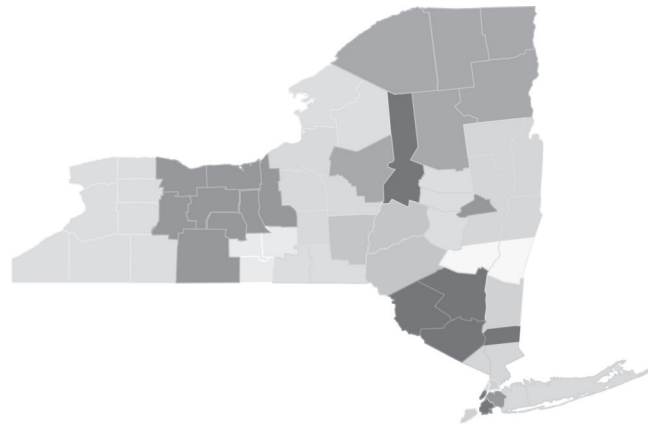


# Community Dispute Resolution Centers Program



## NEW YORK STATE UNIFIED COURT SYSTEM

**Hon. Jonathan Lippman**  
Chief Judge of New York State

**Hon. A. Gail Prudenti**  
Chief Administrative Judge

## SERVING COMMUNITY NEEDS

The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System's Office of Alternative Dispute Resolution and Court Improvement Programs (ADRCIP). The program is a joint local/state effort that provides community forums for the resolution of disputes as an alternative to criminal, civil, and family litigation.

Begun in 1981, the CDRCP is available in all 62 counties of New York State, through local community nonprofit agencies, to provide dispute resolution services—including mediation, conciliation, and arbitration—to individuals, families, organizations, and communities. In addition to providing dispute resolution services, local community dispute resolution centers (CDRCs) offer educational and group-facilitation services.

Referrals are made by agencies, courts, law enforcement, schools, businesses, public defenders, and attorneys. Individuals may also come to their local CDRC through self-referrals, resulting from positive experiences of their own, as well as those of colleagues, friends and neighbors. The earlier a CDRC can provide services to the parties, the less likely it is that disputes will escalate to criminal, family or civil court matters.

**The CDRCP provides dispute  
resolution services at minimal  
or no charge to all residents of  
New York State**

**The CDRCP provides  
services that help  
individuals, families, and  
communities discuss and  
resolve differences for  
themselves**

### RESOLVING CONFLICTS

- Neighbor disturbances
- Small claims disputes
- Landlord/tenant issues
- Consumer/contractor complaints
- Family and parenting matters
- Education and supervision needs
- Decision making and care giving

### MEDIATOR QUALIFICATIONS

Statewide, over 1,500 volunteer and staff mediators share diverse personal, professional and community experiences through the CDRCP. To qualify, they are required to meet ADRCIP standards for initial and advanced training, apprenticeship, annual practice and continuing education. These highly trained professionals are guided by the NYS Model Standards of Conduct, adapted from the Revised Model Standards of Conduct created by the American Arbitration Association, the American Bar Association and the Association of Conflict Resolution.

