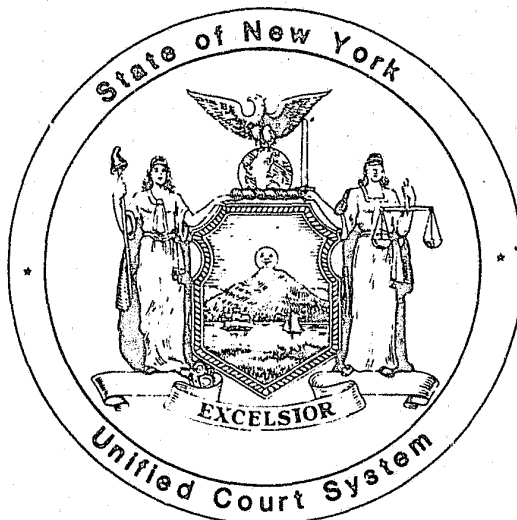


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THE COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

ANNUAL REPORT

APRIL 1, 1987 TO MARCH 31 1988

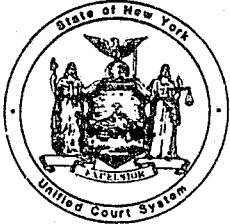
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114584

ALBERT M. ROSENBLATT
Chief Administrative Judge

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

State of New York



Albert M. Rosenblatt
Chief Administrative Judge

114584

270 Broadway
New York, N.Y. 10007
(212) 587-2004

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

NCJRS

DEC 13 1988

ACQUISITIONS

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, 1987 to March 31, 1988.

The Community Dispute Resolution Centers Program, now in its seventh year, was available as an alternative to formal court proceedings for citizens in 61 New York counties during fiscal year 1987-88. The final county was approved in our 1988-89 Legislative budget which allows us to complete our plan to have this resource available to every citizen in the state.

Chief Judge Sol Wachtler and I thank you for your support of this valuable program and we look forward to cooperating with you in serving the people of the State of New York next year.

Respectfully,

A handwritten signature in dark ink, appearing to read "A. Rosenblatt".

Albert M. Rosenblatt

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APPENDIX

Appendix A - Chapter 281, Laws of 1987

HIGHLIGHTS OF THE ANNUAL PROGRESS REPORT
OF THE NEW YORK
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
APRIL 1, 1987 TO MARCH 31, 1988

* There were community dispute resolution centers serving the citizens and justice system in 61 New York State counties.

* New centers were developed in Cayuga, Chenango, Clinton, Essex and Washington counties.

* In fiscal year 1987-88, the community dispute resolution centers reported 103,292 requests for service and provided a variety of dispute resolution resources for the citizens and the justice system in the State of New York.

* The centers conducted 19,945 conciliations, mediations and arbitrations serving 56,678 persons during the year. Another 98,842 persons received other related services from the community dispute resolution centers.

* In 86% of the matters that reach the mediation stage, a successful resolution is attained by both parties.

* In fiscal year 1987-88, \$760,016 was awarded in the form of restitution to New York citizens through the dispute resolution centers. This is a 32% increase over 1986-87. The average award per case was \$376.

* All community dispute resolution centers complete a numbered case profile form on each dispute which is appropriate for dispute resolution. This form contains information on both the complainant and respondent. Upon disposition, the form is submitted to the Office of Court Administration where it is entered into the computer by case number (without name or address 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 activities 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 and ongoing technical assistance.

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

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

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

* 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. This fiscal year a professionally produced sixteen minute video tape entitled "Mediation: A Better Way" was developed along with a series of public service announcements in English and Spanish. These materials are now being used for training, public relations and informing the public of this resource.

* A series of research studies are regularly conducted through the Office of Court Administration, local community dispute resolution centers and institutions of higher learning in New York. The results of these studies are shared with practitioners, academics and citizens in general.

* The majority of the referrals to the community dispute resolution centers are from the courts 67%, followed by walk-ins 11%, police and sheriffs' departments 8% and district attorneys 4%. 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.

* 43% of the cases involve allegations of harassment, 14% assault, 7% interpersonal disputes, 5% breach of contract, 5% housing and 4% personal/real property.

* 23% of the disputes are between neighbors, 23% acquaintances, 13% landlord/tenant, 8% consumer/merchant and 6% ex-boyfriend/girlfriend.

* 69% of the conflicts involve matters of a criminal nature, 25% 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 2.4.

* It is taking 13.7 days from intake to final disposition for the average dispute resolution case.

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

* In fiscal year 1987-88, the average state cost per conciliation, mediation or arbitration was \$97.89, the average cost per individual served through a conciliation, mediation or arbitration was \$34.45 and the average cost per request for service was \$18.90.

* Chief Judge Sol Wachtler's plan to establish cost-effective community alternative dispute resolution resources, available to citizens in every county of the State will have been realized with the development of a new center in Hamilton county in 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. Requests For Service

A request for service is recorded when a unit of service has been provided to a walk-in client or to a client who has been referred to a center by the court or another agency. The term is used to describe the following services: initial case screening, conciliations, mediations, arbitrations and parties who have been referred to another agency. A request for service is recorded when an actual 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 third 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 their own efforts or through mediation, agree to have a third person make a written binding decision for them based on the information gathered during the dispute resolution process.

7. Compliance

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

8. Walk-in

This term describes persons who come on their own initiative to a community dispute resolution center for assistance in resolving a dispute.

9. Returnee to the Dispute Resolution Process

A returnee is a person who has completed the dispute resolution process and has had to come back for a second mediation on the matter because of a failure in compliance. The term returnee is also used to describe a person who returns to a dispute center with a new issue that needs to be resolved.

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

ANNUAL REPORT

APRIL 1, 1987 TO MARCH 31, 1988

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. In fiscal year 1987-88 there were programs in 61 of the 62 New York State Counties.

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

During the 1987-88 fiscal year, new centers were developed in Cayuga, Chenango, Clinton, Essex and Washington counties. A new center is planned for Hamilton County in fiscal year 1988-89. This will complete Chief Judge Sol Wachtler's plan to make dispute resolution services available to every citizen in the State of New York.

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 report system,

from which data is compiled for monthly management reports and through quarterly progress and financial reports. The Office of Court Administration also issues program guidelines, conducts fiscal audits and provides a variety of special reports and ongoing technical assistance. On-site visits, regional and program directors meetings and conferences are also conducted by the Office of Court Administration.

From April 1, 1987 to March 31, 1988, 103,292 requests for service were reported by the centers which provided a number of services including assisting 56,678 persons through 19,945 conciliations, mediations and arbitrations (see Table 4). Another 98,842 persons received other related services from the community dispute resolution centers. A total of \$760,016 was awarded in restitution to New York citizens during the year. This is a 32% increase over last year.

The majority of referrals to the centers are from the court (67%), the police and sheriff's departments (8%) and the district attorneys (4%) 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% of the matters that reach the mediation stage, a successful resolution is attained.

During this fiscal year a professionally produced sixteen minute video tape entitled "Mediation: A Better Way" was developed along with a series of public service announcement in English and Spanish. These materials are now being used for training, public relations and community education purposes.

This annual report outlines the work of the New York community dispute resolution centers by judicial district and cites the number of requests for services, the number of cases accepted as appropriate for dispute resolution and the number of conciliations, mediations and arbitrations conducted by each center. A narrative summary of the 1987-88 caseload statistics, research projects in the statewide network and staffing for the State Community Dispute Resolution Centers Program is also included. Finally, the report sets forth the efforts undertaken to spread the word publicly about the availability and effectiveness of the dispute resolution process, describes recent legislation effecting the centers and draws a series of conclusions.

THE NEW YORK COMMUNITY DISPUTE RESOLUTION CENTERS
BY JUDICIAL DISTRICT

Judicial Districts in New York City

NYC Administrative Judge Milton L. Williams
Area Served: Bronx, Kings, New York, Queens and Richmond
Counties

Population Served: 7,071,030
Total Grants Awarded: \$ 489,000
Total Requests for Services: 45,560
Total Cases Screened as Appropriate for
Dispute Resolution (ADR): 23,307
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 10,832

* * * * *

First Judicial District

Administrative Judge Peter McQuillan, Criminal Branch
Area Served: New York County
Population Served: 1,427,533
Total Grants Awarded: \$138,500
Total Requests for Services: 15,700
Total Cases Screened as Appropriate for
Dispute Resolution (ADR): 5,342
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 2,546

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
Alberto Charles, Coordinator
(212) 766-4230

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
13,212	5,067	2,385

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

Dana Vermilye, Director
(212) 781-6722

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,488	275	161

Second Judicial District

Administrative Judge Leonard Yoswein
Area Served: Kings and Richmond Counties
Population Served: 2,583,057
Total Grants Awarded: \$165,500
Total Requests for Services: 14,303
Total Cases Screened as Appropriate for
Dispute Resolution (ADR): 8,654
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 4,097

Kings County

Metropolitan Assistance Corporation
Victim Services Agency (VSA)
2 Lafayette Street
New York, New York 10007
Christopher Whipple, Director
(212) 577-7700

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
9,748	7,632	3,443

VSA Kings County Office
Brooklyn Mediation Center
210 Joralemon Street, Rm. 618
Brooklyn, New York 11201
Les Lopes, Coordinator
(718) 834-6671

Richmond County

Staten Island Community
Resolution Center
130 Stuyvesant Place
Staten Island, New York 10301
Vincent Miranda, Director
(718) 720-9410

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
4,555	1,022	654

Eleventh Judicial District

Administrative Judge Alfred D. Lerner
Area Served: Queens County
Population Served: 1,891,325
Total Grants Awarded: \$92,500
Total Requests for Services: 5,465
Total Cases Screened as Appropriate for
Dispute Resolution (ADR): 4,260
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 1,979

Queens County

Victim Services Agency
Queens Mediation Center
119-45 Union Turnpike
Kew Gardens, New York 11375
Christopher Whipple, Director
James Goulding, Coordinator
(718) 793-1900

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
5,465	4,260	1,979

Twelfth Judicial District

Administrative Judge Burton B. Roberts, Criminal
and Civil Branch

Area Served: Bronx County

Population Served: 1,169,115

Total Grants Awarded: \$92,500

Total Requests for Services: 10,092

Total Cases Screened as Appropriate for

Dispute Resolution (ADR): 5,051

Total Conciliations, Mediations and

Arbitrations (con/med/arb): 2,210

Bronx County

IMCR Bronx Office

215 East 161st Street

New York, New York 10451

David Forrest, Jr., Esq.

Director

Haleemah Shakir, Coordinator

(212) 590-2380

<u>Requests</u>	<u>Total Cases</u>	<u>Con/</u>
<u>for</u>	<u>Appropriate</u>	<u>Med/</u>
<u>Services</u>	<u>For ADR</u>	<u>Arb.</u>
10,092	5,051	2,210

Judicial Districts Outside of New York City

Deputy Chief Administrative Judge Robert J. Sise
Area Served: All counties outside of New York City
Population Served: 10,486,258
Total Grants Awarded: \$1,463,498
Total Requests for Services: 57,732
Total Cases Screened as Appropriate for
Dispute Resolution (ADR): 16,060
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 9,113

* * * * *

Third 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: \$149,000
Total Requests for Services: 3,320
Total Cases Screened as Appropriate
For Dispute Resolution: 1,276
Total Conciliations, Mediations and
Arbitrations (con/med/arb): 815

Albany County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
1,100	432	387

Sheri Lynn Ackerman, Director
(518) 436-4958

Columbia County

Common Ground
P.O. Box 1
Hudson, New York 12534

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
779	273	125

Joanne Vilaghy, Director
Ann Kelly, Coordinator
(518) 828-4611

Greene County

Common Ground
P.O. Box 329
1 Bridge Street
Catskill, N.Y. 12414

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
543	144	60

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

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

John Berdy, Director
(518) 274-5920

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
298	196	103

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

Nancy Betz, Director
(518) 853-4611

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
11	5	2

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

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
425	142	108

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

Clare Danielsson, Ph.D.,
Director
(914) 691-6944

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
164	84	30

Fourth Judicial District

Administrative Judge J. Raymond Amyot
Area Served: Clinton, Essex, Franklin, Fulton, Hamilton,
Montgomery, Saratoga, Schenectady, St. Lawrence,
Warren and Washington
Population Served: 656,044
Total Grants Awarded: \$166,518
Total Requests for Services: 1,380
Total Cases Screened as Appropriate For
Dispute Resolution: 1,056
Total Conciliations, Mediations and Arbitrations: 516

Clinton County

Northern New York Center For
Conflict Resolution, Inc.
Clinton County Center
Ward Hall, Room 212A
SUNY at Plattsburg
Plattsburg, New York 12901

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
22	22	8
(New Program)		

Kyle Blanchfield, J.D., Director
Despo Baltoumas McNeill,
J.D., Coordinator
(518) 564-2327

Essex County

Northern New York Center For
Conflict Resolution, Inc.
Essex County Center
North County Community College
Elizabethtown, New York 12932

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
6	6	3
(New Program)		

Kyle Blanchfield, J.D., Dir.
Despo Baltoumas McNeill,
J.D., Coordinator
(518) 873-9910

Franklin County

Northern New York Center For
Conflict Resolution, Inc.
55 West , P.O. Box 270
Malone, New York 12953

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
72	70	32

Kyle Blanchfield, J.D.,
Director
Pat Niles, Coordinator
(518) 483-5470

Fulton County

Tri-County Center For
Dispute Resolution
39 East Main Street
Fonda, New York 12068

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
112	47	18

Nancy Betz, Director
(518) 853-4611

Montgomery County

Tri-County Center For
Dispute Resolution
39 East Main Street
Fonda, New York 12068

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
101	46	27

Nancy Betz, Director
(518) 853-4611

St. Lawrence County
Northern New York Center
For Conflict Resolution, Inc.
P.O. Box 70
Canton, New York 13617

Kyle Blanchfield, J.D.,
Director
Sheri Coots, Coordinator
(315) 386-4677

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
138	138	84

Saratoga County
Dispute Settlement Program
Moreau Community Center
144 Main Street
So. Glens Falls, N.Y. 12801

Marylyn Tenney, Director
(518) 793-7015

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
220	165	100

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

Davora Tetens, Director
(518) 346-1281

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
620	521	217

Warren County
Adirondack Mediation Services
c/o Warren County Family Court
Warren County Municipal Center
Warrensburg, New York 12845

Marylyn Tenney, Director
Bruce Conroe, Coordinator
(518) 761-6401

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
73	32	22

Washington County
Washington County
Mediation Services
5 North Street
Granville, New York 12832

Marylyn Tenney, Director
Judy Wood, Coordinator
(518) 642-1237

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
19	9	5

(New Program)

Fifth Judicial District

Administrative Judge William R. Roy
Area Served: Herkimer, Jefferson, Lewis, Oneida,
Onondaga and Oswego
Population Served: 1,124,561
Total Grants Awarded: \$194,000
Total Requests for Services: 7,464
Total Cases Screened Appropriate For
Dispute Resolution: 2,317
Total Conciliations, Mediations and Arbitrations: 1,402

Herkimer County

Community Dispute Resolution
Program

c/o Catholic Family and
Community Services
216 Henry Street
Herkimer, New York 13350

<u>Requests for Services</u>	<u>Total Cases Appropriate For ADR</u>	<u>Con/ Med/ Arb.</u>
1,469	279	204

Maxine Harodecki, Director
(315) 866-4268

Jefferson County

Community Dispute Resolution
Center

Community Action Planning
Council of Jefferson County
Box 899
Watertown, New York 13601

<u>Requests for Services</u>	<u>Total Cases Appropriate For ADR</u>	<u>Con/ Med/ Arb.</u>
367	255	143

Camie E. Baker, Director
315) 782-4900

Lewis County

Lewis Mediation Service

5402 Dayan Street
Lowville, New York 13637

<u>Requests for Services</u>	<u>Total Cases Appropriate For ADR</u>	<u>Con/ Med/ Arb.</u>
39	25	12

Camie E. Baker, Director
(315) 376-7991

Oneida County

Community Dispute Resolution
Program

214 Rutger Street
Utica, New York 13501

<u>Requests for Services</u>	<u>Total Cases Appropriate For ADR</u>	<u>Con/ Med/ Arb.</u>
2,290	587	478

Francis Grates, Director
Maria Stewart Zalocha,
Coordinator
Utica (315) 797-6473
Rome (315) 865-8432 ext. 266

Onondaga County

Resolve - A Center For Dispute Settlement, Inc.

