ANNUAL REPORT
-Fiscal Year 2021-

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www.communitydispute.org

Housing & Eviction Training for CDSC Mediators

Fall 2020 Mediation Training Class

Habitat for Humanity Conflict Skills Workshop

Nelson Lindsay Fellows/US District Court Mediation Skills Training

MIT REFS (Resource for Easing Friction & Stress) Conflict Skills Workshop

Spring 2021 Mediation Training Class
Got Conflict?

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.

Mediate It!

CONSUMERS/SMALL CLAIMS
Mediate on-site in any of three District Courts: Cambridge, Waltham & Woburn.

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

CONFLICT COACHING
1-to-1 conflict strategies

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

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

CONFLICT SKILLS WORKSHOPS
- Staff/Managers in Human Services Organizations
- College Resident Advisors (RA’s)
- Professional Groups: HR, Eldercare, Legal, Educators
- Youth: Leaders and Advocates
- Municipal/Public Entities/Law Enforcement

FOR GROUPS
- Non-profit boards
- Workplace teams
- Housing communities
- Social change activists
- Municipal agencies
- Schools & Colleges

OUR SERVICES
MEDIATION
COMMUNITY
- Family
- Divorce/Separation
- Parents/Teens
- Elders
- LGBTQIA+
- Housing
- Neighborhood
- Prisoner Re-Entry
- Workplace/Organizations
- Community Partners
- Police
- Legal Services
- Social Services

COURT
- District
- Probate & Family
- Juvenile
- Superior
- Land

YOUTH
- Schools
- Communities

FACILITATION

NEIGHBORS

ELDERCARE

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

LGBTQIA+

PARENTS/TEENS

60 Gore Street, Cambridge, MA 02140 • Tel. 617-876-5376 • www.communitydispute.org • cdscinfo@communitydispute.org
Why CDSC Matters: Leading a Conflict Revolution.

1,154 people benefited from CDSC’s peacemaking activities.

MEDIATION SERVICES: 522 people served.

397 referrals screened and 82 disputes mediated. CDSC measures success by progress toward resolution: 63% were resolved by mutual agreement, and the other 37% met face to face and heard each other’s points of view; many gained new understanding and/or narrowed their issues.

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.

68 Pro Bono Mediators donated 642 hours.

9th Annual Mimi Grosser Volunteer Recognition Award went to four mediators for their outstanding service: Mark Bamford, Fred Golden, Deborah Heller, Jefferson Cruz Ruales.

TRAINING SERVICES: 632 people served.

- 38 new mediators launched, successfully completing 32-hour Mediation Training.
- 238 community members attended free Got Conflict? Info Sessions about our services.
- 240 people participated in Conflict Skills Workshops, increasing their confidence and competence in handling conflict.

Got Conflict?™ Deal with Conflict Effectively: Tools for Your Toolbox:

Customized conflict skills workshops for a diverse array of organizations and businesses:

- Youth peer leaders & adult youth advocates, at-risk youth and teen parents
- Elder residents in public housing and elder care professionals
- Professional groups of human services providers
- Resident Advisors (RA’s) on college campuses and Grad Student Leader REFS = Resource for Easing Friction & Stress
- Workplace staff for team building within and external interaction with clients/customers/guests.
- First-time Homeowners

ACCOMPLISHMENTS:

- **Response to COVID:** Due to the persistence of the COVID-19 pandemic, CDSC has successfully continued to adapt and re-invent our mediation and training services to be virtual, using Zoom platform and, if needed, telephone conferencing to continue to meet the needs of people experiencing conflicts during this most challenging time.

- **Homelessness Prevention & Eviction Diversion:** With state public funding, CDSC promoted and implemented housing mediation to help tenants and landlords navigate the pandemic-induced financial strains and access a complex array of resources with the goal of preventing evictions, preserving tenancies and supporting housing stability.

- **Diversity Initiative:** CDSC pro-actively engaged in a Diversity Equity & Inclusion initiative with the goal of increasing the diversity of our Mediators as to race/ethnicity and bi-lingual capacity, ultimately to better serve the multicultural needs of the community. CDSC hosted two listening sessions, to learn what’s needed from voices in the community as well as from within CDSC. This is a marathon, not a sprint, and remains a CDSC strategic priority.

