



- Somerville/Cambridge Elder Fair -



- Divorce Mediation Training Spring 2015 -



- Basic Mediation Training Fall 2014 -



- Legislative Advocacy -



- Visiting Dignitaries from South Korea -



- Streetworkers/Boston Center for Youth & Families -



- Heading Home -



- Gail in the news, The Boston Globe -



# Community Dispute Settlement Center

## ANNUAL REPORT ~Fiscal Year 2015~



- Tenant Assistance Program, Madison Park -



- Emerson College -



- Facilitation for Groups in Conflict -



- Belmont After School Enrichment Collaborative -



- CDS Center Volunteer Appreciation -



- Habitat for Humanity -

# Got Conflict? <sup>SM</sup>



## 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.

## WORKSHOPS & TRAINING

### Customized Workshops in Conflict Skills

- Non-profit agencies
- Professional groups
- Schools and Colleges/  
Residential life
- Staff development
- Youth & Youth advocates

### Mediation Training

- Lawyers
- Mental health professionals
- Human resource specialists
- Educators
- Law enforcement
- Business professionals

**ELDERCARE**

**NEIGHBORS**

**FAMILY: DIVORCE/SEPARATION**  
▶ Parent Mediation Program: 4 hours  
FREE mediation for eligible couples.

**CONSUMERS/SMALL CLAIMS**

▶ Mediate on-site in any of three District Courts: Cambridge, Waltham & Woburn.

**LANDLORD/TENANT**

▶ Mediation can prevent eviction and the crisis of homelessness.

**WORKPLACE**

▶ Unaddressed conflict can impede productivity. Come talk it out.

**LGBTQ**

**PARENTS/TEENS**

# Mediate It!

## OUR SERVICES

### MEDIATION

#### COMMUNITY

Family  
- Divorce/Separation  
- Parents/Teens  
- Elders  
- LGBTQ  
Neighborhood  
Housing  
Workplace  
Organizations  
Community Partners  
• Police  
• Legal Services  
• Social Services

#### COURT

District  
Probate & Family  
Juvenile  
Superior  
Land

#### YOUTH

Peer Mediators  
- Schools  
- Communities

### TRAINING

#### MEDIATION

Basic  
Advanced  
Specialized, e.g.  
- Divorce  
- Elders  
- LGBTQ  
- Landlord/Tenant

#### PRACTICUM

Supervised Mediation for New Mediators  
- Observe actual mediations  
- Co-mediate with experienced mediators  
- Receive feedback

#### CONFLICT MANAGEMENT WORKSHOPS

- Staff/Managers in Human Services Organizations  
- College Resident Advisors (RA's)  
- Professional Groups: HR, Eldercare, Legal, Educators  
- Youth: Leaders and Advocates

# Why CDSC Matters: Conflict hurts. Mediation helps.

**1,230 people benefited from CDSC's peacemaking services**

## Disputes resolved through mediation:

- Screened 395 referrals.
- Mediated 256 disputes.

CDSC measures success by progress toward resolution: 67% were resolved by mutual agreement, and the other 33% met face to face and heard each other's points of view; many gained new understanding and/or narrowed their issues.

## Trainings provided in mediation & conflict skills:

- Trained 590 participants in mediation and conflict management skills.
- Customized and conducted *Got Conflict?* workshops: elder residents and managers in public housing; at-risk youth and youth advocates; staff dealing with civil/human rights issues; professional groups of human services providers; RA's on college campuses.
- Trained delegation of visiting dignitaries from South Korea in our model of community mediation.

## CDSC runs on volunteer power:

Our ability to leverage significant people resources makes CDSC both a cost-effective investment and an affordable low-cost option.

**64 Pro Bono Mediators donated 1,290 hours.**

3rd Annual *Mimi Grosser Volunteer Recognition Award* went to: Janice Durham and Steve Morr-Winemann, mediators affiliated with CDSC for 22 and 8 years respectively, for their outstanding service.

