



Housing & Eviction Training
for CDSC Mediators

Building Bridges • People to People • Face-to-Face



Community Dispute Settlement Center

ANNUAL REPORT ~Fiscal Year 2021~

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



Fall 2020
Mediation Training Class



Habitat for Humanity Conflict Skills Workshop



Nelson Lindsay Fellows/US District Court
Mediation Skills Training



Spring 2021 Mediation Training Class



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

Got Conflict? SM



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.

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.

TENANT/LANDLORD

↘ Mediation can prevent eviction and the crisis of homelessness.

WORKPLACE

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

LGBTQIA+

PARENTS/TEENS

Mediate It!

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

CONFLICT COACHING

1-to-1 conflict strategies

FACILITATION

FOR GROUPS

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

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

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 Golder, 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?*SM 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.

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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.

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- Parent Mediation Program
- Prisoner Re-Entry Mediation
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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.

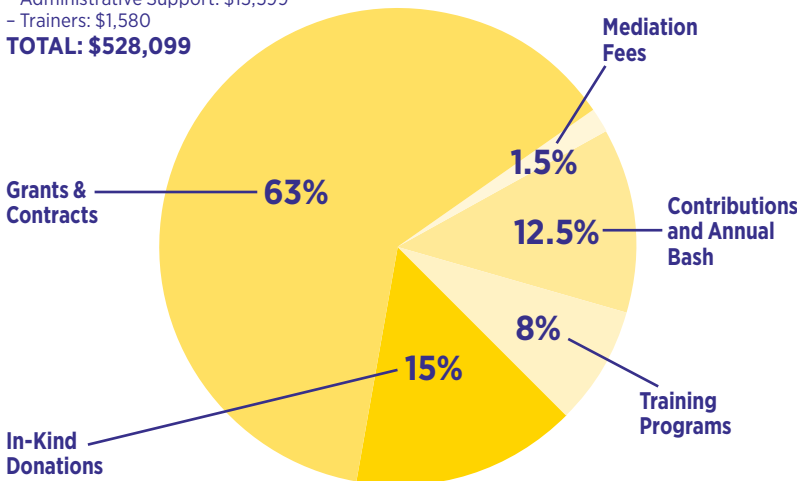
REVENUES:

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