210 East Fayette Street
Lafayette Building, 7th Floor
Syracuse, New York 13202

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
1,026	547	260

John McCullough, Director
(315) 471-4676

Onondaga County

Dispute Resolution Center

Volunteer Center, Inc.

Onondaga County Civic Center

12th Floor

Syracuse, New York 13202

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,117	489	240

Ross Myers, Director
(315) 425-3053

Oswego County

Resolve - A Center For

Dispute Settlement, Inc.

198 West First Street

Oswego, New York 13126

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
156	135	65

John McCullough, Director
Martha Marshall, Coordinator
(315) 342-3092

Sixth Judicial District

Administrative Judge D. Bruce Crew

Area Served: Broome, Chemung, Chenango, Cortland, Delaware,
Madison, Otsego, Schuyler, Tioga and Tompkins
Counties

Population Served: 670,915

Total Grants Awarded: \$207,000

Total Requests for Services: 10,904

Total Cases Screened Appropriate for

Dispute Resolution: 2,882

Total Conciliations, Mediations and Arbitrations: 1,886

Broome County

ACCORD

The Cutler House

834 Front Street

Binghamton, New York 13901

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,203	713	361

Karen Monaghan, Director
(607) 724-5153

Chemung County

Neighborhood Justice Project
451 East Market Street
Elmira, New York 14901

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
6,039	1,087	871

Chenango County

The Dispute Resolution Center
For Chenango County
The Norwich Center Office Plaza
27 West Main Street
Norwich, New York 13815

Michael Haehnel, Director
Allen Case, County Director
(607) 336-5442

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
53	25	16
(New Program)		

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) 753-6952

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
85	95	29

Delaware County

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

Michael Haehnel, Director
(607) 746-6392

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
88	56	21

Madison County

Resolve-A Center For Dispute
Settlement, Inc.
Stoneleigh Housing, Inc.
120 East Center Street
Canastota, New York 13032

John McCullough, Director
Jon Benedict, Coordinator
(315) 697-3809

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
76	(new program)	

Otsego County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
318	156	88

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

Schuyler County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
374	186	174

David Rynders, Esq., Director
Ruth Helsinstine, Coordinator
(607) 535-4757

Tioga County

ACCORD
55 North Avenue
Owego, New York 13827

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
1,031	310	183

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

Tompkins County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
627	254	143

Judith Saul, Director
(607) 273-9347

Seventh Judicial District

Administrative Judge Joseph G. Fritsch
Area Served: Cayuga, Livingston, Monroe, Ontario, Seneca,
Steuben, Wayne and Yates
Population Served: 986,800
Total Grants Awarded: \$204,980
Total Requests for Services: 16,947
Total Cases Screened Appropriate For
Dispute Resolution: 2,019
Total Conciliations, Mediations and Arbitrations: 982

Cayuga County

Cayuga County Dispute
Resolution Center, Inc.
9021 North Seneca Street
Weedsport, New York 13166

John W. McMullen, Director
(315) 834-6881

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
23	15	4
(New Program)		

Livingston County

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

Andrew Thomas, Executive
Director
Letitia J. Rosenthal, Coordinator
(716) 243-4410

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
3,419	139	85

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
4,712	984	393

Ontario County

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

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,173	158	53

Seneca County

Center for Dispute Settlement,
Inc.

One Franklin Square
Geneva, New York 14456

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
1,092	80	42

Steuben County

The Neighborhood Justice
Project of the Southern Tier
147 East Second Street
Corning, New York 14830

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
<u>2,876</u>	<u>404</u>	<u>295</u>

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
<u>2,085</u>	<u>206</u>	<u>103</u>

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
<u>567</u>	<u>33</u>	<u>7</u>

Eighth 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: \$205,000

Total Requests for Services: 7,545

Total Cases Screened Appropriate for

Dispute Resolution: 3,228

Total Conciliations, Mediations and Arbitrations: 1,720

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

Judith A. Peter, Director
Elaine Hammond, Coordinator
(716) 373-5133

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
228	74	42

Cattaraugus County
Dispute Settlement Center of
Cattaraugus County
110 West State Street
Olean, New York 14760

Judith A. Peter, Director
Elaine Hammond, Coordinator
(716) 373-5133

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
917	245	120

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

Judith A. Peter, Director
Elaine K. Hammond, Coordinator
(716) 664-4223

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
1,436	556	265

Erie County
Dispute Settlement Center
Regional Office
346 Delaware Avenue
Buffalo, New York 14203

Judith A. Peter, Director
(716) 856-7180

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
3,677	1,899	1,084

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

Judith A. Peter, Director
James Meloan, Coordinator
(716) 343-8180 x 250

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
484	124	39

Niagara County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
653	278	139

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
37	7	5

Judith A. Peter, Director
Anne Horanburg, Coordinator
(716) 589-5673

Wyoming County

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
113	45	26

Judith A. Peter, Director
James Meloon, Coordinator
(716) 373-5133

Ninth Judicial District

Administrative Judge David S. Ritter
Area Served: Dutchess, Orange, Putnam, Rockland
and Westchester Counties
Population Served: 1,707,980
Total Grants Awarded: \$185,000
Total Requests for Services: 5,037
Total Cases Screened Appropriate For
Dispute Resolution: 1,723
Total Conciliations, Mediations and Arbitrations: 1,064

Dutchess County

Community Dispute Resolution
Center
327 Mill Street
Poughkeepsie, New York 12601

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
543	433	334

Terry Funk-Antman, Director
(914) 471-7213

Orange County
Orange County Mediation
Project, Inc.
57 North Street
P.O. Box 520
Middletown, New York 10940

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,070	524	321

Deborah Murnion, Director
(914) 342-6807

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
192	32	26

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

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
196	139	105

Al Moschetti, Director
(914) 634-5729

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

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,036	595	278

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

Tenth Judicial District - Nassau County
Administrative Judge Leo G. McGinity
Area Served: Nassau County
Population: 2,605,813
Total Grants Awarded: \$76,000
Total Requests for Services: 2,764
Total Cases Screened Appropriate For
Dispute Resolution: 316
Total Conciliations, Mediations and Arbitrations: 246

Nassau County
Nassau County Community
Dispute Center
American Arbitration Assoc.
585 Stewart Avenue
Garden City, New York 11530

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
712	170	105

Mark Resnick, Director
Warren Price, Coordinator
(516) 222-1660

Nassau County
Mediation Alternative Project
Education Assistance Center
of Long Island, Inc.
100 East Old Country Road
Mineola, New York 11051

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,052	146	141

Rebecca Bell, Director
(516) 741-5580

Tenth Judicial District - Suffolk County

Administrative Judge Arthur M. Cromarty

Area Served: Suffolk County

Population Served: 1,306,559

Total Grants Awarded: \$76,000

Total Requests for Services: 2,368

Total Cases Screened Appropriate For

Dispute Resolution: 1,243

Total Conciliations, Mediations and Arbitrations: 482

Suffolk County
The Community Mediation
Center, Inc.
356 Middle Country Road
Coram, New York 11727

Requests for Services	Total Cases Appropriate For ADR	Con/ Med/ Arb.
2,368	1,559	482

Ernie Odom, Director
(516) 736-2626

NARRATIVE SUMMARY OF THE 1987-88 CASELOAD STATISTICS

Overview of Data Management

Statistical data on all cases processed by programs contracting with the Chief Administrative Judge through the Community Dispute Resolution Centers Program (CDRCP) are collected with the use of a "case profile" form. This standardized form collects data on 35 variables relevant to the processing of the case. The data collected includes such information as the source of referral, the nature and type of dispute, certain demographic data about the disputing parties and the final disposition of the case.

After a potential case has been screened and judged appropriate for dispute resolution, a case number is assigned and a profile form is filled out as part of the intake process. At the conclusion of a case, the disposition is indicated on the form which is then submitted by the local program for processing and entry into a permanent data base maintained by the CDRCP office. No names or addresses of the parties are included to safeguard confidentiality.

The data is summarized monthly, compared to the previous month's data, reviewed by the State office and then disseminated to the programs. In addition, special reports are regularly produced which provide the local programs with additional caseload data by zip code within their county, the relationship between the disposition of a case and case characteristics such as source of referral, nature of dispute, and the nature of

relationship between the parties. Finally, on an annual basis the fiscal year caseload statistics are summarized and compared to previous years (both for each program and on a statewide and regional basis) to provide the data necessary for additional technical assistance and feedback to the programs. This data is also used for fiscal planning.

Overall Caseload

The CDRCP began in late 1981, and fiscal 1982-83 marked its first full year of operation. The case profile was instituted for the 1983-84 fiscal year, and five full years of computerized case profile data (through fiscal year 1987-88) are now available. Overall caseload (as represented by the number of case profiles received by the State office) for each of the five years of operation has been consistent, averaging approximately 40,000 cases per year (actual average = 39,993).

At 39,367, the caseload for fiscal 1987-88, is down 5% from the previous fiscal year. This decline is within the bounds of normal fluctuation demonstrated in the previous five years. We do not attribute any significance to this slight decline. It should be noted that the CDRCP at both the state and local levels screens out cases not appropriate for a dispute resolution process (e.g., such as those involving violence or a potentially dangerous situation.) This may account for some of this decrease.

Case Disposition

Of the 39,367 cases deemed appropriate for dispute resolution as a result of the screening process, 19,945 (51%) went

through a dispute resolution process. This represents the highest percentage of cases reaching dispute resolution in the history of the program, and the second straight year in which fifty percent of the accepted cases reached the process.

Of those cases not disposed through a dispute resolution process, the largest percentage result in both disputants failing to show for a scheduled hearing (21%). This may indicate that the parties have resolved the problem themselves or are seeking another way to resolve their dispute. No other disposition category achieves as much as 10% of the total caseload.

The total number of cases which went through a dispute resolution process breaks down into 4,860 cases which were conciliated in fiscal year 1987-88 (a 5% drop from the prior year), 12,174 cases which were mediated with a written agreement (a 7% decrease), 1,986 cases mediated with no written agreement being achieved (a .1% decline), and 917 cases arbitrated (a 30% increase). (See Table 1 for these figures on a state-wide basis, and Table 4 for a breakdown by program).

Thus, of the total cases accepted for processing by centers in the New York State system, 46% were resolved through an alternative dispute resolution process. Note this figure does not include those cases mediated without a written agreement (5%). This is a slightly higher percentage than last year's and is consistent with the five year trend towards an increase in the percentage of cases accepted for processing which are successfully resolved. This represents an increase of more than 10% in the

overall number of total caseload which is resolved through a dispute resolution process in the last five years of the program.

Referral Source

The major source of referrals to the community dispute resolution centers in 1987-88 was the court system (67% of the total caseload). This is consistent with past years. There was a 22% increase in Family Court referrals and a 21% increase in town and village justices referrals.

Clearly, the courts remain the major source of referrals for the programs, but the increasing share of the total referrals from non-court sources suggests that the programs are becoming more accepted in their communities. This trend is also reflected in the percentage of the total caseload which is derived from "walk-ins" - i.e., individuals who bring a dispute to a center on their own initiative. Such "self" referrals represented 11% of the total in 1987-88, an all time high. (See Table 1 for these figures on a state-wide basis, and Table 5 for a breakdown by program). This is an encouraging trend which indicates that a number of matters which historically would have ended up in the criminal justice system are being dealt with through the alternative methods provided by the community dispute resolution centers.

The next largest group of cases are referred by the police (7%). Referrals from schools which represents 2.1% of the caseload increased by 22% during fiscal year 1987-88.

Types of Disputes

The types of disputes handled by CDCP has remained consistent over the years, with 69% criminal disputes, 25% civil and 5% involving juveniles. The category "criminal felony" is an exception with 128 felony cases reported in 1987-88 compared to 44 in the previous year. (See Table 1).

Nature of Dispute

As in past years, harassment (44%) and assault cases (14%) continued to be the two most frequent types of cases referred to community dispute resolution centers. The next highest categories were interpersonal disputes (7%), breach of contract (5%) and housing disputes (5%).

Among those disputes which increased were fraud-bad check referrals (26%), violation of town and village ordinance referrals (138%) and criminal trespass (412%). (See Table 1).

Nonmediated Cases Referred to Another Agency

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 or the possibility of continued violence and are referred to the district attorney or the court. Any evidence of child abuse is reported to the proper authorities. This is the only area where confidentiality is not maintained in the dispute resolution process.

If disputants need legal advice or counselling, they are directed to consult their attorney, family counselor or other appropriate person. If further assistance is needed, the screener will provide the party with a contact person at an

appropriate agency. Each center has a directory of available community resources. Cases involving mental illness, or the need for family, alcohol or drug abuse counseling are referred to other agencies for service.

In fiscal 1987-88, over 6,000 of the cases which did not go through mediation were referred to other agencies. The greatest percentage of these 6000 referrals were made to the court system (72%) based on the refusal of one or more parties to participate in mediation or because the cases involved violence. (see Table 1)

Relationship between disputants

The nature of the relationship between disputing parties has remained consistent over the last five years, with neighbors accounting for the largest percent of the total (22.8%), followed by acquaintances (22.6%). Three areas of relationships which can be grouped under the label "commercial" constitute the next largest group and include landlord/tenant (13%), consumer/merchant (8%) and employer/employee (2%) for a total of 22% in this area. The majority of the remaining cases can be grouped in a category which can most generally be called "close personal relationships", including ex-boyfriend-girlfriend (6%), immediate family (4%), friend (4%), and married, separated or divorced people. Finally, strangers accounted for 6% of the caseload (see Table 1).

Persons Served

There were 56,678 persons served by the centers in an actual conciliation, mediation or arbitration. The average number of

people served through a dispute resolution process was 2.4 which indicates that, for the most part, disputes involve individual parties in one on one situations rather than multi-party confrontations. (see Table 1). Another 98,842 persons received other related services from the dispute resolution centers.

Money Awarded

In fiscal year 1987-88, \$760,016 was awarded to New York citizens in restitution and awards; the average award was \$376. This is an increase of \$182,418 (32%) over last year. (see Table 1).

Days From Intake To Final Disposition

The period from initial screening of a case through intake and a final disposition (regardless of its nature) was 13.7 days (calendar days). For cases resulting in a conciliation, mediation or arbitration it was 13.5 days (see Table 1). These figures show that on the average, a case accepted by a community dispute resolution center is fully processed within two weeks of its entry into the system which contrasts markedly with what can happen in the formal court system where continuances, delays and dismissals are common.

Duration of Mediation Sessions

The average duration for a mediation or arbitration is one session lasting 85 minutes (see Table 1). This suggests that many disputes are resolvable given sufficient concentrated time. We note that the length of an average mediation hearing allows the parties significant time to talk out the problem, listen to the other side and work out an agreeable solution.