*Extra special appreciation to:*

- Ellen Kanner, for 5 years of excellent pro bono development consulting.
- Mimi Grosser, for 27 years of extraordinary service.

## Reaching out to youth:

CDSC trained youth in alternative schools, colleges and community-based settings with our curriculum, *Deal with Violence Differently: Streetworkers/Boston Centers for Youth & Families, Judges Nelson and Lindsay Fellows and college Resident Advisors.*

## Reaching out to elders:

CDSC provided on-site conflict skills workshops to senior residents in public housing sites as part of the MassHousing/Tenant Assistance Programs (TAP) as well as to other senior groups in Cambridge and other communities.

## Recognition:

- The Boston Globe featured CDSC in the news: *Mediator seeks peace in all types of venues*, June 7, 2015.
- National Association for Community Mediation (NAFCM) presented our Mimi Grosser with their Quarterly Volunteer Award, Spring 2015.

## New Initiatives

**Groups in conflict:** Responding to an emerging need to deal with groups in conflict, CDSC partnered with the Public Conversation Project, who conducted training sessions for 40 mediators in facilitating group conflict.

**Summit for Teen Parents:** CDSC participated in an advisory consortium with Brigham & Women's Hospital, planning an annual forum for teen empowerment.

**Cambridge Non-Profit Coalition:** CDSC joined the leadership steering committee to help identify community needs and promote city-wide collaboration.

## Celebrating Community Peacemakers:

At our annual *Spirit of Mediation Bash* in Fall 2014, CDSC presented Community Peacemaker Awards to:

- **John Fiske**, lawyer & mediator at Healy Fiske Richmond & Matthew, pioneer in the field of family mediation.
- **Chandra Banks**, Conflict Mediator for Cambridge Public Schools District, committed to violence prevention and youth advocacy.



## BOARD OF DIRECTORS

Alisha Bloom, *President*  
General Counsel,  
ika Systems

Matthew Moschella, *Vice President*  
Attorney, Sherin and Lodgen, LLP

Michael Massicotte, *Treasurer*  
Finance & Administration Professional

Jack Esher, *Clerk*  
Attorney & Mediator  
Altman, Riley & Esher LLP

Chris Brodie  
Negotiation & Conflict Competency Coach  
CDSC Pro bono mediator

Debbie Evans  
Attorney & Mediator

Michael Leshin  
Attorney & Mediator  
Ginsburg Leshin Gibbs & Jones, LLP

Steven Manos  
Mediator; Chief Operating Officer,  
Brandeis University

Nathan Taber  
Marketing Programs Manager

Alan Webber  
Executive Director,  
Wilmington Family Counseling

Conna Weiner  
Independent Mediator,  
Arbitrator and Consultant

Emily Weiner  
Associate Director of The Lewis Institute  
& Babson Social Innovation Lab

## ADVISORY BOARD

James Grumbach, *President Emeritus*  
Attorney & Mediator

Clarence Cooper  
Suffolk University School  
of Management

Patrick Field  
Consensus Building Institute

Vivian Hsu  
HSU & Associates LLC

Claudia Kaufman  
Marketing Consultant

Freddie Kay  
Former Director,  
MA Office of Dispute Resolution

Victoria Lazzell  
Boston Private Bank

Barbara Lund  
Dovetail Health

James McGuire  
JAMS

Edye Rulin  
Non-Profit Financial Manager

Jacqueline Sonnabend  
Consultant

John G. Wofford  
Mediator

Frank Zito  
CBIZ Tofias

## STAFF

Gail S. Packer  
*Executive Director*

Debra Filiurin  
*District Court Supervisor*

*Intern:*  
Ogochukwu Ngobidi  
Wheelock College School of Social Work

Molly Froelich  
*Case Coordinator*

Danae Kristiansen  
*Office Manager*

## VOLUNTEER MEDIATORS

Judy Abrams  
Chris Affleck  
Maria-Paz Avery  
Mark Bamford  
Barbara Beardslee  
Martha Belden  
Brian Blancke  
Monique Bleriot  
Chris Brodie  
Melissa Brodrick  
Halee Burg  
Amy Cashore-Mariani  
Sarah Chase  
Jeanne Cleary  
Lynn Cooper  
Janice Durham  
Lydia Edwards  
Dawn Effron  
Debra Filiurin  
Jeffrey Fink

