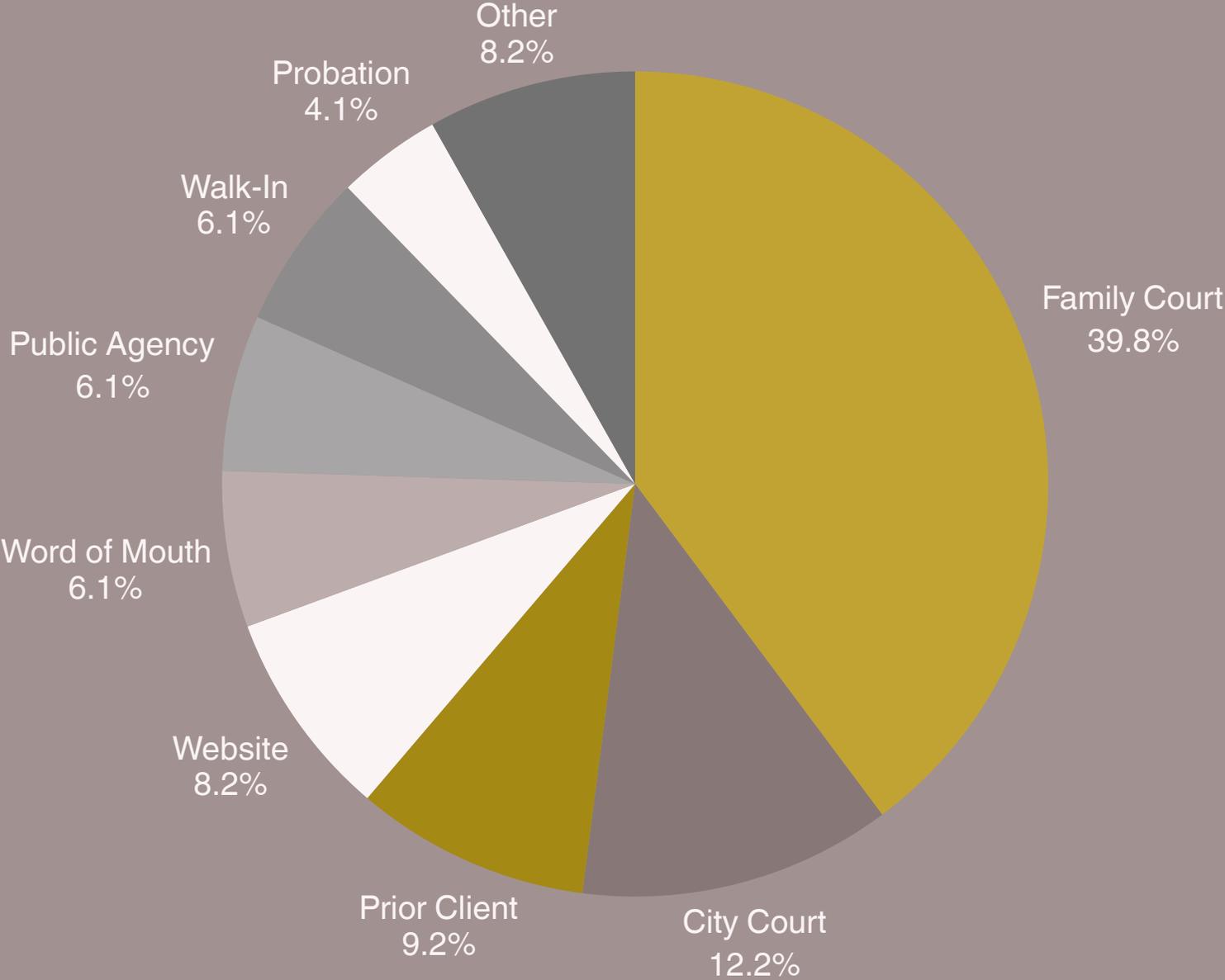
# Cases

Total cases closed: 1,640

## Cases by County



# Referrals



# Testimonials



*"I am glad we went this route rather than court. I believe it made it possible to solve things in a much more peaceful setting. I'm hopeful the agreement we reached will keep co-parenting more amicable and better for the children."*