COMPLAINANT AND RESPONDENT DEMOGRAPHIC DATA

Age

The community dispute resolution centers served people of all ages in 1987-88. Approximately 10% of disputants were below the age of 21, and approximately 9% were 60 or over. (Note that for complainants less than 10% have undetermined age, whereas for respondents this figure is over 35% -- this is a consistent trend in disputant demographics). The age categories with the highest percentage of cases was 30 - 39 (22%) followed by the 21 to 29 age group (18%).

Gender

Sixty-percent of the complainants are female and 39% male. Forty-six percent of the respondents are male and 32% female (again note these latter figures include a 22% undetermined category because disputants were unreachable or preferred not to provide this information. See Tables 2 & 3).

Employment Status

Fifty-four percent of the complainants and 42% of the responding parties were employed. Eleven percent of the complainants and five percent of the responding parties were on public assistance. Nine percent of the complainants and 6% of the respondents were unemployed. For 9% of the complainants and 37% of the respondents employment status was undetermined (see Tables 2 & 3).

Race/Ethnic Background

The community dispute resolution centers continue to serve a wide variety and representative proportion of racial and ethnic

groups. Forty-five percent of the complainants were white, 29% black, and 18% Hispanic (less than 1% was undetermined). Of respondents, 38% were white, 18% were Black, and 11% Hispanic. Thirty-two percent of the respondents had an undetermined race/ethnic background. (See Tables 2 and 3)

Income Level

Community dispute resolution centers serve people of all income levels. Forty-one percent of the complainants reported earning less than \$9,000, 19% reported \$9,001 to \$16,000, 15% reported \$16,000 to \$25,000 and 10% reported over \$25,000. For 15% of complainants income was not determined. Twenty-seven percent of the respondents reported earning less than \$9,000, 13% reported \$9,001 to \$16,000, 9% reported \$16,000 to \$25,000 and 8% reported over \$25,000. Forty-three percent of respondents had an undetermined income (see Tables 2 & 3).

Educational Level

All educational levels are represented in the caseload of the community dispute resolution centers program. Thirty-six percent of the complainants are high school graduates. For complainants, 26% have less than a completed high school education, 36% completed high school but did not obtain a higher degree, while 29% have more than a high school degree and for 12% the educational level was not determined.

For respondents, 17% have less than a completed high school education, 28% have a high school diploma as their highest degree obtained, and 13% have more than a high school degree while for

42% of the respondents, the educational level was not determined (see Tables 2 & 3).

Relationship between Case Disposition and Case Characteristics

Referral Source

As noted previously, the courts provide 67% of all referrals to the CDRC. This percentage is reflected in the fact that 67% of all cases which are mediated with an agreement come from the courts. By contrast only 25% of all conciliated cases come from the courts. This compares to walk-in referrals (11% of the total caseload) which account for 17% of all mediated cases, but 31% of all conciliated cases. These statistics may indicate that when disputes are dealt with prior to reaching the criminal justice system, they are amenable to less formal and structured dispute resolution processes (e.g., conciliation) whereas disputes that get to the criminal justice system may need the more structured setting offered by a formal mediation hearing. (See Table 10)

Nature of Dispute

As is the case with referral source, the most interesting aspect of this data concerns the type of resolution process to which different types of cases are amenable. For cases in which the nature of the dispute can be characterized as commercial (e.g., breach of contract, housing, personal/real property, theft of services), a greater proportion of cases are conciliated rather than mediated. On the other hand, for cases which can be described as largely interpersonal in nature (e.g., harassment, criminal mischief, noise, etc.), a greater proportion of

cases is mediated than conciliated. This data suggests that cases involving a high degree of emotion (as interpersonal cases are likely to do), may require the structure of a formal mediation hearing, whereas cases in which the central discrepancy is financial, the issues are amenable to resolution through conciliation, and do not need a structured formal hearing. (See Table 9)

Relationship Between Parties

For cases in which the nature of the relationship between the disputants is consumer/ merchant, a greater percentage of cases is conciliated than mediated (33% to 11% respectively). For cases in which the nature of the relationship between the parties is acquaintance or neighbor, these percentages reverse (32% mediated to 6% conciliated and 39% mediated to 8% conciliated respectively). Again this suggests that cases which involve a financial dispute are amenable to less formal processes such as conciliation whereas cases of a more intense personal nature may require the structured and somewhat more formal setting offered by a mediation session. (See Table 10)

Fiscal Summary (See Table 7)

In fiscal year 1987-88 the awards from the State Office of Court Administration to the not-for-profit agencies totaled \$1,952,498 for the centers in 61 counties. A fiscal summary for each center is detailed in Table 7 covering fiscal years 1984-85 through 1988-89.

In Table 8 a cost analysis is calculated from 1984-85 through 1987-88. In fiscal year 1987-88 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 1987-88 is \$97.89. This compares with the past fiscal year cost of \$84.21. The cost per request for service is \$18.90 compared to the previous year of \$18.09. The cost per person served through an actual dispute resolution process (conciliation, mediation, arbitration) is \$34.45 compared to \$28.88 for fiscal year 1986-87.

The State of New York pays up to 50% of the expenses of a given center after an initial grant of \$20,000 per county. The remaining costs are the responsibility of the local community. This forms a partnership between the local community and the State. 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 Program indicate a cost-effective resource for the citizens and the justice system in the State of New York.

RESEARCH PROJECTS IN THE STATEWIDE NETWORK

Overview Of Research Activity

The Community Dispute Resolution Centers Program (CDRCP) continued to conduct and support research on a variety of topics of consequence to the practice and administration of ADR during fiscal year 1987-88. This research, which is conducted at centers contracting with the Chief Administrative Judge through the CDRCP, is carried out on a statewide, regional (multi-program), and local (individual program) basis. Topics addressed by this research focus on areas which broaden our general knowledge of ADR while also providing information which can be used on a practical level.

The state office regularly collects data on various aspects of the ADR process from local centers, analyzes it and disseminates the findings to local programs. In addition, our office conducts special research projects focusing on specific topics on a regular basis (e.g., client reactions to and satisfaction with service, staff and mediator demographics and characteristics, etc.). Research is also conducted by academicians of various disciplines (e.g., psychology, sociology, anthropology, law) from universities and colleges throughout the state. This research is conducted in collaboration with the state office or local programs serving as consultants. A major portion of this research has been supported by a variety of grants from local, state, federal, and private grant agencies. A recent trend in this area is the increasing use of local ADR centers as sites by graduate

students for doctoral and masters level research projects. During fiscal 1987-88, more than half a dozen such projects were conducted. A number of these projects were also supported by grants.

Findings from the research conducted in the state-wide CDRCP are regularly disseminated in a variety of forms, including the CDRCP Annual Report and bi-annual newsletters, as well as publications in scholarly and popular journals and presentations at conferences. The balance of this chapter provides a summary of the research projects conducted during the 1987-88 fiscal year and research plans for fiscal year 1988-89.

Summary of Projects

Research conducted during fiscal 1987-88 included two ongoing large studies conducted at multiple sites. One of these was conducted by Dr. Dean G. Pruitt, Professor of Psychology, University at Buffalo under a grant from the National Science Foundation (Law and Social Science Division). This grant supported a number of student projects at the local Erie County (Buffalo, N.Y.) center as well as a major study which examined mediator power and the role of caucusing. Data was collected at the Institute for Mediation and Conflict Resolution in New York County and the Neighborhood Justice Project (NJP) of Chemung County.

The second ongoing project was conducted by Dr. Barbara Schwartz, Director, Mediation Research Project, Cornell University, who continued research on the development of mediator and mediation agency philosophy and the relationship between local

centers and the central state office. This research was supported by a Senior Fellowship from the Rockefeller Institute for Government and by a National Science Foundation (Division of Law and Social Sciences) grant. The research was conducted at a number of centers in central New York including NJP of Chemung County, Resolve of Onondaga County and the Community Dispute Resolution Center of Tompkins County.

In new research this year, Dr. Joseph Palenski of Seton Hall University, continued his ongoing relationship with the Community Mediation Center of Suffolk County by examining issues in the mediation of disputes involving adolescents. He found that the majority of cases involved a harassment complaint against a male adolescent who had prior experience with the criminal justice system. In 85% of the cases which went to mediation, a resolution was achieved. The research also found that multiple party disputes were the most difficult to resolve.

Dr. Susan Rogers, Assistant Professor, John Jay College of Criminal Justice, initiated a study focusing on issues involving mediator retention. The study is underway in New York City at the Brooklyn Mediation Center and the Washington Heights Inwood Coalition in New York County, and in the Westchester Mediation Center. Dr. Rogers found that mediators value their work most for the contribution it makes to others and their community. The aspect of their work that they disliked the most was the lengthy delays between hearing cases.

Among the signs of growth in ADR research is the number of doctoral dissertations recently completed or currently in

progress. Centers in the New York State system are, in many cases, serving as field sites. The dissertations include one by Marilyn Ray of Cornell University, which examined differences in outcome from the resolution of divorce through adjudication, negotiated settlement, and mediation. Neil McGillicuddy, Project Director, NYS Institute on Alcoholism, is completing dissertation research at SUNY Buffalo which examines the contingent aspects of third party behavior in mediation. Ray Whitting, J.D., of Syracuse University, has completed data collection on his dissertation research which examined the impact of single vs. multiple issues on the outcome of mediation.

In addition, a number of masters theses have been based on research conducted at mediation centers. These include four conducted by students at the University at Buffalo supported by a National Science Foundation grant to Dr. Dean G. Pruitt, Professor of Psychology, University at Buffalo. One study by Lynn Castriano focused on differences between complainants and respondents, a second by Carol Ippolito examined issues in mediator empowerment, a third by Timothy Franz examined the impact of the nature of the relationship between disputants, while a fourth study by Bret Grube looked at the impact of third party philosophy on mediation.

Research Plans for Fiscal 1988-89

Conference on ADR Features Research

Since its inception in 1981, the Community Dispute Resolution Centers Program of New York has sponsored conferences on the ADR process. Fiscal year 1987-88 was the planning year for the

Fifth New York Conference on Dispute Resolution held in fiscal year 1988-89. The theme of the conference was integrating theory, research and practice in ADR. The conference included the presentation of more than a dozen studies conducted at centers across the state in panel, discussion and workshop settings. Each panel was moderated by an experienced administrator or practitioner. The goal of these panels was to make research findings accessible and useful to those local program staff and voluntary mediators on the "front lines" of providing ADR services.

American Bar Association to Publish Volume on Research

To date some two dozen studies on various aspects of ADR have been conducted at centers throughout the state. The results of this research have been presented at the New York conferences on dispute resolution as well as at other conferences throughout the country. Many of these studies have been published in a variety of journals and volumes. However, as with much of the research in the ADR field, this information has not been well integrated and no systematic effort has yet been made to apply the findings from this research to the administration and practice of ADR.

To address this issue, the CDRCP has proposed and the ABA Standing Committee on Dispute Resolution has agreed to publish a comprehensive volume on the research conducted in the New York State system. This volume will integrate the findings from this research with a special focus on translating these findings into

useful, practical applications to the administration and practice of ADR.

The volume will include sections on evaluating various aspects of a state wide system, the use of ADR with juveniles in schools and the community; family, marital, and divorce mediation, the training, development, and retention of mediators, and the basic processes of conflict intervention such as caucusing, mediator behavior, and the impact of the number of issues in a dispute. The 1988-1989 fiscal year will be used to assemble and edit these sections, with a planned publication date of early 1989.

Comprehensive Study of the Statewide System Planned

The Community Dispute Resolution Centers Program of New York has continued the planning and design of a comprehensive, theoretically based evaluation of the state wide system. The theoretical framework for this research suggests that two basic sets of situational factors -- conflict characteristics (e.g., nature of dispute, relationship of disputants, etc.) and conflict intervention parameters (e.g., type of intake procedure, power of third party, etc.) must be taken into account to fully understand subsequent third party and disputant behavior, the nature and quality of the outcome, and long-term impact.

The study will attempt to delineate the existing "service models" currently employed by the centers in the New York State system. These factors will then be related to aspects of the conflict characteristics in an attempt to determine whether different service models are more effective in handling different

types of cases. The results from this research will be used to provide feedback to programs concerning possible strategies for handling different types of cases. This study will be implemented in the fall of fiscal year 1988-89 with results to be available in the next annual report.

Conclusions

The volume of research on ADR is increasing rapidly and becoming more sophisticated and comprehensive in its approach. More importantly, application of research results and findings to administrative procedures and practice is also on the rise. These are positive signs that research and practice can be integrated with a beneficial impact on the ADR field.

To facilitate these efforts, the state office maintains a bibliography and copies of all research reports conducted at centers in the statewide system. These materials are available upon request. We are happy to receive reprints of relevant research to maintain in our permanent library which is available to the staff of the centers in all 62 counties of the state-wide system.

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 The 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.

A major accomplishment during the past fiscal year was the development of a video tape presentation entitled "Mediation: A Better Way" and a series of public service announcements in English and Spanish. The video tape is made up of two sixteen minute segments. The first part is designed for training purposes and contains a series of superimposed headings showing the various stages of the mediation process. The second section of the video gives the narrative without the superimposed headings.

The public service announcements are based on the video and have a thirty second and twenty second segment in English and Spanish. A separate public service announcement was produced with Chief Administrative Judge Albert M. Rosenblatt encouraging

the use of the dispute resolution centers as an alternative to court.

With the availability of the video tape and public service announcements, the centers across the state have a powerful medium to use for training, speaking engagements and television announcements. This should increase the public awareness of the centers considerably.

We published through the Rockefeller College Press the proceedings on our 1986 mediation conference entitled "Enhancing Mediator Skills".

We also published an article in the Law Enforcement Journal Summer/Fall 1987 called "Conflict Management: A Necessary Skill for the Future of Law Enforcement".

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, 1987 to March 31, 1988: The Albany Law School; Schenectady County Community College criminal justice classes; Cayuga County Magistrates Association; New York Council on Divorce Mediation conference; State University of New York School of Criminal Justice class; New York State Police personnel; American Federation of State County and Municipal Employees; New York State Farm Alliance, Inc.; Task Force on Food, Farm and Nutrition Policy; New York Bankers Association; a series of ceremonies across the state to award certificates of recognition to volunteer citizen mediators and program staff; the District Attorney's State Conference; Advocates Day for the Association of Labor Relations Agencies

conference; National Association of Mediators in Education conference; League of Women Voters: Advisory Committee on Civil Practice, New York City Association of the Bar; Spanish Heritage Week; National Institute of Justice, Presiding in Criminal Court: A Judicial State of the Art Conference, Phoenix, Arizona; Michigan State University School of Criminal Justice; the Society of Professionals in Dispute Resolution, National Conference New York City; Mary Alice Coleman, Executive Officer For the Dispute Resolution Advisory Council for the State of California; Walter Byrne, Regional Director of the Division of Human Rights, Syracuse, New York; Sterling Keys and Charles Cassidy, New York State Department of Education; Bart Lubow, New York State Probation and Correctional Alternatives; Black and Puerto Rican Conference; the Town and Village Justice State Conference in New York City; Michael Young, Director of Dispute Resolution, New York City Department of Law; the New York City Criminal Court Civilian Complaints Commission; Dr. Lester Loomis, Superintendent of the Bethlehem School District; the Alternatives Dispute Resolution Symposium presented by Donovan, Leisure, Newton and Irvine, New York City; the New York State Association of Community Dispute Resolution Centers; John Jay College of Criminal Justice; Law Seminar of Professor Robert McKay, New York University Law School; Commissioner James Cashen, Commission on Quality Care; Florida Dispute Resolution Conference; the Third Judicial District Judges; James Garafalo, Director, Hindelang Criminal Justice Research Center and Assemblyman R. Steven Hawley's special legislative conference.