Cathleen Finn  
Ruth Freedman  
Kimberly Frizzi  
Gary Gill-Austern  
Frederick Golder  
Steven Greenzang  
John Hachem  
Arline Kardasis  
Roberta Kosberg  
Audrey Lee  
Jo-Ann Leinwand  
Ruven Liebhaber  
Steve Lilly-Weber  
Stephen Linsky  
John Maiona  
Harry Manasewich  
Miriam Mandell  
Thomas Marton  
Mindy Milberg  
Steve Morr-Wineman

Amy Nee  
Shippen Page  
Cynthia Pasciuto  
Paul Pedulla  
Richard Reilly  
Ana Carolina Riella  
Natalie Roberge  
Cynthia Runge  
Zach Thorp See  
Steven Seeche  
Susan Sloane  
Robert Smith  
Ann Sullivan  
Ellen Sullivan  
Gillien Todd  
Robert Tuchmann  
Kim Whelan  
Fran Whyman  
Justin Wright

# OUR DONORS

July 1, 2014 – June 30, 2015

We thank those who, in the past year, have demonstrated a commitment to community mediation through their financial support of CDSC, and invite others to join us in our efforts.

**Foundation & Contract Support**  
 Cambridge Community Foundation (CCF)  
 CCF Americo J. Francisco Elder Fund  
 Massachusetts Bar Foundation  
 MA Office of Attorney General  
 MA Office of Public Collaboration (MOPC)  
 - Community Mediation Center  
 - Parent Mediation Program

Jacqueline Sonnabend  
 Conna Weiner  
 John G. Wofford

**\$250-\$499**  
 Maria-Paz Avery  
 Mark Bamford  
 Genevieve Berumen & Saul Tannenbaum  
 Courtney Brady  
 Melissa Brodrick  
 Cambridge Family & Children's Services  
 Cambridge Trust Company  
 Consensus Building Institute  
 Jeanne Cleary  
 Judith Dein  
 EbLens Clothing & Footwear Stores  
 Stuart Fischer & Jeanette Mall  
 Richard Godes  
 Dwight Golann  
 Mo Griffin  
 Brad & Jane Honoroff  
 Hsu & Associates, LLC  
 Rudy & Helen Kass  
 Rufus & Jacquelyn Lazzell  
 Jo-Ann & Martin Leinwand  
 Michael & Rosalyn Leshin  
 M.I.T  
 Barbara Lund  
 Michael & Lisa Massicotte  
 Richard Reilly & Judy McMorro  
 Sara Rubin & David Montanari  
 David & Daria O'Connor  
 Natalie Roberge  
 Hon. Eileen Shaevel (ret.)  
 Maria Sinanis  
 Robert & Naomi Tuchmann  
 Eric Van Loon  
 Kim Whelan Mediation

**Bash & Friends Appeal Donors**  
**\$2,500-\$4,500**  
 Gardiner Howland Shaw Foundation  
 Steve Manos & Barbara Rubel  
 Eric & Shirley Paley  
 The Mediation Group  
 Emily Weiner

**\$1,000-\$2,000**  
 Alisha Bloom  
 Boston Law Collaborative, LLC  
 Jack Esher  
 Ginsburg Leshin Gibbs & Jones, LLP  
 Mimi Grosser  
 Freddie Kay  
 James & Claire McGuire  
 Gail Packer & Warren Kaplan  
 Shippen Page & Anne St. Goar  
 Edye Rulin  
 Ellen Semonoff  
 Susan Sloane & Ken Madden  
 Gillien Todd & Kingsley Taft