Celebrating Community Peacemakers:

At our annual Spirit of Mediation BASH Fall 2020, held virtually, CDSC presented its Community Peacemaker Award by honoring the life and legacy of the late Bobby Jo Leaster, in tribute to the memory of his extraordinary dedication as a Streetworker, advocating for at-risk youth and intervening to prevent gang violence.
Our Donors
July 1, 2020 – June 30, 2021

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
Banfi Vintners Foundation
Cambridge Community Foundation
City of Cambridge/ David Relief Housing
Do the Right Thing Foundation
Foley Hoag/Diversity Initiative
Massachusetts Bar Foundation
MA Office of Attorney General/ Face to Face
MA Office of Public Collaboration (MOPC)
– Community Mediation Center
– Youth Development Program
– Parent Mediation Program
– Prisoner Re-Entry Meditation
MA Trial Court
Singing Field Foundation

Bash & Friends Appeal Donors
$2,000–$4,000
Jack Esher & Karen Schwartz
Gardiner Howland Shaw Foundation
James Grumbach & Beth Butler/
Boston Law Collaborative, LLC
Brad & Jane Honoroff/ The Mediation Group
Gail Packer & Warren Kaplan
Eric & Shirley Paley
Ellen Semonoff
Robert & Elizabeth Smith
Mark & Grace Sullivan

$1,000–$1,999
Stuart Fischer & Jeanette Mall
David Hoffman/ Boston Law Collaborative, LLC
Liz Leahy
Bernie Lebow & Barbara Guiffoile/
SignWorks Group
Jo-Ann & Martin Leinwand
Steve Manos & Barbara Rubel
Shippen Page
Gillian Todd & Kingsley Taft

$500–$999
Barbara Beardslee
Patricia Bernstein
Melissa Brodrick
Becky Buell & Rick Bauer
John DiGiovanni/
Trinity Property Management
Eastern Bank
Molly Frolich
Gary & Brita Gill-Austern
Robert Gittens/Cambridge Family
& Childrens Services
Dwight Golani
Ariane Kardasis
Frede Kay
Ellen & John Sullivan
Ellen Waldorf/Waldorf Mediation
John Wofford

$200–$499
Anonymous
Judy & Jerry Abrams
Mark Bamford
Debbie Bieri
Alisha Bloom
Bill Boris-Schacter
Century Bank
Julian Chu
Jeanne Cleary
Jeanne Cleary Mediation
John & Holly Cratsley
Judith Dein & Alan Reisch
Emily Dexter
Janice Durham
Sue Fazo & Brenda Carder
Ruth & Don Freeman
David & Ellen Gibbs
Frederick Golder
Rachel Goldman & Michele Lenke
Tim Hogan/BHJC & Co, PC
Deborah Heller
Ellen Kanner
Chris Karam
Joyce Kaufman/Kaufman Law & Mediation
Claudia Kaufman
Michael & Rosalyn Leshin/
Ginsburg & Leshin, LLC
Sarah Levy
Barbara Lund
Amy Cashore Mariani/
Mariani Mediation Services LLC
Michael Massicotte

$25–$199
Anonymous
Beth Altman*
Maria-Paz Avery
David Babik
Karen Baratta
John Berke
Mark Bleier
Linda Brion-Meisels
Susan R. Brown
Lee Brown & Larry Duberstein
Lydia Carbone
Walter & Pauline Cashore
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Kristal Corona
Barbara & Paul Couturier
Mark Coven
Anita Diamant
Rodney Dowell
Margaret Drury
Raymond Ewer
Toby Farman
Debra Filiurin

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

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.

*Donation to the Mimi Fund

REVENUES:
Revenue: $448,720
In-Kind Donations: $79,379
- Mediators: $64,200
- Administrative Support: $13,599
- Trainers: $1,580
TOTAL: $528,099

EXPENSES:
Expenses: $360,417
In-Kind Donations: $79,379
(Cost to purchase services)
TOTAL: $439,796

63% Grants & Contracts
15% In-Kind Donations
12.5% Contributions and Annual Bash
8% Training Programs
1.5% Mediation Fees
15% In-Kind Donations
13% Training Programs
22% Community Programs
22% General & Administrative and Fundraising
25% Court Programs