Fiscal Year 2019

ANNUAL REPORT

Volunteer Appreciation Party
Watertown Public Library
Habitat for Humanity
TAP Melrose/Fuller House
Girl Scouts of Eastern MA
Boston Center for Independent Living
MIT REFS (Resource for Easing Friction & Stress)

Cambridge Women’s Center
Pine Manor College Student Leaders
Bay Cove Human Services

Building Bridges • People to People • Face-to-Face
Community Dispute Settlement Center
ANNUAL REPORT
~Fiscal Year 2019~

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

Mediate It!

OUR SERVICES

COMMUNITY
- Family
- Divorce/Separation
- Parents/Teens
- Elders
- LGBTQ

Housing
Neighborhood
Prisoner Re-Entry
Workplace/Organizations
Community Partners
- Police
- Legal Services
- Social Services

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

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

YOUTH
- Schools
- Communities

FACILITATION

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

TRAINING

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

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

ELDERCARE

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

NEIGHBORS

LANDLORD/TENANT
- Mediation can prevent eviction and the crisis of homelessness.

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

LGBTQ

PARENTS/TEENS
**Why CDSC Matters: Leading a Conflict Revolution.**

1,758 people benefited from CDSC's peacemaking activities.

**MEDIATION SERVICES: 664 people served.**

427 referrals screened and 254 disputes mediated. CDSC measures success by progress toward resolution: 60% were resolved by mutual agreement, and the other 40% 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 us a cost-effective investment and an affordable low-cost option.

66 Pro Bono Mediators donated 1,063 hours.

7th Annual Mimi Grosser Volunteer Recognition Award went to Steve Seeche and Amy Cashore Mariani for their outstanding service. Special celebrity guest: Padraig O’Malley, international peacemaker with Cambridge roots.

**TRAINING SERVICES: 1,094 people served.**

- 29 mediators launched, successfully completing 33-hour Mediation Training.
- 54 mediators enrolled in our Continuing Education Seminars.
- 562 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:

- at-risk youth, teen parents, girl scouts and youth leaders/advocates
- elder residents in public housing and elder care professionals
- staff dealing with human/civil rights issues
- professional groups of human services providers
- Resident Advisors (RA’s) and Student Leaders on college campuses
- Human Resource (HR) teams in the workplace.

**NEW INITIATIVES:**

- **Probate & Family Court in Middlesbrough/Cambridge and Suffolk/Boston:** providing on-site mediation services for couples with parenting issues, in partnership with MA Dept of Revenue and MA Office of Public Collaboration.
- **Juvenile Court in Cambridge:** mediating HPO’s (Harassment Prevention Orders) between teens to avoid the potential of their ending up with the long-standing consequences of a criminal record. Currently expanding to include C&P (Care and Protection) and CRA (Child Requiring Assistance) cases in the year ahead. Thanks to the supportive leadership of Hon. Kenneth King and Hon. Judge Gloria Tan.
- **Prisoner Re-Entry Mediation:** offering mediation to prisoners just prior to their release and “re-entry” back into the community. Modeled after a program in Maryland, CDSC’s mediators and staff are involved in this inspiring and expanding project, working closely with the Suffolk House of Corrections, South Middlesex Dept of Corrections, and MCI Framingham.
- **Collaboration with Youth & Police:** working with Cambridge youth and Cambridge Police Department to promote positive conflict engagement through training workshops and photo-video. In this 2-year project, our community partners have been Boys&Men at Moses Youth Center and The Hip Hop Transformation (THHP) and ACCESS at Cambridge Community Center. Thanks to funding from JAMS and ACR (Association for Conflict Resolution), in close partnership with MA Office of Public Collaboration.

**Celebrating a Community Peacemaker among us:** At our annual Spirit of Mediation BASH Fall 2018, CDSC presented its Community Peacemaker Award to our Executive Director, Gail Packer, in celebration of her 30 years of leadership at the helm.
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.

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

Donation to the Mimi Fund