In addition to the efforts on the state level to publicize the availability of dispute resolution resources, each individual center reaches out in its local community through speaking engagements, seminars and other meetings.

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 members of the justice system. People must know the availability of alternative resources to resolve disputes.

NEW LEGISLATION

The original legislation for the Community Dispute Resolution Centers Program, Chapter 847, Laws of 1981, authorized the program to award monetary grants, not exceeding fifty percent of operational costs ("50% rule"), to local dispute resolution centers applying and meeting specified program criteria and requirements. Local sources, both public and private, complemented this state assistance by supplying the remaining 50% of each center's needs.

The 50% rule worked reasonably well, enabling centers to be developed in many counties. However, in a sizeable number of smaller counties it was extremely difficult, if not impossible, for organizers to procure sufficient outside funding to qualify for state grants under the 50% rule. In light of these concerns, it was necessary to modify the 50% rule. Chapter 281, Laws of 1987 was passed allowing a basic grant of up to twenty thousand dollars for each county served by a center. Any monies awarded to a center which exceed this amount would continue to be governed by the 50% rule. Thus, the small counties had a running start, and by the end of fiscal year 1987 every county had a dispute resolution center except Hamilton for which funding has been approved in the 1988-89 budget (see Appendix A).

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 to the justice system in the State of New York.

During fiscal year 1987-88 (April 1, 1987 to March 31, 1988) the alternative dispute resolution centers reported 103,292 requests for service serving 56,678 persons through 19,945 conciliations, mediations and arbitrations. In addition, the centers provided a number of related services to an additional 98,842 persons.

The majority of the referrals to the community dispute resolution centers are from the courts 67%, police and sheriffs' departments 8% and district attorneys 4%. This indicates that the community dispute resolution centers are relieving the justice system of a number of criminal, civil and family matters through this quick, cost-effective alternative resource.

New centers were established in Cayuga, Chenango, Clinton, Essex and Washington counties this past year. Programs are now available in 61 of the 62 counties in the state. The remaining county is being developed in fiscal year 1988-89 and Chief Judge

Sol Wachtler's plan to have a center available to every citizen by 1988 will have been realized.

The dispute resolution 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. Additional community resources can also be utilized by the dispute resolution centers for referral to address the other specific issues involved. The 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 and 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 1988-89, the Chief Administrative Judge requested \$2,290,000 to continue state grants working in partnership with the local community for all 62 counties across the state.

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 - 1986-87 AND 1987-88 WORKLOAD ANALYSIS FOR ALL PROGRAMS

CASE DISPOSITION	[1986-87]			[1987-88]	
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	(5) % CHANGE FROM 1986-87 (3-1)/(1)
CONCILIATED	5,104	12.3%	4,868	12.4%	-4.6%
MEDIATED WITH AGREEMENT	13,042	31.4%	12,174	30.9%	-6.7%
MEDIATED WITH NO AGREEMENT	1,997	4.8%	1,986	5.0%	-0.6%
ARBITRATED	702	1.7%	917	2.3%	30.6%
CASE DISMISSED BY COMP.	1,390	3.3%	1,343	3.4%	-3.4%
UNAMENABLE FOR MEDIATION	1,744	4.2%	1,488	3.8%	-14.7%
COMP. REFUSES TO MEDIATE	1,410	3.4%	1,377	3.5%	-2.3%
RESP. REFUSES TO MEDIATE	3,002	7.2%	2,900	7.4%	-3.4%
BOTH REFUSE TO MEDIATE	253	0.6%	203	0.5%	-19.8%
COMP. - NO SHOW	1,197	2.9%	1,052	2.7%	-12.1%
RESP. - NO SHOW	1,571	3.8%	1,545	3.9%	-1.7%
BOTH - NO SHOW	8,928	21.5%	8,135	20.7%	-8.9%
OTHER	989	2.4%	1,238	3.1%	25.2%
UNDETERMINED	213	0.5%	141	0.4%	-33.8%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%
REFERRAL SOURCE					
CITY COURTS	25,937	62.4%	24,111	61.2%	-7.0%
COUNTY COURTS	393	0.9%	47	0.1%	-88.0%
FAMILY COURTS	683	1.6%	833	2.1%	22.0%
TOWN/VILLAGE COURTS	1,027	2.5%	1,246	3.2%	21.3%
BUSINESS/CORPORATION	174	0.4%	122	0.3%	-29.9%
DISTRICT ATTORNEY	1,908	4.6%	1,612	4.1%	-15.5%
LEGAL AID	402	1.0%	399	1.0%	-0.7%
POLICE	3,003	7.2%	2,841	7.2%	-5.4%
PRIVATE AGENCY	660	1.6%	704	1.8%	6.7%
PRIVATE ATTY	264	0.6%	234	0.6%	-11.4%
PROBATION	209	0.5%	229	0.6%	9.6%
PUBLIC AGENCY	1,190	2.9%	1,116	2.8%	-6.2%
PUBLIC DEFENDER	57	0.1%	9	0.0%	-84.2%
SCHOOL	680	1.6%	830	2.1%	22.1%
SHERIFF	129	0.3%	176	0.4%	36.4%
STATE POLICE	50	0.1%	44	0.1%	-12.0%
WALK IN	4,087	9.8%	4,231	10.7%	3.5%
OTHER	394	0.9%	388	1.0%	-1.5%
UNDETERMINED	295	0.7%	195	0.5%	-33.9%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%
TYPE OF DISPUTE					
CRIMINAL MISDEMEANOR	29,527	71.1%	27,134	68.9%	-8.1%
CRIMINAL FELONY	44	0.1%	129	0.3%	193.2%
CIVIL	9,628	23.2%	9,913	25.2%	3.0%
JUVENILE	2,092	5.0%	1,903	4.8%	-9.0%
UNDETERMINED	251	0.6%	288	0.7%	14.7%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%

(continued on page 2 of table 1)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1986-87 AND 1987-88 WORKLOAD ANALYSIS FOR ALL PROGRAMS

NATURE OF DISPUTE	[1986-87]		[1987-88]		% CHANGE FROM 1986-87 (3-1)/(1)
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	
AGGRAVATED ASSAULT	108	0.3%	73	0.2%	-32.4%
AGGRAVATED HARASSMENT	1,236	3.0%	1,235	3.1%	-0.1%
ANIMAL COMPLAINT	275	0.7%	220	0.6%	-20.0%
ARSON	0	0.0%	1	0.0%	N/A
ASSAULT	6,172	14.9%	5,445	13.8%	-11.8%
BREACH OF CONTRACT	1,915	4.6%	2,011	5.1%	5.0%
BURGLARY	5	0.0%	19	0.0%	280.0%
CUSTODY/SUPPORT/VISITATION	943	2.3%	965	2.5%	2.3%
CRIM. MISAPPL. OF PROPERTY	15	0.0%	237	0.6%	1480.0%
CRIM. POSS. OF STOLEN PROP.	3	0.0%	17	0.0%	466.7%
CRIMINAL MISCHIEF	1,300	3.1%	1,358	3.4%	4.5%
CRIMINAL TAMPERING	5	0.0%	56	0.1%	1020.0%
CRIMINAL TRESPASS	40	0.1%	205	0.5%	412.5%
FORGERY	19	0.0%	20	0.1%	5.3%
FRAUD-BAD CHECK	675	1.6%	850	2.2%	25.9%
GRAND LARCENY	4	0.0%	19	0.0%	375.0%
HARASSMENT	17,745	42.7%	16,157	41.0%	-8.9%
HOUSING DISPUTE	1,809	4.4%	1,924	4.9%	6.4%
INTERPERSONAL DISPUTE	2,711	6.5%	2,904	7.4%	7.1%
LARCENY	5	0.0%	60	0.2%	1100.0%
THREATENING	995	2.4%	912	2.3%	-8.3%
NOISE	1,025	2.5%	737	1.9%	-28.1%
PERSONS IN NEED OF SUPERVS.	107	0.3%	110	0.3%	2.8%
PERSONAL/REAL PROPERTY	1,785	4.3%	1,552	3.9%	-13.1%
PETIT LARCENY	453	1.1%	534	1.4%	17.9%
RECKLESS ENDANGERMENT	105	0.3%	115	0.3%	9.5%
ROBBERY	6	0.0%	13	0.0%	116.7%
THEFT OF SERVICES	510	1.2%	188	0.5%	-63.1%
UNAUTH. USE OF A VEHICLE	2	0.0%	7	0.0%	250.0%
VANDALISM	60	0.1%	49	0.1%	-18.3%
VIOLATION OF TOWN/CITY ORD	45	0.1%	107	0.3%	137.8%
OTHER	734	1.8%	875	2.2%	19.2%
UNDETERMINED	730	1.8%	392	1.0%	-46.3%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%
NONMEDIATED CASE REFERRED TO ANOTHER AGENCY					
SOCIAL SERVICE AGENCY	270	3.8%	219	3.5%	-18.9%
COURTS	5,017	70.0%	4,548	72.3%	-9.3%
DISTRICT ATTORNEY	1,085	15.1%	794	12.6%	-26.8%
POLICE/SHERIFF	288	4.0%	213	3.4%	-26.0%
OTHER	510	7.1%	519	8.2%	1.8%
TOTAL	7,170	100.0%	6,293	100.0%	-12.2%

(continued on page 2 of table 1)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1986-87 AND 1987-88 WORKLOAD ANALYSIS FOR ALL PROGRAMS

RELATIONSHIP	[1986-87]		[1987-88]		% CHANGE FROM 1986-87 (3-1)/(1)
	(1) CASES	(2) PERCENT OF TOTAL	(3) CASES	(4) PERCENT OF TOTAL	
ACQUAINTANCES	8,838	21.3%	8,890	22.6%	0.6%
BOY/GIRLFRIEND	549	1.3%	507	1.3%	-7.7%
CONSUMER/MERCHANT	3,326	8.0%	3,281	8.3%	-1.4%
DIVORCED	670	1.6%	658	1.7%	-1.8%
EMPLOYER/EMPLOYEE	444	1.1%	463	1.2%	4.3%
EX-BOY/GIRLFRIEND	2,389	5.8%	2,183	5.5%	-8.6%
EXTENDED FAMILY	854	2.1%	807	2.0%	-5.5%
FRIEND	1,877	4.5%	1,483	3.8%	-21.0%
IMMEDIATE FAMILY	1,938	4.7%	1,714	4.4%	-11.6%
LANDLORD/TENANT	5,461	13.1%	5,041	12.8%	-7.7%
MARRIED	689	1.7%	643	1.6%	-6.7%
NEIGHBORS	9,768	23.5%	8,959	22.8%	-8.3%
ROOM/HOUSEMATE	239	0.6%	288	0.7%	20.5%
SEPARATED	382	0.9%	461	1.2%	20.7%
STRANGERS	2,383	5.7%	2,149	5.5%	-9.8%
OTHER	1,198	2.9%	1,323	3.4%	10.4%
UNDETERMINED	537	1.3%	517	1.3%	-3.7%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%

RETURNEE TO MEDIATION

MED. OF NEW MATTER	564	1.4%	722	1.8%	28.0%
MED. OF OLD MATTER	224	0.5%	232	0.6%	3.6%
NONCOMPLIANCE OF PAST MED.	259	0.6%	124	0.3%	-52.1%
OTHER	93	0.2%	99	0.3%	6.5%
LEFT BLANK	40,402	97.3%	38,190	97.0%	-5.5%
TOTAL	41,542	100.0%	39,367	100.0%	-5.2%

ADDITIONAL INFORMATION

	1986-87	1987-88	% CHANGE FROM 1986-87
NO. OF INDIVIDUALS SERVED THROUGH THE CONCILIATION/MEDIATION/ARBITRATION PROCESS	60,680	56,678	-6.6%
Ave. NO. OF INDIVIDUALS SERVED	2.9	2.8	-3.4%
ALL CASES	94,337	92,495	-2.0%
Ave. NO. OF INDIVIDUALS SERVED	2.4	2.4	0.0%
TOTAL DOLLAR AMOUNT AWARDED	\$577,598	\$760,016	31.6%
TOTAL NO. OF CASES INVOLVED	2,039	2,020	-0.9%
Ave. DOLLAR AMOUNT AWARDED PER CASE	\$283	\$376	32.9%
Ave. DAYS FROM INTAKE TO DISPOSITION FOR:			
ALL CASES	14.2	13.7	-3.5%
CONCILIATED/MEDIATED/ARBITRATED	14.0	13.5	-3.6%
Ave. MINUTES PER MEDIATION/ARBITRATION	86	85	-1.2%
CASE MEDIATED WITH AGREEMENT AND REFERRED TO ANOTHER AGENCY FOR ADDITIONAL SERVICES	500	574	14.8%

TABLE 2

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1986-87 AND 1987-88

(APRIL 1, 1986 TO MARCH 31, 1987)

(APRIL 1, 1987 TO MARCH 31, 1988)

AGE	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
LESS THAN 17	1,645	4.0%	1,685	4.1%	1871	4.8%	1777	4.5%
17 - 20	2,516	6.1%	2,138	5.1%	2187	5.6%	2070	5.3%
21 - 29	8,927	21.5%	6,298	15.2%	8149	20.7%	5948	15.1%
30 - 39	11,205	27.0%	7,481	18.0%	10568	26.8%	7011	17.8%
40 - 49	6,848	16.5%	4,701	11.3%	6797	17.3%	4643	11.8%
50 - 59	3,699	8.9%	2,291	5.5%	3502	8.9%	2141	5.4%
60 - 64	1,332	3.2%	693	1.7%	1320	3.4%	675	1.7%
65+	2,188	5.3%	926	2.2%	2121	5.4%	957	2.4%
UNDETERMINED	3,182	7.7%	15,329	36.9%	2852	7.2%	14145	35.9%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%
SEX								
MALE	15,901	38.3%	18,536	44.6%	15349	39.0%	18014	45.8%
FEMALE	25,297	60.9%	13,216	31.8%	23743	60.3%	12753	32.4%
UNDETERMINED	344	0.8%	9,790	23.6%	275	0.7%	8600	21.8%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%
EMPLOYMENT STATUS								
DISABILITY	1,035	2.5%	319	0.8%	1102	2.8%	353	0.9%
EMPLOYED	19,915	47.9%	14,555	35.0%	19633	49.9%	15737	40.0%
FAMILY EMPLOYED	1,742	4.2%	878	2.1%	1553	3.9%	879	2.2%
PUBLIC ASSISTANCE	5,575	13.4%	2,246	5.4%	4478	11.4%	2060	5.2%
SOC. SEC./RETIRED	2,917	7.0%	921	2.2%	2704	6.9%	962	2.4%
STUDENT	2,975	7.2%	2,414	5.8%	2869	7.3%	2343	6.0%
UNEMPLOYED	3,710	8.9%	2,670	6.4%	3625	9.2%	2349	6.0%
UNDETERMINED	3,673	8.8%	17,539	42.2%	3403	8.6%	14684	37.3%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%

(continued on page 2 of table 2)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
CLIENT DEMOGRAPHIC ANALYSIS FOR ALL PROGRAMS FOR 1986-87 AND 1987-88

(APRIL 1, 1986 TO MARCH 31, 1987)

(APRIL 1, 1987 TO MARCH 31, 1988)