**\$500-\$800**

Judy & Jerry Abrams\*  
 Anonymous  
 Barbara Beardslee  
 Chris Brodie  
 James Grumbach & Beth Butler  
 Healy, Fiske, Richmond & Matthew LLP  
 JAMS  
 Ellen Kanner  
 Claudia Kaufman  
 Bernie Lebow & Barbara Guilfoile/  
 Signworks  
 Steve Lilly-Weber\*  
 Matthew Moschella/Sherin & Lodgen LLP  
 Carmin Reiss & Eric Green/  
 Resolutions, LLC  
 Robertson-Calbi Group at Merrill Lynch  
 Robert & Elizabeth Smith

**\$20-\$249**  
 Rachel Albert & Bill Bradley  
 Anonymous  
 Gloria Arruda  
 Jillian Auerbach  
 David Babik  
 Richard Barbieri  
 Joel & Betsy Bard  
 Alaine Behler  
 Phyllis Bernstein  
 Margie & Buzz Birnbaum  
 Mark Bleier

Gloria & Buzz Bloom  
 Jim Bricker  
 Israella Brill-Cass  
 Linda Brion-Meisels  
 Susan Brown  
 Lee Brown & Larry Duberstein  
 Kim Burman  
 Amy Cashore-Mariani  
 Mark Cason-Snow  
 Sarah Chapple-Sokol  
 Julian Chu  
 Clark, Hunt, Ahern & Embry  
 Richard Cohen  
 Commonwealth Mediation, Inc.  
 Kathy & Bob Conway  
 Mark Coven & Judy Levenson  
 John & Holly Cratsley  
 Adina Davidson  
 Anita Diamant  
 Margaret Drury  
 Brandon Dunn  
 Janice Durham  
 Priscilla Ellis  
 Raymond Ewer  
 Catherine Farrell  
 Addie Fiske  
 Jeffrey Fiske  
 John Fiske  
 Kate Frank  
 Ruth & Don Freedman  
 Stephen Frenkel  
 Lynne & Bob Gaynor  
 David & Ellen Gibbs  
 Gary & Brita Gill-Austern  
 Mark Gillespie  
 Robyn & Sol Gittleman  
 Betty Goldstein  
 Myra & Roy Gordon  
 Ericka Gray  
 Lisa Gray  
 Virginia Grumbach  
 Monica Halas  
 George Halfkenny  
 Barbara & Stuart Hauser  
 Susan Hegel  
 Sally Higginbotham  
 Jane Hilbert-Davis  
 Roberta Hodson & Herbert Korn  
 Catherine Hoffman  
 David Hoffman  
 Amy Hood  
 Bill Howard  
 Mark & Susan Irvings

Michael Kalikow  
 Rackham Karlsson  
 Jamie Katz  
 Chris Kauders  
 Joyce Kauffman  
 Barbara Kellman  
 Cheryl & David Kiser  
 Roberta Kosberg  
 Lee & Robert Larkin  
 Liz Leahy  
 Jay & Katherine Levin  
 Mike Lew  
 Carol Liebman\*  
 Stephen Linsky  
 Eric Lockwood  
 Tom & Linda London  
 Carol Lumm  
 David Maher  
 Susan Matthew  
 Sally McCoubrey  
 Elizabeth Meyer  
 Mindy Milberg  
 Beryl Minkle & Haakon Chevalier  
 Alan Minuskin  
 Stephen & Barbara Neel  
 Diane Neumann  
 Buddy & Lynda Packer  
 James Packer & Martha Kramer  
 Joanne Packer  
 Paul Pedulla  
 Ruby Pierce-Donohue  
 Cynthia Runge  
 Dawn Russell\*  
 Frank Sander  
 Marsha Saylor  
 David Seibel  
 Nancy Seymour  
 Zoya Slive  
 Lisa Smith  
 Thomas Smith  
 Richard Snyder  
 Debra Sosin & Warren Schwartz  
 Ilene Spiro & Ira Schor  
 Hayley Spizz  
 Judith Stein & Ken Dardick

