



talk
works.

**annual report
2017-18**

*Conflict Happens
and Mediation
Can Help!!*



Dear Supporters of CDRC,

It is time for the Annual Report of the Community Dispute Resolution Center. And it is my privilege to be the President of the Board of such an amazing agency. This year's Board committed financially 100% to further CDRC's mission. It is my hope that you will join us, too.

Dispute resolution is what the world needs, don't you think? From international squabbles to the neighbor next door, the world needs to benefit from our practice of Transformative Mediation.

Parties come to the mediation table. Their voices are heard; their choices are honored; and remarkably such a simple formula yields results. As a mediator myself I can attest to it. Nothing is so surprising to a mediator to learn that parties felt supported and that they were able to speak to each other in a way that had not been possible. Surprising? Probably not. It is what we do at CDRC.

And, we are going to be doing something new this year. When only one party agrees to mediate we are offering one-on-one coaching so that one party can better handle the conflict. We are even going to offer it to businesses so that employees can have conflict resolution skills in their daily environment. This expands our outreach to our three county communities: Chemung, Tompkins, and Schuyler.

Mediation and Coaching are what we are doing in 2019. Our corps of volunteer mediators means that mediations are affordable at no cost to parties. When staff are involved we charge an extremely modest fee for their time. How can we do this?

We can do this because people like you support us. You know that the world will be a better place if parties (strong and weak, important and not- so-important) would listen to and honor one another. CDRC is part of that effort to make the world a better place – at least our little part of it.

Please help us keep doing it. Your support is what makes it happen.

Michael Hartney

President, CDRC Board of Directors

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Elmira, NY 14901
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Fax 607.735.9828

SCHUYLER COUNTY
105 9th St. Unit15
Watkins Glen, NY 14891
Tel. 607.535.6860
Fax 607.735.9828

TOMPKINS COUNTY
171 East MLK, Jr./State Street
Center Ithaca Box 111
Ithaca, NY 14850
Tel. 607.273.9347
Fax 607-735-9828

Conflict Coaching

Conflict often announces itself as a threatened identity, a bad feeling, or a loss of power. Conflict really comes down to three big questions, who I want to be respected as, how do I want to feel in this situation, and what can I make happen in this situation.

A recent client struggling with a co-worker situation stated, "I wasn't sure what to expect from the process of coaching, however, I am so thankful I made the decision to use your conflict coaching services. Throughout my sessions I was able to gain clear insights into how I was approaching my conflict situation, and discovered what was important to me and why. Once I had a better perspective of my situation it was much easier to decide on the next steps that I wanted to take. Conflict coaching gave me the confidence and clarity to move forward without being overwhelmed by the fear and confusion I had been feeling previously."

Our conflict coaches help people think through these questions, so that a party can see clearly what future situation is best for them. With the support of a conflict coach, a party can see the possibilities in how they manage their conflict and have a better sense of the different positive possibilities that are available to move forward.



community dispute resolution center

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CONFLICT COACHING:
Support for individuals experiencing family, workplace, school or community conflicts.

What is it?

- One-on-one private sessions with a certified coach trained in conflict communication
- Confidential
- Voluntary
- Affordable

Our conflict coaches can help you...

- Work through conflict
- Gain fresh perspectives
- Work out next steps
- Develop skills to move forward

Call CDRC to schedule a conflict coaching session.



PLEASE JOIN US IN THANKING...

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Mediators with CDRC for 30+ years

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Peggy Walbridge

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Mediators with CDRC for 20+ years

Dorothy Caldwell
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Mediators with CDRC for 5 years or less

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Mediators with CDRC for 15+ years

Sharron Beckworth
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Tammy Brown
Cindy Emmer
LJ Freitag
Michael Hartney
Emily Karr-Cook
Patrice Lockert-Anthony
John McNeil

Lemon Law Arbitrators

Cynthia Lion
David Stotz

PLEASE JOIN US IN THANKING THESE ORGANIZATIONS...

CDRC wishes to express our deepest appreciation to organizations who provided funding through Grants and Service Fees.

Alfred State Center for Community Education and Training

Colonial Veterinary Hospital

Community Foundation of Elmira-Corning and the Finger Lakes

Cornell University Law School

Hanger Theatre

Human Services Coalition of Tompkins County

Ithaca Underground

Mediation Center of Dutchess County

New York State Dispute Resolution Association

New York State Unified Court System

Paleontological Research Institution

Southern Cayuga Jr./Sr. High School

Southern Tier Library System

Tompkins Community Action

Tompkins County

Tompkins County History Center

United Way of Schuyler County

United Way of the Southern Tier

United Way of Tompkins County

Village of Trumansburg

This past year our volunteer mediators...

invested
an impressive
318
HOURS

facilitating conversations about
people's differences, and another
240 hours of training and
continuing education

mediated
241
CASES

contributed
professional services
easily valued
at

\$41,850*

*NYS Office of ADRCIP Alternative
Dispute Resolution Court Improvement
Programs sets rates for value of
volunteer time.

JUST THIS PAST YEAR...

CDRC talked with **1,715
people** about conflicts or
difficult situations they face

712 individuals chose
mediation/conciliation to
work through their conflict

171 minor children
benefitted when their parents
or caregivers attempted to
cooperatively resolve their
differences

Provided training and
facilitation to **over 20**
local businesses,
organizations and
educational institutions,
totaling over 210 individuals

Co-Parents following their mediation:

**“Thank you sincerely for the incredible
service that you provide to the community.
Our meeting at your office with your
guidance was the first amicable meeting
(void yelling, cursing, etc.) that we had on
the topic of shared custody of our daughter.”**

**“We appreciate your support and I am
pleased to say that all of us have followed
through on the agreement and things are
going well.”**

**“Thank you so very much for your time
and efforts.”**

2017-2018 Finances

INCOME

Contributions, Grants, Gifts	14,562
NY State Unified Court System	249,071
Case Fees	5,730
United Ways*	33,577
Tompkins County	36,003
Training Income	27,638
Other	400

**Chemung, Schuyler and Tompkins Counties*

EXPENSES

Program Services*	303,459
Administration	42,841
Development	10,711

**Mediation, Facilitation and Training*

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<https://facebook.com/CDRCtalkworks>



Twitter

Are you following our twitter account? If not, please do so at [CDRC@CDRCtalkworks](https://twitter.com/CDRC@CDRCtalkworks).

 GoodSearch

GoodSearch

Were you one of the 13 supporters who raised \$217.11 for CDRC through Goodsearch and Goodshop? Thank you for your support. If you'd like to support CDRC when you search the internet or shop online visit <http://www.goodsearch.com/toolbar/community-dispute-resolution-center-cdrc>



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