## COMMUNITY DISPUTE RESOLUTION CENTERS

|   |                |
|---|----------------|
| Albany – Mediation Matters.....                       | (518) 446-0356 |
| Allegany – Center for Resolution and Justice.....     | (716) 362-2323 |
| Broome – ACCORD .....                                 | (607) 724-5153 |
| Cattaraugus – Center for Resolution and Justice ...   | (716) 483-7774 |
| Cayuga – Center for Dispute Settlement .....          | (585) 396-0840 |
| Chautauqua – Center for Resolution and Justice.....   | (716) 483-7774 |
| Chemung – Community Dispute Resolution Ctr .....      | (607) 734-9087 |
| Chenango – Dispute Resolution Center .....            | (607) 334-1984 |
| Clinton – North Country CRS .....                     | (518) 324-5144 |
| Columbia – Common Ground .....                        | (518) 943-0523 |
| Cortland – New Justice Conflict Resolution .....      | (607) 753-6952 |
| Delaware – Dispute Resolution Center .....            | (607) 746-6351 |
| Dutchess – Mediation Center .....                     | (845) 471-7213 |
| Erie – Center for Resolution and Justice .....        | (716) 362-2323 |
| Essex – North Country CRS .....                       | (518) 523-0102 |
| Franklin – North Country CRS .....                    | (518) 358-2255 |
| Fulton – Tri-County Mediation Center .....            | (518) 842-4202 |
| Genesee – Center for Resolution and Justice .....     | (585) 344-2580 |
| Greene – Common Ground .....                          | (518) 943-0523 |
| Hamilton – North Country CRS .....                    | (518) 561-5460 |
| Herkimer – Dispute Resolution Center .....            | (315) 894-9917 |
| Jefferson – Resolution Center.....                    | (315) 785-0333 |
| Lewis – Resolution Center .....                       | (315) 376-7991 |
| Livingston – Center for Dispute Settlement.....       | (585) 243-7007 |
| Madison – New Justice Conflict Resolution .....       | (315) 361-4438 |
| Monroe – Center for Dispute Settlement .....          | (585) 546-5110 |
| Montgomery – Tri-County Mediation Center .....        | (518) 842-4202 |
| Nassau – Long Island Dispute Resolution Ctr.....      | (516) 489-7733 |
| New York City   |                |
| Bronx – IMCR .....                                    | (718) 585-1190 |
| Kings – Brooklyn Mediation Center.....                | (718) 834-6671 |
| New York – Manhattan Mediation Center .....           | (212) 577-1740 |
| New York – Wash. Heights-Inwood Coalition.....        | (212) 781-6722 |
| Queens – Community Mediation Services .....           | (718) 523-6868 |
| Richmond – NYCID .....                                | (718) 815-4557 |
| Niagara – Center for Resolution and Justice .....     | (716) 297-3083 |
| Oneida – Peacemaker Program .....                     | (315) 724-1718 |
| Onondaga – New Justice Conflict Resolution.....       | (315) 471-4676 |
| Ontario – Center for Dispute Settlement.....          | (585) 396-0840 |
| Orange – Dispute Resolution Center .....              | (845) 294-8082 |
| Orleans – Center for Resolution and Justice .....     | (585) 344-2580 |
| Oswego – New Justice Conflict Resolution .....        | (315) 343-8370 |
| Otsego – Dispute Resolution Center.....               | (607) 432-0061 |
| Putnam – Dispute Resolution Center.....               | (845) 225-9555 |
| Rensselaer – Mediation Matters .....                  | (518) 446-0356 |
| Rockland – Mediation Center of CLUSTER .....          | (845) 512-8730 |
| St. Lawrence – North Country CRS.....                 | (315) 769-2500 |
| Saratoga – Mediation Matters.....                     | (518) 584-6361 |
| Schenectady – Center for Community Justice .....      | (518) 346-1281 |
| Schoharie – Tri-County Mediation Center .....         | (518) 295-6010 |
| Schuyler – Community Dispute Resolution Center ..     | (607) 535-7637 |
| Seneca – Center for Dispute Settlement .....          | (315) 539-4570 |
| Steuben – Center for Dispute Settlement.....          | (607) 776-6976 |
| Suffolk – Long Island Dispute Resolution Center ..... | (631) 265-0490 |
| Sullivan – Dispute Resolution Center.....             | (845) 794-3377 |
| Tioga – ACCORD.....                                   | (607) 687-8222 |
| Tompkins – Community Dispute Resolution Ctr .....     | (607) 273-9347 |
| Ulster – Dispute Resolution Center .....              | (845) 331-6136 |
| Warren/Washington – Mediation Matters.....            | (518) 793-6212 |
| Wayne – Ctr for Dispute Settlement.....               | (315) 946-5451 |
| Westchester – Mediation Center of CLUSTER .....       | (914) 963-6500 |
| Wyoming – Dispute Resolution Center .....             | (585) 344-2580 |
| Yates – Ctr for Dispute Settlement .....              | (315) 531-3409 |

## STATEWIDE PARTNERSHIPS AND PROGRAMS

Community Dispute Resolution Centers (CDRCs) provide dispute resolution services through partnerships with local courts, law enforcement, schools, businesses, government, and organizations.

### FAMILY PARENTING MATTERS

CDRCs work with individuals, attorneys and the courts to help families resolve issues related to custody and visitation decision making and disputes. Family Court and Department of Social Services also refer cases for CDRC services that provide mediation for Persons in Need of Supervision (PINS) and Child Permanency. These mediations are coordinated in cooperation with the stakeholders involved, including parents, guardians, extended family members, probation and social workers, attorneys, and the courts.

### COMMERCIAL & SMALL CLAIMS MATTERS

CDRCs work with individuals, groups, and the courts to resolve commercial and small claims matters. The typical case can involve damage caused to automobiles, other personal property, real property or person; failure to provide proper repairs, services, merchandise, or goods; failure to return security, property, a deposit, or money loaned; failure to pay for services rendered, salary, an insurance claim, rent, commissions, or for goods sold and delivered; breach of lease, contract, warranty or agreement; or loss of property, employment, housing, time from work, or use of property.

### SPECIALIZED COMMUNITY DISPUTE RESOLUTION PROGRAMS FOR:

- ◆ Agricultural loans, debts, complaints, business, and land use decisions
- ◆ Special Education and Vocational Rehabilitation provisions and services
- ◆ Lemon Law and other faulty manufacturing issues
- ◆ Workplace Employee Assistance Program benefits

### JUVENILE JUSTICE AND EDUCATION

CDRCs collaborate with local courts, agencies, social services, law enforcement, and schools to provide juvenile justice and educational programs that promote non-violent conflict resolution. These CDRC programs include: truancy prevention, peer mediation training and supervision, anger management education, bullying prevention, family-group conferencing, accountability dialogue, alternatives to suspension, and Youth Court coordination. CDRCs provide these services for young people of all ages.

### ELDER ADULT DECISIONS & DIALOGUE

The CDRCs provide elder adult dialogue and mediation programs in coordination with local family and senior services. These programs support self-determination, improve communication, inform choices and restore relationships. Dialogue and mediations frequently address: housing/neighbor disputes, misdemeanors/violations, health care provision, difficult conversations, and care giving. Through these services, individuals and families can address relations and concerns involved with changes, considerations, transitions and losses often associated with quality of life and aging.

## CDRCP BENEFITS

Available to all New York State residents at little or no personal cost

Convenient dispute resolution services for appropriate civil, family, and criminal matters

Opportunities for confidential and voluntary conversations that support personal rights and responsibilities

People have more control over the process and results than in litigation to find their own solutions that work best for them

For more information, please contact  
[cdrcp@courts.state.ny.us](mailto:cdrcp@courts.state.ny.us)

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