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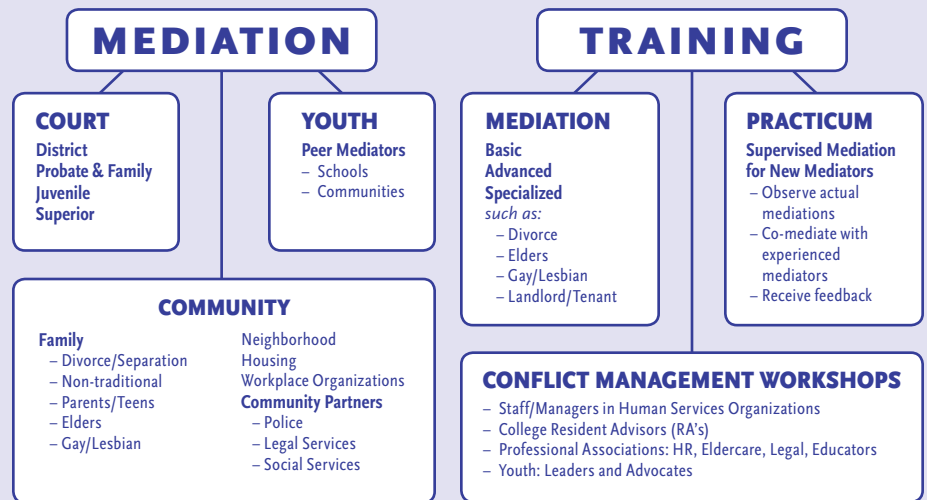
Our Mission:

Established in 1979, the Community Dispute Settlement Center (CDSC), is a private, not-for-profit mediation and training center dedicated to providing an alternative and affordable forum for resolving conflict.

CDSC promotes better ways to understand and deal with conflict through skilled teams of pro bono mediators, training programs in mediation and conflict management, and broad community outreach.

We are committed to making our services accessible to underserved populations and to addressing emerging community needs.

Our Services:



CDSC Mediation Activity

- Individuals Served: **832**
- Referrals Screened: **416**
- Mediations Completed: **295**
- Hours donated by Pro Bono Mediators: **1,294**
- Value of Donated Services: **\$129,400**

“Remember, each one of us has the power to change the world. Just start thinking peace, and the message will spread quicker than you think.” — YOKO ONO

CDSC Training Activity

- Trained in mediation and conflict management skills: **580 participants**
- Trainings and workshops conducted: **33**
- Training sites:
 - CDSC
 - Non-profit agencies
 - Professional groups
 - Schools and colleges



A Year At A Glance

July 1, 2011 – June 30, 2012

Recognition: For the eighth consecutive year, the Boston Business Journal recognized CDSC as one of the top 10 ADR firms in the Boston area.

Disputes resolved through mediation: CDSC saw a 6% overall growth in our resolution service, serving 832 people. Our staff screened 416 referrals. Our pro bono mediators facilitated 295 mediations, an increase of 8%. We measure our success by progress toward resolution: 65% were resolved by mutual agreement, and the other 35% met face to face and heard each other's points of view; many gained new understanding and/or narrowed their issues.

Contributed services: We increased our roster by 12% to 73 pro bono mediators. Mediators donated 1,294 hours, a 20% increase from last year. These valuable services highlight CDSC's ability to leverage significant people resources, making CDSC both a cost-effective investment and an affordable low-cost option.

Special appreciation to Ellen Kanner, pro bono development consultant, who continues to guide and advise us in implementing a fundraising plan to ensure CDSC's future fiscal health and sustainability.

Innovations: CDSC provided a customized Mediation Training for Domestic Workers — nannies, housekeepers and personal care attendants — and Employers, with linguistic capacity in Spanish, Portuguese and Haitian Creole. This initiative, the first of its kind in the U.S., has created a unique mediation program for workplace disputes. In conjunction with the Brazilian Immigrant Center and MA Coalition of Domestic Workers, CDSC will continue to be involved by designing a capacity-building "train the trainers" program, with thanks to the JAMS Foundation for grant support.

New Divorce Mediation Practicum was launched. Modeled after our long-standing and successful court-based Practicum, it provides a mentoring opportunity for supervised mediation experience in family cases.

Parent mediation services: Our partnership with the Middlesex Probate & Family Court continues to grow in conjunction with the Parent Mediation Program (PMP). Under the auspices of the MA Office of Public Collaboration and with funding from the MA Department of Revenue, CDSC can provide up to six hours of free mediation services for eligible, separated couples, married or not, who are dealing with conflicts regarding their children. Reducing the stress experienced by children in these family situations is an important byproduct and measure of success.

Court-connected mediation services: The need for our mediation services has continued to grow, particularly in eviction cases between tenants and landlords and for consumers and merchants. Thanks to support from the Massachusetts Bar Foundation and the MA Office of the Attorney General, we have continued to mediate Small Claims and Summary Process cases on-site in the District Courts of Cambridge, Waltham and Woburn.

Trainings multiply: CDSC trained 580 people through 33 different programs in mediation and conflict management skills, including 62 new mediators who entered the field, after completing the CDSC 33-hour Mediation Training. CDSC also offers advanced seminars for mediators' professional development; a 3-part series on Conflict and Culture was a highlight this year.