RACE/ETHNIC	COMPLAINANT		RESPONDENT		COMPLAINANT		RESPONDENT	
	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL	CASES	% OF TOTAL
ASIAN	516	1.2%	382	0.9%	491	1.2%	301	0.8%
BLACK	12,641	30.4%	7,476	18.0%	11,559	29.4%	7,115	18.1%
HISPANIC	7,151	17.2%	4,428	10.7%	6,975	17.7%	4,268	10.8%
AMERICAN INDIAN	61	0.1%	51	0.1%	64	0.2%	38	0.1%
WHITE	17,638	42.5%	14,603	35.2%	17,601	44.7%	14,798	37.6%
OTHER	353	0.8%	264	0.6%	231	0.6%	263	0.7%
UNDETERMINED	3,182	7.7%	14,338	34.5%	2,446	6.2%	12,584	32.0%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%
INCOME LEVEL								
LESS THAN \$9,000	18,223	43.9%	10,179	24.5%	16,048	40.8%	10,713	27.2%
\$9,001 - \$16,000	8,299	20.0%	5,282	12.7%	7,418	18.8%	5,078	12.9%
\$16,001 - \$25,000	5,754	13.9%	3,634	8.7%	5,980	15.2%	3,711	9.4%
\$25,001 - \$35,000	2,077	5.0%	1,398	3.4%	2,461	6.3%	1,663	4.2%
\$35,000+	1,357	3.3%	1,347	3.2%	1,466	3.7%	1,350	3.4%
UNDETERMINED	5,832	14.0%	19,702	47.4%	5,994	15.2%	16,852	42.8%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%
EDUCATION LEVEL								
0 - 8	3,808	9.2%	2088	5.3%	3,506	8.9%	2,079	5.3%
9 - 11	7,563	18.2%	4923	11.3%	6,630	16.8%	4,466	11.3%
12	14,439	34.8%	9663	28.4%	14,311	36.4%	11,187	28.4%
13 - 15	6,171	14.9%	2901	7.1%	5,977	15.2%	2,806	7.1%
16	3,024	7.3%	1790	4.4%	3,109	7.9%	1,736	4.4%
17+	1,341	3.2%	560	1.6%	1,272	3.2%	615	1.6%
UNDETERMINED	5,196	12.5%	19617	41.9%	4,562	11.6%	16,478	41.9%
TOTAL	41,542	100.0%	41,542	100.0%	39,367	100.0%	39,367	100.0%

TABLE 3

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1986-87 AND 1987-88 STATE FISCAL YEARS

	(APRIL 1, 1986 TO MARCH 31, 1987)		(APRIL 1, 1987 TO MARCH 31, 1988)	
	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
AGE	CASES	% OF TOTAL	CASES	% OF TOTAL
LESS THAN 17	3,330	4.0%	3,648	4.6%
17 - 20	4,654	5.6%	4,257	5.4%
21 - 29	15,225	18.3%	14,097	17.9%
30 - 39	18,686	22.5%	17,579	22.3%
40 - 49	11,549	13.9%	11,440	14.5%
50 - 59	5,990	7.2%	5,643	7.2%
60 - 64	2,025	2.4%	1,995	2.5%
65+	3,114	3.7%	3,078	3.9%
UNDETERMINED	18,511	22.3%	16,997	21.6%
TOTAL	83,084	100.0%	78,734	100.0%
SEX				
MALE	34,437	41.4%	33,363	42.4%
FEMALE	38,513	46.4%	36,496	46.4%
UNDETERMINED	10,134	12.2%	8,875	11.3%
TOTAL	83,084	100.0%	78,734	100.0%
EMPLOYMENT STATUS				
DISABILITY	1,354	1.6%	1,455	1.8%
EMPLOYED	34,470	41.5%	35,370	44.9%
FAMILY EMPLOYED	2,620	3.2%	2,432	3.1%
PUBLIC ASSISTANCE	7,821	9.4%	6,538	8.3%
SOC. SEC./RETIRED	3,838	4.6%	3,666	4.7%
STUDENT	5,389	6.5%	5,212	6.6%
UNEEMPLOYED	6,380	7.7%	5,974	7.6%
UNDETERMINED	21,212	25.5%	18,087	23.0%
TOTAL	83,084	100.0%	78,734	100.0%

(continued on page 2 of table 3)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - STATEWIDE CLIENT DEMOGRAPHIC COMPARISONS
FOR COMBINED COMPLAINANTS AND RESPONDENTS FOR 1986-87 AND 1987-88 STATE FISCAL YEARS

(APRIL 1, 1986 TO MARCH 31, 1987)

(APRIL 1, 1987 TO MARCH 31, 1988)

RACE/ETHNIC	COMPLAINANTS/ RESPONDENTS		COMPLAINANTS/ RESPONDENTS	
	(1)	(2)	(1)	(2)
	CASES	% OF TOTAL	CASES	% OF TOTAL
ASIAN	898	1.1%	792	1.0%
BLACK	20,117	24.2%	18,674	23.7%
HISPANIC	11,579	13.9%	11,243	14.3%
AMERICAN INDIAN	112	0.1%	102	0.1%
WHITE	32,241	38.8%	32,399	41.1%
OTHER	617	0.7%	494	0.6%
UNDETERMINED	17,520	21.1%	15,030	19.1%
TOTAL	83,084	100.0%	78,734	100.0%
INCOME LEVEL				
LESS THAN \$9,000	28,402	34.2%	26,761	34.0%
\$9,001 - \$16,000	13,581	16.3%	12,496	15.9%
\$16,001 - \$25,000	9,388	11.3%	9,691	12.3%
\$25,001 - \$35,000	3,475	4.2%	4,124	5.2%
\$35,000+	2,704	3.3%	2,816	3.6%
UNDETERMINED	25,534	30.7%	22,846	29.0%
TOTAL	83,084	100.0%	78,734	100.0%
EDUCATION LEVEL				
0 - 8	5,896	7.1%	5,585	7.1%
9 - 11	12,486	15.0%	11,096	14.1%
12	24,102	29.0%	25,498	32.4%
13 - 15	9,072	10.9%	8,783	11.2%
16	4,814	5.8%	4,845	6.2%
17+	1,901	2.3%	1,887	2.4%
UNDETERMINED	24,813	29.9%	21,040	26.7%
TOTAL	83,084	100.0%	78,734	100.0%

TABLE 4

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

PROGRAM	(1) * REQUESTS FOR SERVICE	(2) CONCIL- IATIONS	(3) MED. WITH AGREEMENT	(4) MED. W/O AGREE- MENT	(5) TOTAL % OF MED. MEDI- ATIONS	(6) WITH AGREE.	(7) ARBITR- ATIONS	(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
ALBANY MEDIATION PROGRAM	880	17	268	51	319	84.01%	0	336	1,073	2.9	2.8
ALLEGANY CO. - DSC	243	17	8	0	8	100.00%	2	27	116	44.5	39.1
BROOME CO. - ACCORD	1,511	123	144	47	191	75.39%	0	314	1,526	13.4	13
CATTARAUGUS CO. - DCS	1,054	81	49	5	54	90.74%	6	141	828	24.4	24.2
CHAUTAUQUA CO. - DCS	1,272	146	119	35	154	77.27%	11	311	1,365	20.7	21.3
CHEMUNG CO. - NJP	4,746	781	166	16	182	91.21%	3	966	2,551	4.1	4
COLUMBIA CO.- COMMON GROUND	716	35	77	9	86	89.53%	0	121	595	11.2	10.4
CORTLAND - RESOLVE	6	1	0	1	1	0.00%	0	2	13	18.8	17.5
DELAWARE CO.	74	18	5	4	9	55.56%	0	27	148	16.1	17.1
DUTCHESS - CDRC	702	45	317	30	347	91.35%	0	392	1,373	5.4	5.5
ERIE - DSC	3,236	610	365	194	559	65.30%	59	1,228	4,066	30.2	31.2
FRANKLIN - CCR	25	7	14	2	16	87.50%	0	23	63	14.4	13.4
FULTON	92	14	17	12	29	58.62%	0	43	193	12.8	12.6
GENESEE CO - BBB	231	23	8	5	13	61.54%	4	40	190	25.8	30.6
GREENE CO. - COMMON GROUND	445	5	17	4	21	80.95%	0	26	170	17.3	19.7
HERKIMER CO.	704	65	16	9	25	64.00%	0	90	477	8.6	8.3
JEFFERSON COUNTY - CDRC	263	80	27	7	34	79.41%	0	114	386	8.8	8
LEWIS COUNTY MED. SERVICE	104	40	3	2	5	60.00%	0	45	169	22.3	19
LIVINGSTON CO. - CDS, INC.	2,444	17	42	10	52	80.77%	1	70	330	29.5	31.4
MADISON-RESOLVE(NEW PROGRAM)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
HONROE - CDS, INC.	5,723	61	310	26	336	92.26%	29	426	2,988	28.9	32.3
MONTGOMERY	69	0	24	2	26	92.31%	0	26	147	11.4	12.8
NASSAU CO. AAA - CDC	2,380	2	83	3	86	96.51%	15	103	771	26.8	30.9
NASSAU CO. - HAP	934	80	47	9	56	83.93%	0	136	572	17.8	17.9
NIAGARA CO.	618	99	39	28	67	58.21%	6	172	744	25.5	27.5
INCR - BRONX	10,782	204	2,140	10	2,150	99.53%	200	2,554	6,529	10.4	9.6
INCR - MANHATTAN	8,159	153	1,716	29	1,745	98.34%	238	2,136	10,925	12.3	11.3
VSA - BROOKLYN	10,880	155	3,047	502	3,549	85.86%	0	3,704	19,510	11.1	9.5
VSA - QUEENS	5,319	118	1,442	451	1,893	76.18%	0	2,011	10,128	9.9	8.4
STATEN ISLAND - CDRC	5,521	391	404	43	447	90.38%	0	838	3,313	10.6	13.8
WASH. HEIGHTS	2,695	99	192	14	206	93.20%	0	305	900	6.1	6.8
ONEIDA COUNTY - CDRP	2,591	270	153	8	161	95.03%	102	533	2,528	11.4	10.7
ONONDAGA (RESOLVE)	1,388	157	109	18	127	85.63%	0	284	1,645	29.2	30.9
ONONDAGA (VOL CTR)	2,469	53	152	70	222	68.47%	0	275	1,692	21.2	21.3
ONTARIO - CDS, INC.	2,747	3	60	10	70	85.71%	3	76	419	31	41.4
ORANGE CO. MED. PROJECT	1,433	59	144	31	175	82.29%	0	234	1,116	18.5	23
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	566	17.2	15.2
OTSEGO CO	387	46	17	8	25	68.00%	0	71	399	16.1	15.6
PUTNAM CO.	105	0	3	2	5	60.00%	0	5	30	16	22.5
RENSSELAER CO. - CDSP	244	42	37	6	43	86.05%	0	85	458	11	11.5
ROCKLAND CO. - VMC	342	11	80	24	104	76.92%	0	115	463	12.9	14.8
Subtotal of page	83,902	4,197	11,891	1,742	13,633	87.22%	679	18,509	81,475	14.1	13.8

(continued on page 2 of Table 4)

*

Requests for service include walk-in clients, referrals from courts and other agencies. They are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency.

A request for service is recorded when a unit of service has been provided.

PAGE 2 OF TABLE 4

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

PROGRAM	(1) * REQUESTS FOR SERVICE	(2) CONCIL- IATIONS	(3) MED. WITH AGREEMENT	(4) MED. W/O AGREE- MENT	(5) TOTAL % OF MED. MEDI- ATIONS	(6) WITH AGREE.	(7) ARBITR- ATIONS	(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	279	4.7	4.4
SARATOGA COUNTY - DSP	281	27	46	13	59	77.97%	0	86	423	250	27.3
SCHENECTADY CO. - CDSP	608	91	65	17	82	79.27%	0	173	902	15.5	14.5
SCHOHARIE CO.	8	0	0	1	1	0.00%	0	1	17	12.7	28
SCHUYLER COUNTY - NJP	293	81	27	7	34	79.41%	0	115	320	9.1	8.6
SENECA CO. - CDS, INC.	720	2	9	2	11	81.82%	4	17	103	32	40.3
STEBEN COUNTY - NJP	1,934	237	28	3	31	90.32%	0	268	1,001	4.9	4
SUFFOLK - CHC, INC.	3,325	101	415	128	543	76.43%	0	644	3,729	34.3	40.1
MED. SERV. OF SULLIVAN CO.	272	46	75	8	83	90.36%	0	129	547	8.4	7.9
TIOGA COUNTY - ACCORD	843	71	98	15	113	86.73%	0	184	4	11.9	11
TOMPKINS COUNTY - CDRC	538	63	65	16	81	80.25%	0	144	674	10.8	12.6
MED. SERV. OF ULSTER CO.	432	45	72	14	86	83.72%	0	131	818	17	15.9
HARREN CO. (NEW PROGRAM)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
WAYNE CO. - CDS, INC.	2,118	6	80	4	84	95.24%	17	107	652	27.8	34.2
WESTCHESTER CO. MED. CENTER	1,176	51	146	21	167	87.43%	0	218	1,283	12.2	12
WYOMING CO. - BBB	136	5	11	2	13	84.62%	2	20	111	21.1	24.8
YATES CO. - CDS, INC.	296	3	5	0	5	100.00%	0	8	42	27.4	35
Subtotal of page	13,121	907	1,151	255	1,406	81.86%	23	2,336	10,905	14.1	13.8
1986-87 GRAND TOTAL	97,023	5,104	13,042	1,997	15,039	86.72%	702	20,845	92,380	14.1	13.8

(continued on page 3 of Table 4)

*

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

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This category reflects people served by an alternative dispute resolution process.

