

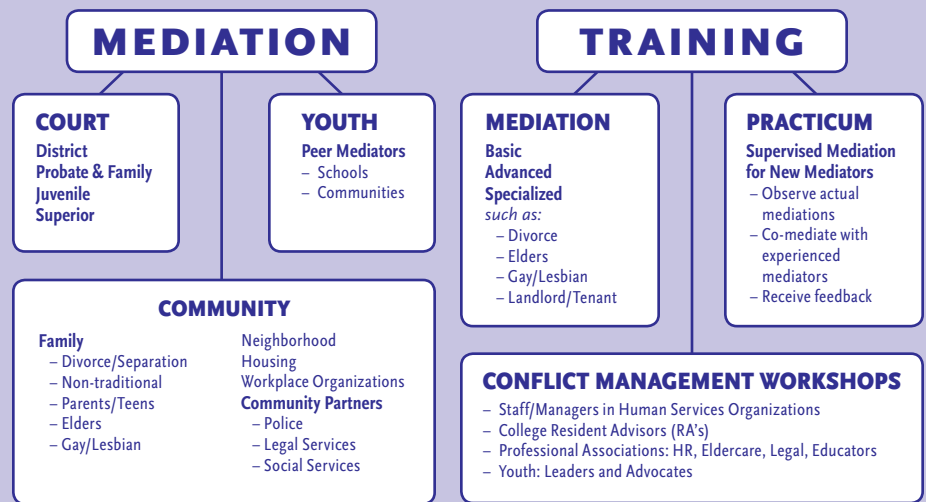
Our Mission:

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:



60 Gore Street, Cambridge, MA 02141 • Tel: 617-876-5376 • Fax: 617-876-6663 • Email: cdscinfo@communitydispute.org • www.communitydispute.org

CDSC Mediation Activity

- Referrals Screened: **392**
- Mediations Completed: **273**
- Mediations Fully Resolved: **65%**
- Individuals Served: **800**
- Hours donated by Volunteer Mediators: **1,070**
- Value of donated services: **\$107,000**

CDSC Training Activity

- Trained in mediation and conflict management skills: **560 participants**
- Trainings and Workshops conducted: **33**
- Training sites:
 - CDSC
 - Schools and colleges
 - Agencies and professional groups

“It is one of the beautiful compensations of this life that no man can sincerely try to help another without helping himself.”

— RALPH WALDO EMERSON



A Year At A Glance

July 1, 2010 – June 30, 2011

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

Disputes resolved through mediation: Our dispute resolution services grew overall by 15%. We served 800 people. Our staff screened 392 referrals. Our pro bono mediators completed 273 mediations: 65% reached full settlement by mutual agreement; the remaining 35% heard each others' point of view and may have gained new understanding and/or narrowed their issues.

Contributed services: Our roster of 65 volunteer mediators donated 1,070 hours, a 40% 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.

We have had the extra benefit of a pro bono development consultant, Ellen Kanner, who is helping us implement a fundraising plan to ensure CDSC's future fiscal health and stability.

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 about their children. Reducing the stress experienced by children in these situations is an important by-product and measure of success.

Court-connected mediation services: In the face of the undiminished economic crisis, the Trial Court has not restored funding cuts to mediation programs across the state. Nevertheless, the need for our mediation services has continued to grow, particularly in eviction cases between tenants & landlords and for consumers & merchants. Thanks to support from the MA 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.

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 "DVD" curriculum, "Dealing with Violence Differently" has been well received by such groups as Boston StreetSafe Streetworkers, Judge Nelson Fellowship high school students, and RA's (Resident Advisors) at numerous area colleges.

Reaching out to elders: CDSC is offering 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.

Trainings multiply: CDSC trained 560 people through 33 different program offerings in mediation and conflict management skills. 49 were new mediators entering the field, having completed our 33-hr Mediation Training held each Fall and Spring. Many new mediators participated in the Practicum, an opportunity for supervised mediation experience in the courts.

CDSC offered various advanced seminars for mediators' professional development, including Divorce, Landlord/Tenant, and Mediator Communication. We held several workshops on skill-building as part of staff development for many area agencies. We also continued a popular tele-seminar series that addressed topical issues involving mediation, including the Israel-Palestinian conflict, home foreclosure and the role of an ombuds.

Celebration: At our *Spirit of Mediation* gala in the Fall of 2010, CDSC presented Community Peacemaker Awards to Peace First and Steven & Linda Brion-Meisels *plus* our first Spirit of Mediation award to Jack Wofford.

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Chinese Delegation on ADR Study Tour, hosted by Gail Packer and Hon. Wendie Gershengorn.



Elizabeth Stokoe, UK Professor.



Nigerian Delegation with MA Attorney General Martha Coakley.



Advanced Landlord/Tenant Training for CDSC Mediators with Debra Filiurin, CDSC's District Court Supervisor.



Boston Streetsafe Streetworkers.



Pine Manor RA's.



MA International Academy RA's.



33 Hour Mediation Training Spring 2011.



MA College of Art and Design RA's.



33 Hour Mediation Training Fall 2010.

2011 Spirit of Mediation Gala



Cambridge Housing Authority staff.



2011 Spirit of Mediation Gala Honorees, L-R:
Martha Walz, MA State Representative
Robert Lewis, Jr., VP of Program, The Boston Foundation
Hon. Judith Dein, Chief US Magistrate Judge

Anthony Brooks, WBUR
Master of Ceremonies.

Our Donors

July 1, 2010 – June 30, 2011

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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OR THROUGH OUR WEBSITE AT:

www.communitydispute.org

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

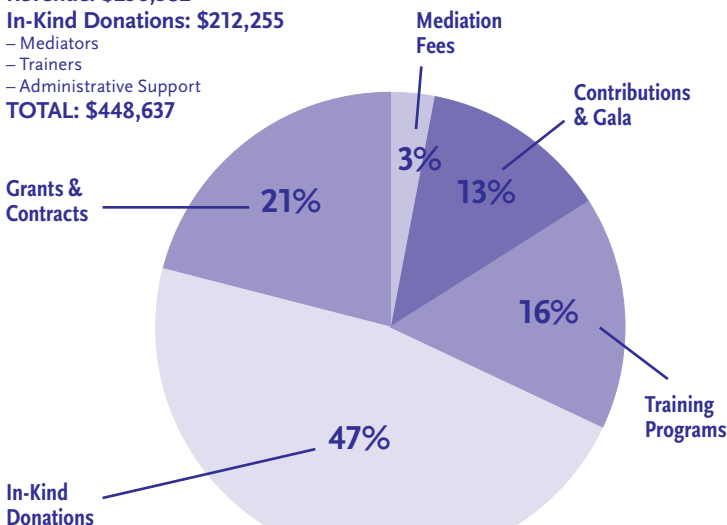
REVENUES:

Revenue: \$236,382

In-Kind Donations: \$212,255

– Mediators
– Trainers
– Administrative Support

TOTAL: \$448,637



EXPENSES:

Expenses: \$240,061

In-Kind Donations: \$212,255

(Cost to have purchased services)

TOTAL: \$452,316