Orna & Yosef Stein  
 Art Stewart  
 Peter Sturges & Sasha Lauterbach  
 Ellen & John Sullivan  
 Christopher Sweeney  
 Donna Tobin  
 Rep. Timothy Toomey  
 Anne & Sheldon Towson  
 Edna Travis & Bernard Adams  
 Katherine Triantafillou  
 Beth & Lewis Turner  
 Laurie Jo Wallace  
 Marion Wasserman  
 Jane Williams

**Pro Bono Services**  
 Cambridge Family & Children's Services  
 MA Continuing Legal Education

**> Pro Bono Staff:**  
 Mimi Grosser, Case Coordinator  
 Ellen Kanner, Development Consultant

**> Pro Bono Trainers:**  
 Jeanne Cleary  
 Jeffrey Fink  
 Joyce Kauffman  
 Hon. Maureen Monks  
 Robert Smith

**> Pro Bono Interns:**  
 Turquoise Collins, Wheelock College  
 School of Social Work  
 Blair Dawkins, Boston University  
 School of Social Work  
 Clara Huergo, Emerson College

**> Annual Bash:**  
 The Lewis Institute & Babson Social Innovation Lab  
 Daniel Thompson, videographer  
 Silent Auction: 45 businesses and individuals

\*Donation to the Mimi Fund



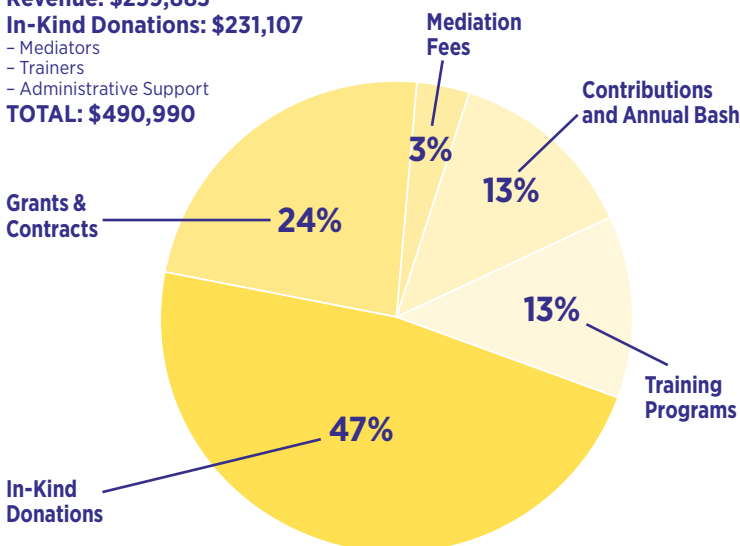
**Mimi Grosser Scholarship Fund**

CDSC has created a permanent fund in the name of Mimi Grosser, celebrating her 25+ years of volunteer service with CDSC. The *Mimi Grosser Scholarship Fund* honors exceptional CDSC volunteers and provides scholarship support for deserving participants of CDSC training and professional development programs.

Tax-deductible donations can be made directly to: **CDSC, 60 Gore St., Cambridge, MA 02141**  
 Or through our website at: [communitydispute.org/get-involved/donate](http://communitydispute.org/get-involved/donate)

**REVENUES:**

Revenue: \$259,883  
 In-Kind Donations: \$231,107  
 - Mediators  
 - Trainers  
 - Administrative Support  
**TOTAL: \$490,990**



**EXPENSES:**

Expenses: \$274,413  
 In-Kind Donations: \$231,107  
 (Cost to purchase services)  
**TOTAL: \$505,520**