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1987-88 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1) # REQUESTS FOR SERVICE	(2) CONCIL- IATIONS	(3) MED. WITH AGREEMENT	(4) MED. W/O AGREE- MENT	(5) TOTAL % OF MED. MEDI- ATIONS	(6) WITH AGREE.	(7) ARBITR- ATIONS	(8) TOTAL CON/ MED/ARB (2+5+7)	(9) PEOPLE SERVED	(10) DAYS FROM INTAKE TO DISP.	(11) DAYS FROM INTAKE TO DISP. CON/MED/ARB
ALBANY - DHP	1,100	7	310	69	379	81.79%	1	387	478	1.9	1.8
ALLEGANY CO. - DSC	228	31	8	1	9	88.89%	2	42	171	18	16
BROOME CO. - ACCORD	2,203	113	215	33	248	86.69%	0	361	1,834	13.6	12.3
CATTARAUGUS CO. - DCS	917	80	28	6	34	82.35%	6	120	567	17.8	18
CAYUGA CO. - DRC	23	1	3	0	3	100.00%	0	4	22	10.4	9.5
CHAUTAUQUA CO. - DCS	1,436	109	112	38	150	74.67%	6	265	1,317	18.7	20.4
CHEMUNG CO. - NJP	6,039	547	298	25	323	92.26%	1	871	2,490	5.6	5.1
CHENANGO - DRC	53	10	5	1	6	83.33%	0	16	49	9.9	11.8
CLINTON CO. - NNY CCR	22	0	1	5	6	16.67%	2	8	84	19.1	40.5
COLUMBIA CO.-COMMON GROUND	779	45	75	5	80	93.75%	0	125	672	11	11.3
CORTLAND - RESOLVE	95	17	8	4	12	66.67%	0	29	305	28.1	35.7
DELAWARE CO.	88	8	12	1	13	92.31%	0	21	133	21.6	29
DUTCHESS - CDRC	543	55	229	50	279	82.08%	0	334	1,095	8.7	8.5
ERIE - DSC	3,677	461	355	140	495	71.72%	128	1,084	4231	27.3	31.1
ESSEX CO. - NNY CCR	6	0	2	1	3	66.67%	0	3	12	17.5	18.3
FRANKLIN - CCR	72	17	10	5	15	66.67%	0	32	145	4.6	4.6
FULTON	112	4	10	4	14	71.43%	0	18	103	6.6	7.9
GENESEE CO - BBB	484	14	17	3	20	85.00%	5	39	282	21.5	36
GREENE CO. - COMMON GROUND	543	35	20	5	25	80.00%	0	60	339	10.6	9.8
HERKIMER CO.	1,469	144	43	17	60	71.67%	0	204	793	7.4	6.3
JEFFERSON COUNTY - CDRC	367	107	28	8	36	77.78%	0	143	597	15.5	14.5
LEWIS COUNTY MED. SERVICE	39	8	4	0	4	100.00%	0	12	58	15.8	10.8
LIVINGSTON CO. - CDS, INC.	3,419	11	71	3	74	95.95%	0	85	387	31.9	34.2
MADISON-RESOLVE(NEW PROGRAM)	76	0	0	0	0	ERR	0	0	0	0	0
MONROE - CDS, INC.	4,712	108	224	50	274	81.75%	11	393	2,599	29.9	35.8
MONTGOMERY	101	3	20	4	24	83.33%	0	27	97	12.8	15.1
NASSAU CO. AAA - CDC	712	22	57	5	62	91.94%	21	105	532	47.7	47.6
NASSAU CO. - MAP	2,052	76	58	7	65	89.23%	0	141	592	22.2	22.1
NIAGARA CO.	653	91	32	9	41	78.05%	7	139	697	18	19.1
INCR - BRONX	10,092	142	1,741	14	1,755	99.20%	313	2,210	12922	9.8	8.8
INCR - MANHATTAN	13,212	227	1,841	18	1,859	99.03%	299	2,385	12,139	12.1	10
VSA - BROOKLYN	9,748	202	2,600	641	3,241	80.22%	0	3,443	16,544	9.6	9.2
VSA - QUEENS	5,465	180	1,436	363	1,799	79.82%	0	1,979	8,432	9.2	7.9
STATEN ISLAND - CDRC	4,555	282	334	38	372	89.78%	0	654	2,070	13.9	12.3
HASH. HEIGHTS	2,488	53	97	11	108	89.81%	0	161	519	6	7.4
ONEIDA COUNTY - CDRP	2,290	228	155	3	158	98.10%	92	478	2,153	10.9	9.6
ONONDAGA (RESOLVE)	1,026	181	62	17	79	78.48%	0	260	1,531	30.7	32.8
ONONDAGA (VOL CTR)	2,117	51	152	37	189	80.42%	0	240	1,397	16.7	16.4
ONTARIO - CDS, INC.	2,173	5	39	7	46	84.78%	2	53	313	25.8	39.9
ORANGE CO. MED. PROJECT	2,070	74	219	28	247	88.66%	0	321	1,297	21.1	22.3
ORLEANS - BBB (NEW PROGRAM)	37	2	1	1	2	50.00%	1	5	15	38	47.6
OSWEGO COUNTY - RESOLVE	156	33	24	8	32	75.00%	0	65	292	24.2	23
OTSEGO CO	318	62	18	8	26	69.23%	0	88	412	20.3	21.7
PUTNAM CO.	192	8	13	5	18	72.22%	0	26	90	26.3	28
RENSSELAER CO. - CDSP	298	62	34	7	41	82.93%	0	103	553	11.2	11.4
ROCKLAND CO. - VMC	196	1	78	26	104	75.00%	0	105	339	20.8	20.9
Subtotal of page	88,453	3,917	11,099	1,731	12,830	86.51%	897	17,644	81,699	14.1	13.8

(continued on page 4 of Table 4)

* Requests for service include walk-in clients, referrals from courts and other agencies. They are either mediated/arbitrated, conciliated without mediation, or determined to be not appropriate for mediation and referred to another agency.

A request for service is recorded when a unit of service has been provided.

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - 1987-88 ANNUAL WORKLOAD SUMMARY BY PROGRAM

PROGRAM	(1) * REQUESTS FOR SERVICE	(2) CONCIL- IATIONS	(3) MED. WITH AGREEMENT	(4) MED. W/O AGREE- MENT	(5) TOTAL % OF MED. MEDI- ATIONS	(6) WITH AGREE.	(7) ARBITR- ATIONS	(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	138	61	18	5	23	78.26%	0	84	314	8.4	7.4
SARATOGA COUNTY - DSP	220	22	58	9	67	86.57%	11	100	431	24.6	24.2
SCHENECTADY CO. - CDSP	620	58	107	52	159	67.30%	0	217	1,031	23.7	28.8
SCHOHARIE CO.	11	0	2	0	2	100.00%	0	2	10	7.5	7
SCHUYLER COUNTY - NJP	374	149	13	12	25	52.00%	0	174	392	10.8	10.7
SENECA CO. - CDS, INC.	1,092	0	37	5	42	88.10%	0	42	170	27.1	34.6
STEUBEN COUNTY - NJP	2,876	273	21	1	22	95.45%	0	295	1,033	3.1	2.9
SUFFOLK - CMC, INC.	2,368	97	302	83	385	78.44%	0	482	3,106	26.9	32.6
MED. SERV. OF SULLIVAN CO.	425	6	98	4	102	96.08%	0	108	318	8.1	4.7
TIOGA COUNTY - ACCORD	1,031	83	86	14	100	86.00%	0	183	751	10.2	10.1
TOMPKINS COUNTY - CDRC	627	55	73	15	88	82.95%	0	143	667	8	9.6
MED. SERV. OF ULSTER CO.	164	9	19	2	21	90.48%	0	30	185	24.6	16.8
WARREN CO. (NEW PROGRAM)	73	0	16	6	22	72.73%	0	22	74	28.8	32.3
WASHINGTON CO. - DSP	19	0	4	1	5	80.00%	0	5	22	7.8	8.8
WAYNE CO. - CDS, INC.	2,085	41	43	12	55	78.18%	7	103	451	25.2	27.3
WESTCHESTER CO. MED. CENTER	2,036	83	162	33	195	83.08%	0	278	1,650	15	14.1
WYOMING CO. - BBB	113	13	13	0	13	100.00%	0	26	119	24.2	28.5
YATES CO. - CDS, INC.	567	1	3	1	4	75.00%	2	7	72	26.4	26.4
Subtotal of page	14,839	951	1,075	255	1,330	80.83%	20	2,301	10,796	14.1	13.8
1987-88 GRAND TOTAL	103,292	4,868	12,174	1,986	14,160	85.97%	917	19,945	92,495	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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This category reflects people served by an alternative dispute resolution process.

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 CRTS.	TOWN CRTS.	BUSI- NESS/ CORP.	DIST. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTY	PROBA- TION	PUBLIC AGENCY	PUBLIC DE- FENDER	SCHOOL	WALK -IN	OTHER	ERROR	GRAND TOTALS
ALBANY CO. - DMP	279	0	31	44	0	2	1	6	0	6	0	8	0	0	11	0	2	390
ALLEGANY CO. - DSC	2	0	0	11	0	0	0	4	4	1	0	0	0	0	29	0	0	51
BROXN CO. - IMCR	5,479	0	4	1	0	0	0	7	0	0	0	0	0	0	14	0	18	5,523
BROOME CO. - ACCORD	45	2	83	34	0	17	6	48	32	32	7	49	4	40	188	12	14	613
CATTARAUGUS CO. - DSC	77	0	2	21	3	2	0	24	9	1	1	17	0	0	113	7	9	286
CHAUTAUQUA CO. - DSC	79	2	124	19	0	0	5	92	25	8	2	35	0	1	130	6	9	537
CHEMUNG CO. - NJP	18	3	10	7	33	8	87	93	18	41	14	226	1	66	510	6	17	1,158
COLUMBIA CO. - COMMON GROUND	50	0	32	17	0	3	0	11	2	17	11	21	0	6	73	14	2	259
CORTLAND CO. - RESOLVE	0	0	0	0	0	0	0	2	0	0	2	0	0	0	2	0	0	6
DELAWARE CO. - DRC	0	0	0	10	0	1	1	3	2	0	2	7	0	0	16	1	3	46
DUTCHESS CO. - CDRC	112	0	21	36	0	2	0	23	0	0	3	10	0	277	43	9	9	545
ERIE CO. - DSC	476	1	166	6	0	119	7	311	318	7	1	239	0	2	157	13	25	1,848
FRANKLIN CO. - CCR	1	0	0	25	0	0	1	0	0	1	0	2	0	0	0	0	0	30
FULTON CO. - CDR	45	0	20	0	0	0	12	0	0	0	0	1	0	1	10	2	0	91
GENESEE CO. - DSC	29	0	2	14	0	0	0	17	9	0	0	9	0	0	7	6	0	93
GREENE CO. - COMMON GROUND	2	0	14	13	0	0	0	0	0	2	1	18	1	0	13	0	5	69
HERKIMER CO. - CDRC	1	0	3	4	2	0	49	1	7	5	6	4	0	2	81	12	1	178
JEFFERSON CO. - CDRC	16	0	2	2	0	0	1	14	8	8	0	49	0	0	61	9	2	172
KINGS CO. - VSA	8,509	73	19	0	0	0	0	0	0	0	0	0	0	0	16	0	6	8,623
LEWIS CO. - MEDIATION SERVICE	2	0	0	4	0	0	2	4	0	3	0	5	0	0	72	0	0	92
LIVINGSTON CO. - CDS	3	0	5	57	0	0	0	3	0	3	5	11	0	7	23	5	3	125
MADISON CO. - RESOLVE	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	N/A	N/A	N/A	N/A
MONROE CO. - CDS	319	0	0	66	1	102	2	226	2	8	41	11	36	0	95	123	29	1,061
MONTGOMERY CO. - CDR	29	0	4	1	0	0	9	11	0	0	0	0	0	0	6	2	0	62
NASSAU CO. - AAA/CDC	22	0	0	0	0	87	0	47	0	0	0	0	0	0	44	0	1	201
NASSAU CO. - MAP	1	0	45	4	0	0	0	25	1	0	2	17	0	4	29	5	4	137
NEW YORK CO. - IMCR	2,923	0	1	0	0	1	2	541	0	0	0	0	1	1	700	2	7	4,179
NEW YORK CO. - WHIC	47	0	0	0	0	0	1	211	0	0	0	8	0	124	57	5	6	459
NIAGARA CO. - DSC	6	0	15	10	0	2	0	82	40	1	0	33	0	0	113	1	17	320
ONEIDA CO. - CDRC	231	0	0	2	0	10	77	3	0	2	5	102	0	0	210	0	2	644
ONONDAGA CO. - RESOLVE	311	0	15	19	6	3	4	19	6	19	9	35	0	13	69	27	26	581
ONONDAGA CO. - VOLUNTEER CTR.	48	1	0	56	0	387	0	7	0	0	14	0	0	0	2	1	6	522
ONTARIO CO. - CDS	101	0	2	31	0	0	1	50	0	1	0	0	0	1	60	0	1	248
ORANGE CO. - MEDIATION PROG.	47	0	51	2	0	2	0	230	3	0	2	16	0	35	65	5	4	462
ORLEANS CO. - DSC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OSHEGO CO. - RESOLVE	28	0	1	21	99	7	0	17	2	6	3	11	0	2	39	4	1	241
OTSEGO CO. - AGREE	15	0	0	59	2	0	3	3	3	4	0	24	0	3	32	9	1	158
PUTNAM CO. - MEDIATION PROG.	0	0	0	8	0	0	0	1	0	0	0	0	0	0	0	0	0	9
QUEENS CO. - VSA	4,374	0	25	0	0	3	0	70	0	6	0	1	0	0	87	58	3	4,627
RENSSELAER CO. - CDSP	38	1	2	5	0	0	0	35	0	2	3	28	1	1	43	6	0	165
RICHMOND CO. - CDRC	1,052	0	1	0	0	0	0	372	0	0	0	1	0	1	117	8	4	1,556
ROCKLAND CO. - VHC	7	0	0	134	0	5	0	7	0	0	1	0	1	7	15	2	3	182
SAINT LAWRENCE CO. - CCR	9	0	0	10	0	1	62	7	3	1	0	5	0	0	37	2	0	137
SARATOGA CO. - DSP	44	0	4	11	0	0	23	0	1	1	0	10	1	0	67	3	8	173
SCHENECTADY CO. - CDSP	250	0	0	4	16	8	2	46	13	16	3	6	7	2	43	4	4	424
SCHOHARIE CO. - CDR	0	0	0	1	0	1	2	0	0	0	0	1	0	0	0	1	1	7
SCHUYLER CO. - NJP	2	0	7	4	2	5	2	8	3	10	8	29	0	0	61	0	1	142
SENECA CO. - CDS	0	0	2	14	0	0	0	20	1	0	0	1	0	0	7	0	0	45
STEBEN CO. - NJP	0	0	4	9	2	0	3	70	80	9	2	31	1	8	137	6	2	364
SUBTOTALS	25,129	83	717	796	166	778	365	2,771	592	221	148	1,081	54	604	3,704	376	256	37,841

(continued on page 2 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 CRTS.	TOWN CRTS.	BUSI- NESS/ CORP.	DIST. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTNY	PROBA- TION	PUBLIC AGENCY	PUBLIC DE- FENDER	SCHOOL	WALK -IN	OTHER	ERROR	GRAND TOTALS
SUFFOLK CO. - CHC	381	0	2	0	0	997	0	0	0	0	0	0	0	0	1	0	2	1,383
SULLIVAN CO. - MEDIATION	0	0	14	115	0	1	0	18	10	1	0	3	0	36	27	0	2	227
TIOGA CO. - ACCORD	1	0	7	95	2	1	3	25	0	12	42	15	0	5	74	3	2	287
TOMPKINS CO. - CDRC	9	0	2	8	1	0	35	6	43	17	10	16	0	8	79	5	5	244
ULSTER CO. - MEDIATION	146	1	35	22	2	1	0	20	2	2	0	12	0	15	52	8	13	331
WAYNE CO. - CDS	1	0	2	70	0	15	0	76	1	7	6	4	3	1	36	0	2	224
WARREN CO. - MEDIATION	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
WESTCHESTER CO. - CLUSTER	4	0	1	0	0	99	0	240	3	2	2	44	0	10	51	1	12	469
WYOMING CO. - DSC	0	0	0	15	0	0	1	3	3	0	1	0	0	0	12	0	1	36
YATES CO. - CDS	1	0	0	6	3	0	0	2	0	0	0	2	0	0	9	0	0	23
SUBTOTALS	543	1	63	331	8	1,114	39	390	62	41	61	96	3	75	341	17	39	3,224
GRAND TOTALS	25,937	393	683	1,027	174	1,908	402	3,003	660	264	209	1,190	57	680	4,087	394	295	41,542
% TO GRAND TOTALS	62.4%	0.9%	1.6%	2.5%	0.4%	4.6%	1.0%	7.2%	1.6%	0.6%	0.5%	2.9%	0.1%	1.6%	9.8%	0.9%	0.7%	100.0%

(continued on page 3 of table 5)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
APRIL 1, 1987 TO MARCH 31, 1988

