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!

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
- Schools
- Communities

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

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

NEIGHBORS

ELDERCARE

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

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:
Conflict hurts. Mediation helps.

1,566 people benefited from CDSC’s peacemaking services
Disputes resolved through mediation:
• Screened 475 referrals, 22% increase from last year.
• Mediated 299 disputes, 15% increase.

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.

Trainings provided in mediation & conflict skills:
• Trained 790 participants in mediation and conflict management skills, 22% increase.
• Customized and conducted Got Conflict? workshops; elder residents in public housing and elder care professionals; at-risk youth and youth advocates; staff dealing with civil/human rights issues; professional groups of human services providers; RA’s on college campuses.
• Conducted a Training of Trainers and expanded our team with 5 new trainers.

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 1,356 hours.
4th Annual Mimi Grouse Volunteer Recognition Award went to Ruven Liebhaber and Ellen Sullivan, mediators affiliated with CDSC for 5 and 16 years respectively, for their outstanding service.

NEW: Facilitation services for groups:
Responding to an emerging need from groups in conflict, CDSC has expanded our services to include facilitation. Special thanks to Essential Partners, formerly the Public Conversation Project, who provided training and consultation to our mediators and staff. We launched our facilitation services this year and worked with several groups: housing co-op, social justice activists, and high school admin/faculty.

Reaching out to youth:
CDSC trained youth in alternative schools, colleges and community-based settings with our curriculum, Deal with Conflict 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:
• Our Executive Director, Gail Packer, received the John Fiske Award of Excellence by the MA Council of Family Mediators (Fall 2015)
• Cambridge Mayor David Maher hosted a Volunteer Appreciation reception
• CDSC was one of three programs spotlighted to share our volunteer story.

Partnerships:
Cambridge Non-Profit Coalition: CDSC participates on the leadership Steering Committee to help identify community needs and promote citywide collaboration within the non-profit sector.

MA Office of Public Collaboration & the MA State Legislature: together we successfully secured public funding for community mediation for the 5th year.

Exploration of new initiative:
Prisoner Re-Entry Mediation: Inspired by a program in Maryland, CDSC’s mediators and staff learned about a unique and innovative approach to provide mediation services to prisoners at point of their re-entry back into the community. Next program steps subject to funding.

Celebrating Community Peacemakers:
At our annual Spirit of Mediation Bash in Fall 2015, CDSC presented Community Peacemaker Awards to:
• Hon. John Cratsley (Ret.), lifetime achievement in the field of mediation and ADR
• Jon Feinman, innovation as founder & Executive Director of Inner City Weightlifting
• Cambridge Rindge & Latin Mediation Team, youth leaders as Peer Mediators
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.

OUR DONORS
July 1, 2015 – June 30, 2016

Foundation & Contract Support
Cambridge Community Foundation
Massachusetts Bar Foundation
MA Office of Attorney General
MA Office of Public Collaboration (MOPC)

– Community Mediation Center
– Parent Mediation Program

Bank of America
Donations
In-Kind

– Administrative Support
– Trainers

In-Kind Donations: $158,285

REVENUES:
Or through our website at:
CDSC, 60 Gore St., Cambridge, MA 02141

Matthew Moschella/
Steve Lilly-Weber

Judy & Jerry Abrams
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Jeanne Cleary
JAMS

Bernie Lebow & Barbara Guilfoile/
JAMS

Bobbi Tisch & David Ross

Bash & Friends Appeal Donors
$2,500–$5,000

Alisha Bloom
Gardiner Howland Shaw Foundation
Steve Manos & Barbara Rubel
The Mediation Group
Emily Weiner

$500–$1,000

Anonymous
Boston Law Collaborative LLC/
Emily Weiner

The Mediation Group

$25–$249

Paul Parravano/MIT
Sherin & Lodgen LLP

Susan Sloane & Kenneth Madden

$250–$499

Conna Weiner
Witching Wintertino Friend LLP
Wilmington Family Counseling
Services, Inc./Alan Webber
John Wofford

In-Kind Donations: $158,285

John & Holly Cratsley
Jack Ether & Karen Schwartz
Ginsburg Leshin Gibbs & Jones, LLP
Mimi Grosser
James Grumback & Beth Butler
Freddie Kay
Jo-Ann & Martin Leinwand
Jim & Claire McGuire
Gail Packer & Warren Kaplan
Shippen Page & Anne St. Goar
Eric & Shirley Paley

In-Kind Donations

EXPENSES:
(Cost to purchase services)

TOTAL: $436,699

36%

– Training Programs

14%

17%

15%

– General & Administrative

18%

● TRAINING PROGRAMS

– In-Kind Donations

15%

17%

15%

Community Programs

In-Kind Donations

Conna Weiner

Witching Wintertino Friend LLP
Wilmington Family Counseling
Services, Inc./Alan Webber
John Wofford

$250–$499

American Bar Association
Anonymous
Maria-Paz Avery
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Sara Rubin & David Montanari
Jacqueline Sonnabend
Judith Stein & Kenneth Dardick
Ellen John Sullivan
Eric Van Loon
John Weidenbruch
Kim Whelan Mediation

“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.

REVENUES:
Revenue: $265,194
In-Kind Donations: $158,285

Grants & Contracts

In-Kind Donations

27%

20%

15%

14%

15%

18%

17%

36%

16%

4%

20%

16%

4%

38%

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