*"The process was very pleasant and I would definitely encourage others to come up with a plan together and go to mediation instead of fighting it out in court"*



*"[Our mediator] was wonderful to work with. She heard both our sides and was fair on explaining how we were feeling. I am very pleased to have worked with her to resolve our issues."*

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



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# Services & Training

## Services

- 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
- Surrogate Decision-Making Committee
- ACCES-VR

## Training

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

**In 2024-2025, we delivered over 100 trainings for local, state, and national audiences.**

# Connecting with the Community

## ***Volunteer Engagement***

Our volunteer mediators are an integral part of the work we do in our communities.

Pictured: Staff, volunteers, and community members at the dedication of the Livingston County mediation room to Letitia Rosenthal (Director, 1987-2021)



## ***Outreach and Community Awareness***

Our staff can frequently be found out and about in our communities, educating the public about our services through media stories, presentations, health fairs, and other community events.

Pictured: Staff featured at the NYS Division of Human Rights' Unity Summit.



## ***Training and Consultation***

CDS provided training and consultation to a growing number of nonprofits, government agencies, and private businesses.

Pictured: Solution-Focused Mediation Trainers, Dr. Bernadette Tracy and Niki Rowe, at our annual Advanced Regional Training



# Partners

- ACR-GNY
  - AspireHope NY
  - Barakah Muslim Charity
  - Better Contractors Bureau
  - Cameron Community Ministries
  - Canandaigua City School District
  - Catholic Charities CDRC
  - CCSI
  - City of Rochester
  - Community Mediation Services
  - FACE Center
  - Family Counseling Service of the Finger Lakes
  - Father Tracy Center
  - Greater Rochester Association of Realtors
  - Hobart & William Smith Colleges
  - Manchester-Shortsville Central School District
  - Measures for Justice
  - Mediation Matters
  - Monroe County Department of Public Safety
  - Monroe County FACT
  - NY Council of Administrators of Special Ed
  - New York Peace Institute (NYPI)
  - NYS Agricultural Mediation Program (NYSAMP)
  - NYS Dispute Resolution Association (NYSARA)
  - NYS Division of Criminal Justice Services
  - NYS Division of Human Rights
  - NYS Unified Court System, 7th J. District
  - Ontario Chamber of Commerce
  - Ontario County Probation
  - Ontario County Workforce Development
  - Ontario County Youth Court
  - Partners in Restorative Initiatives
  - Police Accountability Board
  - Pre-Trial Services
  - Rainbow Seniors ROC
  - Resolution Center of Jefferson, Lewis & St\ Lawrence Counties
  - Rise Up Rochester
  - Rochester Institute of Technology
  - Starbridge
  - Steuben County Department of Social Services
  - Steuben County Probation
  - SUNY Brockport
  - Trillium Health
  - University of Rochester
  - Untrapped Ministries
  - Urban League
  - Young Women's College Prep
- Coalitions:
- Domestic Abuse Review Team
  - Rochester Restorative Administrators Group (RRAG)



# DONATIONS

## Your Donation Makes a Difference

	DONATION
One (1) School Peer Mediation	\$2000
One (1) workplace with Implicit Bias Training	\$1500
One (1) community with a Restorative Justice Process	\$1000
	DONATION
One (1) small business with a retainer for an arbitration process	\$800
One(1) non-profit professional with workplace conflict consultation	\$150
Community mediation for two (2) neighbors	\$100
Conflict Coaching for one (1) parent	\$50

## DONATE

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

Or mail your check to:

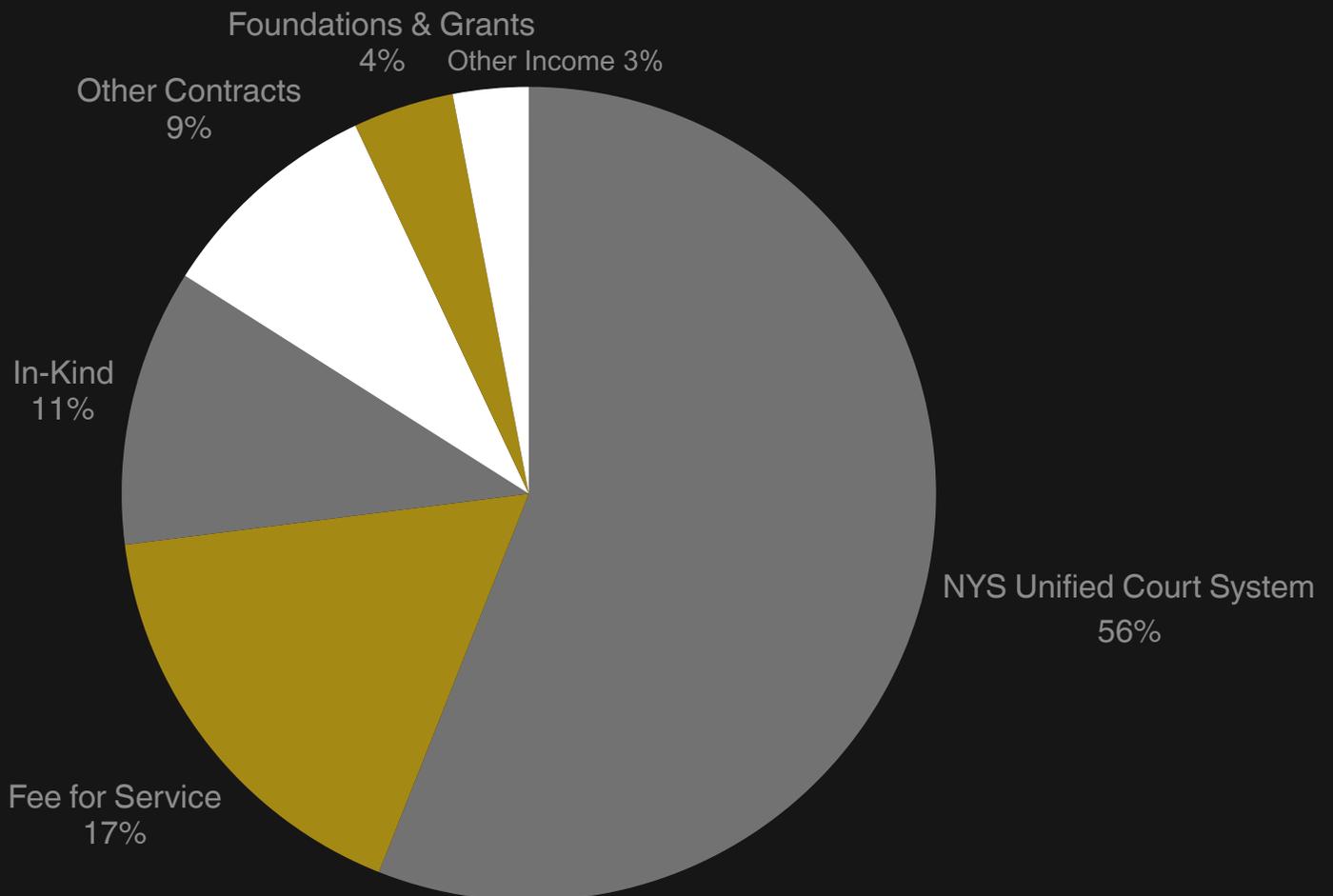
Center for Dispute Settlement  
16 E. Main St., Suite 800  
Rochester, NY 14614

QR code:



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# Revenue



Fee for Service: Payment from individual clients for CDS mediation services or payment from organizations/companies for CDS training

In-Kind: goods or commodities other than money (ex. Wegmans gift card or time donated by CDS volunteer mediators)

# Contact Us



**585-546-5110**



**[www.cdsadr.org](http://www.cdsadr.org)**



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