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY CRTS.	TOWN CRTS.	BUSI- NESS/ CORP.	DIST. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTNY	PROBA- TION	PUBLIC AGENCY	PUBLIC DE- FENDER	SCHOOL	WALK -IN	OTHER	ERROR	GRAND TOTALS
ALBANY CO. - DMP	193	0	155	44	0	2	0	3	2	3	1	1	0	7	14	1	6	432
ALLEGANY CO. - DSC	2	0	0	21	0	0	0	3	2	1	5	3	0	0	37	0	0	74
BRONX CO. - IMCR	5011	0	1	2	0	0	0	8	0	0	0	0	0	0	16	0	13	5,051
BROOME CO. - ACCORD	27	1	128	17	6	11	12	93	21	22	9	103	1	49	204	2	7	713
CATTARAUGUS CO. - DSC	99	0	0	14	0	0	1	19	6	5	3	11	0	0	83	2	2	245
CAYUGA CO. - DRC	0	0	0	5	0	0	0	1	0	0	0	0	0	0	1	7	1	15
CHAUTAUQUA CO. - DSC	174	0	81	30	1	2	13	66	26	7	8	43	0	1	79	23	2	556
CHEMUNG CO. - NJP	9	0	11	4	21	2	40	42	9	30	13	151	1	273	473	4	4	1,087
CHENANGO CO. - DRC	2	0	0	1	0	0	1	4	5	1	0	1	0	0	7	3	0	25
CLINTON CO. - CCR	0	0	0	2	0	2	0	2	0	0	1	7	0	0	3	5	0	22
COLUMBIA CO. - COMMON GROUND	59	0	7	6	7	0	1	15	44	3	2	27	0	6	77	15	4	273
CORTLAND CO. - RESOLVE	4	0	0	7	0	6	1	26	1	1	5	11	1	0	32	0	0	95
DELAWARE CO. - DRC	0	0	14	11	0	1	1	8	2	1	1	3	0	4	9	0	1	56
DUTCHESS CO. - CDRC	83	0	20	62	0	6	2	21	1	0	26	14	1	148	42	4	3	433
ERIE CO. - DSC	592	1	125	11	1	110	8	376	374	12	6	67	0	1	185	13	17	1,899
ESSEX CO. - CCR	0	0	0	0	0	0	0	0	0	2	0	3	0	0	1	0	0	6
FRANKLIN CO. - CCR	2	0	0	64	0	0	0	0	0	0	0	0	0	0	4	0	0	70
FULTON CO. - CDR	5	0	10	5	0	0	11	1	0	0	0	3	0	0	8	4	0	47
GENESEE CO. - DSC	28	0	3	6	0	0	0	20	9	2	1	4	0	0	36	12	3	124
GREENE CO. - COMMON GROUND	4	0	9	26	0	0	0	15	10	1	1	26	0	2	43	2	5	144
HERKIMER CO. - CDRC	0	0	1	9	20	0	69	9	0	12	0	45	0	4	88	21	1	279
JEFFERSON CO. - CDRC	11	0	0	15	2	1	6	3	16	1	0	108	0	1	73	11	7	255
KINGS CO. - VSA	7485	24	33	1	0	1	0	30	0	1	0	0	0	1	42	3	11	7,632
LEWIS CO. - MEDIATION SERVICE	0	0	0	2	1	0	0	1	10	0	0	5	0	0	6	0	0	25
LIVINGSTON CO. - CDS	1	2	6	92	0	0	0	2	0	1	1	3	0	1	27	3	0	139
MADISON CO. - RESOLVE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MONROE CO. - CDS, INC.	415	0	0	115	0	50	0	183	0	4	13	1	0	0	194	6	3	984
MONTGOMERY CO. - CDR	16	0	3	5	0	0	8	0	0	1	0	1	0	0	5	6	1	46
NASSAU CO. - AAA/CDRC	12	0	0	1	0	77	0	37	0	0	0	0	0	0	43	0	0	170
NASSAU CO. - MAP	5	0	67	1	1	0	0	26	2	2	1	4	0	4	23	2	8	146
NEW YORK CO. - IMCR	3,895	0	3	9	0	1	2	466	0	0	0	2	0	1	667	3	18	5,067
NEW YORK CO. - WHIC	41	0	0	0	0	0	0	91	0	0	0	19	0	45	73	5	1	275
NIAGARA CO. - DSC	10	0	4	6	0	0	0	114	33	3	0	2	0	0	104	1	1	278
ONEIDA CO. - CDRP	216	0	0	0	10	10	65	8	0	1	1	47	0	0	229	0	0	587
ONONDAGA CO. - RESOLVE	205	15	18	13	0	6	3	16	18	17	6	29	0	9	185	1	6	547
ONONDAGA CO. - VOLUNTEER CTR.	62	0	1	43	0	347	0	32	0	0	2	0	0	0	0	1	1	489
ONTARIO CO. - DSC	52	0	10	26	0	0	0	23	0	0	5	5	0	3	33	1	0	158
ORANGE CO. - MEDIATION PROG.	56	1	17	73	0	0	0	222	0	0	16	24	0	60	37	2	16	524
ORLEANS CO. - DSC	0	0	0	4	0	0	0	1	1	0	0	0	0	0	1	0	0	7
OSHEGO CO. - RESOLVE	4	0	1	11	42	6	1	9	0	1	2	13	0	1	42	1	1	135
OTSEGO CO. - AGREE	16	0	0	42	0	0	10	7	4	6	0	28	0	4	34	3	2	156
PUTNAM CO. - MEDIATION PROG.	0	0	2	7	0	1	3	0	2	1	4	11	0	0	1	0	0	32
QUEENS CO. - VSA	3785	0	51	2	0	9	0	63	0	13	0	5	0	0	181	150	1	4,260
RENSSELAER CO. - CDSP	9	0	1	19	5	3	0	27	1	9	2	66	1	2	33	18	1	196
RICHMOND CO. - CDRC	539	0	6	0	0	3	0	435	2	2	0	1	0	0	22	3	9	1,022
ROCKLAND CO. - VMC	2	0	0	107	0	2	0	3	0	0	2	0	0	9	14	0	0	139
SAINT LAWRENCE CO. - CCR	3	0	0	7	0	1	57	5	0	2	0	5	1	0	51	1	5	138
SARATOGA CO. - DSP	25	0	6	9	0	0	34	3	3	0	0	15	0	1	46	14	9	165
SCHENECTADY CO. - CDSP	424	0	13	6	1	0	1	7	4	11	3	8	1	0	37	3	2	521
SCHOHARIE CO. - CDR	0	0	0	0	0	0	1	0	1	1	0	1	0	0	0	1	0	5
SUBTOTALS	23,582	44	807	963	118	660	351	2,546	609	180	140	926	7	637	3,645	357	172	35,744

(Continued on page 4 of table 5)

COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM - SOURCE OF REFERRALS BY PROGRAM
 APRIL 1, 1987 TO MARCH 31, 1988

PROGRAM NAME	CITY COURTS	COUNTY COURTS	FAMILY CRTS.	TOWN CRTS.	BUSI- NESS/ CORP.	DIST. ATTY.	LEGAL AID	POLICE/ SHERIFF	PRIV. AGENCY	PRIV. ATTNY	PROBA- TION	PUBLIC AGENCY	PUBLIC DE- FENDER	SCHOOL	WALK -IN	OTHER	ERROR	GRAND TOTALS
SCHUYLER CO. - NJP	13	0	0	0	0	1	0	10	0	9	9	70	0	6	66	0	2	186
SENECA CO. - CDS	1	0	1	35	0	0	0	29	0	0	0	3	0	0	11	0	0	80
STEUBEN CO. - NJP	6	0	5	2	4	0	2	81	56	7	9	37	0	21	164	5	5	404
SUFFOLK CO. - CHC	366	0	0	4	0	869	0	0	0	0	0	0	0	0	2	0	2	1,243
SULLIVAN CO. - MEDIATION	7	0	0	18	0	0	0	6	0	0	0	0	0	99	5	6	1	142
TIOGA CO. - ACCORD	2	0	12	115	0	0	1	31	2	4	35	13	0	6	86	0	3	310
TOMPKINS CO. - CDRC	16	1	1	4	0	2	38	2	30	13	13	21	0	7	90	11	5	254
ULSTER CO. - MEDIATION	25	0	3	6	0	1	0	2	0	0	0	1	0	0	45	0	1	84
WARREN CO. - MEDIATION	4	0	1	15	0	0	2	2	0	0	1	2	0	0	3	1	1	32
WASHINGTON CO. - MEDIATION	1	0	0	2	0	0	0	0	0	0	1	2	0	0	1	2	0	9
WAYNE CO. - CDS	3	0	0	66	0	12	1	58	0	18	7	4	2	4	30	0	1	206
WESTCHESTER CO. - CLUSTER	84	0	3	0	0	67	3	266	3	3	2	36	0	50	70	6	2	595
WYOMING CO. - OSC	1	2	0	7	0	0	0	6	4	0	12	1	0	0	12	0	0	45
YATES CO. - CDS INC.	0	0	0	9	0	0	1	22	0	0	0	0	0	0	1	0	0	33
SUBTOTALS	529	3	26	283	4	952	48	515	95	54	89	190	2	193	586	31	23	3,623
GRAND TOTALS	24,111	47	833	1,246	122	1,612	399	3,061	704	234	229	1,116	9	830	4,231	388	195	39,367
% TO GRAND TOTALS	58.7%	0.1%	2.1%	3.2%	0.3%	4.1%	1.0%	7.8%	1.8%	0.6%	0.6%	2.8%	.0%	2.1%	10.7%	1.0%	0.5%	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%	25,311	67.3%
DISTRICT ATTORNEY	2,741	6.9%	1,640	4.4%
LEGAL AID	241	0.6%	236	0.6%
POLICE/SHERIFF	2,905	7.3%	1,658	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%	6,396	17.0%
OTHER	573	1.4%	1,447	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%	27,684	70.8%
BUSINESS/CORPORATION	NA	NA	47	0.1%
DISTRICT ATTORNEY	2,029	4.8%	1,939	5.0%
LEGAL AID	362	0.9%	379	1.0%
POLICE/SHERIFF	2,725	6.4%	2,716	6.9%
PRIVATE ATTORNEY	196	0.5%	205	0.5%
PROBATION	NA	NA	198	0.5%
PUBLIC AGENCY	1,390	3.3%	1,512	3.9%
PUBLIC DEFENDER	NA	NA	23	0.1%
SCHOOL	71	0.2%	238	0.6%
WALK-IN	2,465	5.8%	3,061	7.8%
OTHER	690	1.6%	1,092	2.8%
TOTAL	42,469	100.0%	39,094	100.0%

SOURCE OF REFERRALS	1986-87	% OF TOTAL	1987-88	% OF TOTAL
CITY COURTS	25,937	62.4%	24,111	61.2%
COUNTY COURTS	393	0.9%	47	0.1%
FAMILY COURTS	683	1.6%	833	2.1%
TOWN/VILLAGE COURTS	1,027	2.5%	1,246	3.2%
BUSINESS/CORPORATION	174	0.4%	122	0.3%
DISTRICT ATTORNEY	1,908	4.6%	1,612	4.1%
LEGAL AID	402	1.0%	399	1.0%
POLICE	3,003	7.2%	2,841	7.2%
PRIVATE AGENCY	660	1.6%	704	1.8%
PRIVATE ATTORNEY	264	0.6%	234	0.6%
PROBATION	209	0.5%	229	0.6%
PUBLIC AGENCY	1,190	2.9%	1,116	2.8%
PUBLIC DEFENDER	57	0.1%	9	0.0%
SCHOOL	680	1.6%	830	2.1%
SHERIFF	129	0.3%	176	0.4%
STATE POLICE	50	0.1%	44	0.1%
WALK-IN	4,087	9.8%	4,231	10.7%
OTHER	394	0.9%	388	1.0%
ERROR	295	0.7%	195	0.5%
TOTAL	41,542	100.0%	39,367	100.0%

TABLE 7
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR -----	1984-85 EXPENSES -----	1985-86 EXPENSES -----	1986-87 EXPENSES -----	1987-88 AWARD -----	1988-89 AWARD -----
ALBANY COUNTY					
Albany Mediation Program	\$22,855	\$24,110	\$25,600	\$30,000	\$35,500
ALLEGANY COUNTY					
BBB of Western NY, Inc.	\$9,036	COMBINED	COMBINED	COMBINED	COMBINED
BROOME COUNTY					
ACCORD - (Broome & Tioga)	\$40,000	\$48,000	\$50,000	\$53,000	\$61,000
CAYUGA COUNTY					
Cayuga County Dispute Resolution Center	n/a	n/a	n/a	\$10,980	\$20,000
CHAUTAUQUA COUNTY					
BBB of Western NY, Inc.	\$9,870	COMBINED	COMBINED	COMBINED	COMBINED
CHENUNG COUNTY					
NJP (Cheaug/Steuben)	\$42,000	COMBINED	COMBINED	COMBINED	COMBINED
NJP (Cheaug/Schuylar/Steuben)	n/a	\$65,000	\$70,000	\$74,000	\$85,000
COLUMBIA COUNTY					
Common Ground	\$21,988	\$28,472	COMBINED	COMBINED	COMBINED
(Columbia & Greene)	n/a	n/a	\$37,912	\$40,000	\$46,000
DELAWARE COUNTY					
DCDRC (Delaware)	n/a	\$2,246	\$17,000	COMBINED	COMBINED
DCDRC (Delaware & Chenango)	n/a	n/a	n/a	\$32,000	\$42,000
DUTCHESS COUNTY					
Community Dispute Resolution Center	\$33,000	\$33,000	\$33,000	\$35,000	\$37,500
ERIE COUNTY					
Dispute Settlement Center (Erie)	\$75,000	COMBINED	COMBINED	COMBINED	COMBINED
DSC (Erie/Allegany/Chautauqua/Niagra/ Cattaraugus/Wyoming/Genesee/Orleans)	n/a	\$153,881	\$190,000	\$205,000	\$236,000
FRANKLIN COUNTY					
Northern NY Ctr. for Conflict Resolution	n/a	\$8,317	\$12,459	COMBINED	COMBINED
FULTON, MONTGOMERY & SCHOHARIE COUNTIES - Tri-County Center for Dispute Resolution	\$35,000	\$35,000	\$30,035	\$35,000	\$43,000
GREENE COUNTY					
Community Dispute Resolution Center	\$19,097	\$10,564	COMBINED	COMBINED	COMBINED
HERKIMER COUNTY					
Community Dispute Resolution Program	n/a	\$3,365	COMBINED	COMBINED	\$22,000
JEFFERSON COUNTY					
Community Dispute Resolution Center	\$21,739	\$22,000	COMBINED	COMBINED	COMBINED
Jefferson & Lewis	n/a	n/a	\$27,685	\$34,000	\$39,000
KINGS & QUEENS COUNTIES					
Victim Services Agency	\$160,000	\$160,000	\$175,000	\$185,000	\$213,000
LEWIS COUNTY					
Lewis Mediation Service	\$21,365	\$19,788	COMBINED	COMBINED	COMBINED
Lewis & Herkimer	n/a	n/a	\$25,402	COMBINED	COMBINED
Subtotal of Page 1	\$510,950	\$613,743	\$694,093	\$733,980	\$880,000