Reaching out to youth: CDSC continues to grow our services to reach young people in community-based settings as well as within schools and colleges. Our curriculum, "*Dealing with Violence Differently*" has been well received by groups including ABCD, Streetworkers (Boston Centers for Youth & Family and StreetSafe), the Judge Nelson and Judge Lindsay Fellowships for high school and college students, and Resident Advisors at a number of area colleges.

Reaching out to elders: CDSC offers workshops to caregivers in Cambridge as part of ROCS (Reaching Out to Cambridge Seniors), thanks to grant support from the Cambridge Community Foundation and Tufts Health Plan Foundation.

Celebration: At our *Spirit of Mediation* Gala in the Fall of 2011, CDSC presented Community Peacemaker Awards to **Robert Lewis Jr.**, VP for Program, The Boston Foundation, Architect of StreetSafe Boston; **Hon. Judith Dein**, Chief U.S. Magistrate Judge and Mediation Advocate; and **State Representative Martha "Marty" Walz**, author of the nation's most comprehensive anti-bullying law.

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~ City Year ~



~ Conflict and Culture Potluck ~



~ Nigerian Delegation ~



~ Habitat for Humanity Boston ~



~ Caregivers in Cambridge ~



~ Crittenton Women's Union ~



~ Cambridge Police Mediators ~



~ RA's at Framingham State College ~



~ ABCD ~



~ CDSC Mediation Training Fall 2011 ~



~ Domestic Workers Mediation Program ~



Got Conflict? Mediate It!
~ Jim Grumbach ~

2012 Spirit of Mediation Gala



2012 Spirit of Mediation Gala Honorees, L-R:
Mimi Grosser
Donna Hicks, Ph.D.
Hon. Eileen Shavel (Ret.)

Our Donors

July 1, 2011 – June 30, 2012

We thank those who, in the past year, have demonstrated a commitment to community mediation through their financial support of CDSC...

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60 businesses and individuals

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In Memoriam

HELEN LADD
• 1924–2012 •

Our dear friend and esteemed mediator.
Her spirit still soars.

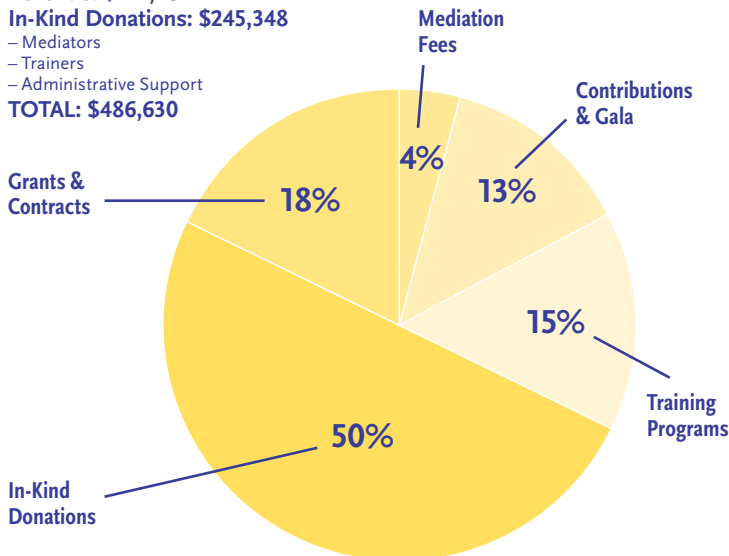
REVENUES:

Revenue: \$241,282

In-Kind Donations: \$245,348

– Mediators
– Trainers
– Administrative Support

TOTAL: \$486,630



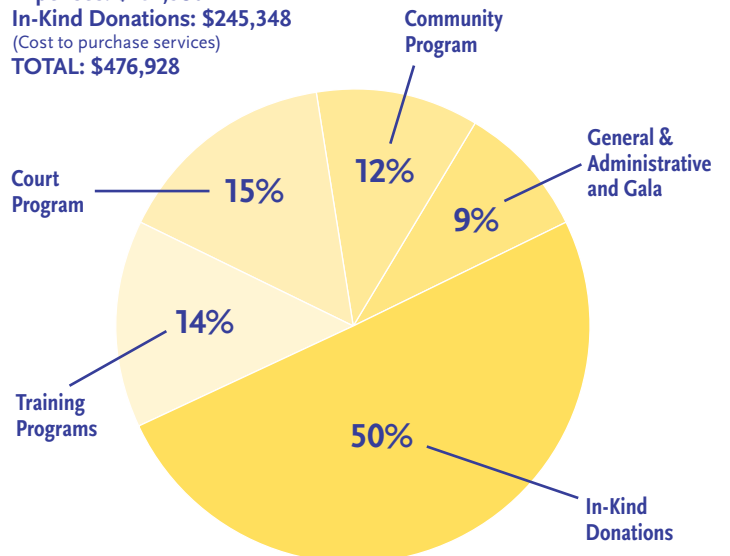
EXPENSES:

Expenses: \$231,580

In-Kind Donations: \$245,348

(Cost to purchase services)

TOTAL: \$476,928



...and invite others to join us in our efforts.