(continued on page 2 of Table 7)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR	1984-85 EXPENSES	1985-86 EXPENSES	1986-87 EXPENSES	1987-88 AWARD	1988-89 AWARD
LIVINGSTON, ONTARIO & WAYNE COUNTIES					
Center For Dispute Settlement, Inc.	\$45,000	COMBINED	COMBINED	COMBINED	COMBINED
MONROE COUNTY					
Center For Dispute Settlement, Inc.	\$85,000	COMBINED	COMBINED	COMBINED	COMBINED
CDS (Monroe/Livingston/Ontario/ Wayne/Seneca/Yates)	n/a	\$167,000	\$175,256	\$176,000	\$204,000
NASSAU COUNTY					
Community Dispute Center	\$39,046	\$38,194	\$36,047	\$40,000	\$44,000
Mediation Alternative Project	\$34,000	\$34,000	\$35,000	\$36,000	\$40,000
NEW YORK & BRONX COUNTIES					
INCR Dispute Resolution Center	\$158,782	\$160,000	\$175,000	\$185,000	\$213,000
NEW YORK COUNTY					
Washington Heights-Inwood Coalition	\$44,715	\$45,000	\$45,000	\$46,000	\$53,000
ONEIDA COUNTY					
CDRP (Oneida)	\$20,912	\$25,459	COMBINED	COMBINED	\$44,000
CDRP (Oneida & Herkimer)	n/a	n/a	\$35,457	\$50,000	n/a
ONONDAGA COUNTY					
Resolve-A Center For Dispute Settlement, Inc.	\$38,000	\$37,764	COMBINED	COMBINED	COMBINED
Resolve - Onondaga/Oswego/Cortland/Madison Dispute Resolution Center of the Volunteer Center, Inc.	n/a	n/a	\$63,914	\$90,000	\$104,000
	\$25,000	\$29,682	\$32,902	\$35,000	\$40,000
ORANGE AND PUTNAM COUNTIES					
Orange County Mediation Project (Putnam)	\$48,778	\$54,988	\$54,756	\$55,000	\$61,000
OSWEGO COUNTY					
Resolve-A Center for Dispute Settlement, Inc.	\$22,000	\$18,294	COMBINED	COMBINED	COMBINED
OTSEGO COUNTY					
Agree-A Center for Dispute Settlement	\$19,751	\$17,370	\$21,713	\$24,000	\$28,000
RENSSELAER COUNTY					
Community Dispute Settlement Program	\$20,000	\$19,371	\$20,783	\$25,000	\$29,000
RICHMOND COUNTY					
Staten Island Community Dispute Resolution Center	\$67,019	\$62,358	\$67,273	\$73,000	\$84,000
ROCKLAND COUNTY					
Volunteer Mediation Center	\$31,900	\$33,000	\$30,000	\$30,000	\$30,000
ST. LAWRENCE COUNTY					
Northern NY Ctr. for Conflict Resolution (St. Lawrence/Franklin/Essex/Clinton)	\$19,961	\$19,983	\$19,370	COMBINED	COMBINED
	n/a	n/a	n/a	\$60,518	COMBINED
(St. Lawr./Frank./Essex/Clinton/Hamilton)	n/a	n/a	n/a	n/a	\$92,000
Subtotal of Page 2	\$719,864	\$762,463	\$812,471	\$925,518	\$1,066,000

(continued on page 3 of Table 7)

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COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM
FISCAL SUMMARY

CONTRACTOR	1984-85 EXPENSES	1985-86 EXPENSES	1986-87 EXPENSES	1987-88 AWARD	1988-89 AWARD
SARATOGA COUNTY					
Dispute Settlement Program	\$18,934	\$20,000	\$24,051	COMBINED	COMBINED
(Saratoga/Warren/Washington)	n/a	n/a	n/a	\$49,000	\$58,000
SCHENECTADY COUNTY					
Community Dispute Settlement Program	\$19,162	\$19,959	\$22,000	\$27,000	\$32,000
SCHUYLER COUNTY					
Neighborhood Justice Project	\$13,000	COMBINED	COMBINED	COMBINED	COMBINED
STEUBEN COUNTY					
Agree-A Center for Dispute Resolution	\$4,100	n/a	n/a	n/a	n/a
SULLIVAN COUNTY					
Mediation Services of Sullivan Co.	\$19,823	COMBINED	COMBINED	COMBINED	COMBINED
SUFFOLK COUNTY					
Community Mediation Center, Inc.	\$70,000	\$76,000	\$76,000	\$76,000	\$86,000
TOMPKINS COUNTY					
Community Dispute Resolution Center	\$22,000	\$22,000	\$24,000	\$27,000	\$32,000
ULSTER COUNTY					
Mediation Services of Ulster Co.	\$22,000	COMBINED	COMBINED	COMBINED	COMBINED
Med. Serv. (Ulster/Sullivan)	n/a	\$42,303	\$41,273	\$49,000	\$56,000
WESTCHESTER COUNTY					
Westchester Mediation Center of					
CLUSTER	\$36,971	\$50,357	\$61,523	\$65,000	\$75,000
Subtotal of Page 3	\$225,990	\$230,619	\$248,847	\$293,000	\$339,000

GRAND TOTAL OF TABLE 7

\$1,456,804	\$1,606,825	\$1,755,411	\$1,952,498	\$2,285,000
=====	=====	=====	=====	=====

TABLE 8
COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM

COST ANALYSIS

<u>CATEGORY</u>	<u>1984-85</u>	<u>1985-86</u>	<u>1986-87</u>	<u>1987-88</u>
Total State Expense	\$1,456,804	\$1,606,825	\$1,755,411	\$1,952,498
Number of Request for Services	69,104	83,071	97,023	103,292
Cost per Request for Service	\$21.08	\$19.34	\$18.09	\$18.90
Number of Conciliation, Mediation and Arbitration	16,554	18,541	20,845	19,945
Cost per Conciliation, Mediation and Arbitration	\$88.00	\$86.66	\$84.21	\$97.89
Persons Served Through the Intervention of the Mediation Program	119,585	113,964	92,380	92,495
Cost per Person Served	\$12.18	\$14.10	\$19.00	\$21.11
Persons Served Through an Actual Conciliation, Mediation or Arbitration Process	46,670	54,146	60,788	56,678
Cost per Person Served	\$31.21	\$29.68	\$28.88	\$34.45

TABLE 9

APRIL 1, 1987 THROUGH MARCH 31, 1988
CROSS TABULATION OF NATURE OF DISPUTE AND DISPOSITION

Nature of Dispute	Unknown	Conciliation	Med. Agreement	Med.- No Agreement	Arbitrated	Unamen. for Med-Refuse	Comp. Refuse to Med.	Respond refuse to Med.	Both refuse to Med.	Comp. No Show	Respond No Show	Both No Show	Complmt. Dismiss.	Other	Total
Missing	4	93	66	10	12	17	37	45	4	8	9	53	14	20	392
Aggravated assault	0	3	15	6	3	7	5	3	1	3	1	20	2	4	73
Aggravated harassment	4	73	438	28	53	66	60	28	9	28	52	333	16	47	1,235
Animal complaint	1	49	69	9	2	2	19	21	1	7	11	12	10	7	220
Arson	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Assault	13	212	2,043	351	106	274	199	79	15	208	225	1441	174	105	5,445
Breach of Contract	4	717	213	190	73	148	31	402	4	5	18	16	58	132	2,011
Burglary	0	0	5	2	0	2	5	0	1	1	1	0	1	1	19
Custody/Support/ and Visitation	3	84	456	128	2	30	18	99	9	12	19	14	21	70	965
Crim. Misap. of Property	3	7	46	14	12	10	0	1	1	14	28	94	2	5	237
Crim. poss. of stolen property	0	4	2	0	2	1	1	2	0	2	1	1	0	1	17
Criminal Mischief	4	107	435	52	71	45	87	70	15	39	98	263	31	51	1,358
Criminal Tampering	2	6	23	0	2	3	0	1	1	0	0	16	0	2	56
Criminal Trespass	0	14	52	13	8	1	26	13	0	12	5	45	12	4	205
Fraud-Bad Check	1	181	89	14	2	10	12	395	6	13	48	29	4	46	850
Forgery	0	3	3	1	0	0	0	9	0	0	0	4	0	0	20
Grand Larceny	0	2	3	0	0	1	1	4	0	0	2	5	0	1	19
Harassment	58	1,014	5,455	795	342	518	501	456	95	552	755	4721	565	330	16,157
Housing Dispute	9	768	239	71	30	55	61	383	7	15	35	87	104	60	1,924
Interpersonal Dispute	7	658	1,163	91	17	97	111	288	16	17	32	150	111	146	2,904
Larceny	0	9	11	5	0	4	1	1	0	7	8	8	3	3	60
Menacing	3	24	301	33	33	41	41	11	2	43	42	307	24	7	912
Noise	3	81	287	23	36	11	11	26	1	16	42	159	28	13	737
Other	4	109	255	39	18	50	44	60	3	21	31	154	43	44	875
Petit Larceny	9	66	106	17	14	24	22	36	1	13	43	134	15	34	534
PINS	0	10	56	9	0	3	4	10	1	1	3	7	3	3	110
Personal/Real Property	4	460	242	63	55	47	60	396	8	9	26	22	91	71	1,554
Reckless Endangerment	1	11	35	2	3	8	9	3	0	4	7	22	1	9	115
Robbery	1	4	3	0	2	0	1	0	0	0	1	0	0	1	13
Theft of Services	0	78	25	8	1	12	2	31	0	0	9	9	5	8	188
Unauthorized Use of a Vehicle	0	0	2	0	0	0	1	1	0	1	0	1	0	1	7
Vandalism	1	7	9	6	2	0	5	8	0	1	0	7	1	2	49
Violation of town/city Ordinance	2	15	27	6	16	1	2	17	2	0	3	1	4	11	107
TOTALS	141	4,869	12,174	1,986	917	1,488	1,377	2,900	203	1,052	1,545	8,135	1,343	1,239	39,369
Percent of Total	0.362	12.372	30.922	5.042	2.332	3.782	3.502	7.372	0.522	2.672	3.922	20.662	3.412	3.152	100.002

TABLE 10
APRIL 1, 1987 THROUGH MARCH 31, 1988
CROSS TABULATION OF RELATIONSHIP AND DISPOSITION

Relationship	Unknown	Concili- ated	Med. Agree- ment	Med.- No Agree- ment	Arbitr- ated	Unamen- able	Compl. Refuses to Med.	Respond Refuses to Med.	Both Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	3	64	127	16	9	19	75	56	15	10	11	67	12	33	517
Acquaintances	28	553	2,834	384	161	328	332	261	39	307	460	2,640	362	201	8,890
Boy/Girlfriend	2	56	172	9	4	28	19	21	4	10	12	141	14	15	507
Consumer/Merchant	9	1,091	355	225	82	171	62	825	9	29	61	92	87	184	3,282
Divorced	1	61	269	77	4	19	25	75	3	12	20	30	11	51	658
Employer/Employee	1	99	104	17	16	23	16	65	1	5	12	66	19	19	463
Extended Family	5	73	247	32	16	40	33	38	1	24	35	219	24	20	807
Friend	9	154	580	42	44	40	56	87	2	24	54	296	40	56	1,484
Immediate Family	5	275	583	72	13	67	69	135	17	29	49	273	57	70	1,714
Landlord/Tenant	15	972	1,240	367	105	152	144	507	21	154	191	855	205	113	5,041
Married	4	95	214	35	5	39	33	38	9	8	12	92	31	28	643
Neighbor	27	694	3,496	443	282	278	303	445	45	242	385	1,796	326	197	8,959
Other	9	135	384	58	60	56	45	72	7	56	52	320	21	48	1,323
House/Roommate	1	33	64	7	12	14	9	27	2	11	10	78	10	10	288
Separated	1	75	176	37	4	26	19	56	5	7	4	15	12	24	461
Stranger	10	219	710	85	49	96	52	107	7	61	91	530	57	75	2,149
Ex-Boy/Girlfriend	11	220	619	80	51	92	85	85	16	63	86	625	55	95	2,183
TOTALS	141	4,869	12,174	1,986	917	1,488	1,377	2,900	203	1,052	1,545	8,135	1,343	1,239	39,369
PERCENT OF TOTAL	0.36%	12.37%	30.92%	5.04%	2.33%	3.78%	3.50%	7.37%	0.52%	2.67%	3.92%	20.66%	3.41%	3.15%	100.00%

TABLE 11
APRIL 1, 1987 THROUGH MARCH 31, 1988
CROSS TABULATION OF REFERRAL SOURCE AND DISPOSITION

Referral Source	Unknown	Concili- ated	Med. Agree- ment	Med.- No Agree- ment	Arbitr- ated	Unamen- able	Compl. Refuses to Med.	Respond Refuses to Med.	Both Refuse to Med.	Compl. No Show	Respond No Show	Both No Show	Compl. Dismiss	Other	Total
Unknown	2	43	61	8	7	8	8	26	0	0	2	23	3	4	195
Business/Corp.	1	55	15	1	1	4	2	36	0	1	2	0	2	2	122
County Courts	0	3	4	11	0	0	3	7	0	1	6	5	2	5	47
Other Court	1	14	13	5	0	1	1	11	0	2	3	2	2	1	56
City Courts	83	1,206	8,225	1,196	673	870	674	545	93	792	1,140	7,348	751	459	24,055
Family Courts	2	62	451	112	0	31	15	40	5	14	16	19	19	47	833
Town/Village Court	1	144	441	104	9	19	132	172	17	47	37	28	40	55	1,246
District Attorney	0	198	370	103	19	27	93	453	38	63	79	56	69	44	1,612
Legal Aid	0	181	53	11	1	8	14	101	1	0	2	0	19	8	399
Other	3	75	91	20	2	12	20	52	3	4	20	31	16	39	388
Private Agency	1	271	53	123	27	107	8	61	0	0	0	1	15	37	704
Police	20	567	645	106	45	143	191	268	18	70	132	309	114	213	2,841
Private Attorney	0	61	48	20	4	13	6	47	1	1	4	4	8	17	234
Probation	0	30	99	10	0	4	11	33	6	2	2	7	11	14	229
Public Agency	6	491	168	42	11	29	35	191	12	8	7	12	49	55	1,116
Public Defender	0	4	0	0	0	3	0	0	0	0	1	0	0	1	9
School	1	71	680	20	0	13	3	19	1	1	2	2	4	13	830
Sheriff	1	54	23	7	0	12	20	38	0	3	0	0	12	6	176
State Police	1	15	2	1	1	2	2	14	0	0	0	0	4	2	44
Walk-in	18	1324	732	86	117	182	139	786	8	43	90	288	203	217	4,233
TOTALS	141	4,869	12,174	1,986	917	1,488	1,377	2,900	203	1,052	1,545	8,135	1,343	1,239	39,369
PERCENT OF TOTAL	0.36%	12.37%	30.92%	5.04%	2.33%	3.78%	3.50%	7.37%	0.52%	2.67%	3.92%	20.66%	3.41%	3.15%	100.00%

APPENDIX A

STATE OF NEW YORK

6790

1987-1988 Regular Sessions

IN ASSEMBLY

March 31, 1987

Introduced by M. of A. ZALESKI -- (at request of the Office of Court Administration) -- read once and referred to the Committee on Judiciary

AN ACT to amend the judiciary law, in relation to the community dispute resolution centers program

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

- 1 Section 1. Subdivision two of section eight hundred forty-nine-d of
2 the judiciary law, as added by chapter eight hundred forty-seven of the
3 laws of nineteen hundred eighty-one, is amended to read as follows:
4 2. The state share of the cost of any center approved under this sec-
5 tion [may not exceed] shall include a basic grant of up to twenty
6 thousand dollars for each county served by the center and may include an
7 additional amount not exceeding fifty per centum of the difference
8 between the approved estimated cost of the program and the basic grant.
9 S 2. This act shall take effect April first, nineteen hundred eighty-
10 seven.

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

LB008322-01-7