I liked how we were able to speak on what was the issue in a calm environment and come up with a solution and we weren’t judged because of our problem.

- CCR CLIENT

CCR’S VISION:

It is our goal to give each resident of our community the tools to manage and resolve their conflicts in accordance with their own needs and interests.

We work to provide people in conflict with options other than litigation to resolve their differences—options that are easier to access and that better address their real needs.
DEAR CCR FAMILY,

For 39 years, CCR has provided free mediation services to parents, families, youth, landlords and tenants, roommates, small business owners and consumers, schools, religious institutions and community organizations. These services help build strong communities and families, and they preserve and strengthen relationships.

In the past two years alone, CCR has provided free mediation services to more than 10,000 community members and has trained more than 1,000 individuals in mediation and conflict management. Our volunteers and staff have worked with clients in some of the most difficult moments of their lives, helping them navigate through disputes that are often sources of great distress. Because of you – the CCR community – we have been able to expand our services to help even more Chicagoland area residents. CCR now provides housing mediation in two additional courthouses, expanded work with youth clients in two courthouses, developed a new partnership with the Juvenile Intervention Support Center, and implemented a one-party mediation model and early caucus process to incorporate evidence-based improvements to our services.

So many people and organizations have contributed to our mission of delivering high quality mediation services and training to individuals, communities and courts. This work would not be possible without YOU!

Each of you – volunteer mediators and trainers, Volunteer Council members, Board and Auxiliary Board members, Past Presidents, funders, community partners and staff members – has a key role to play in helping CCR move forward. Each new program we begin and each new volunteer we train contributes to strengthening our community and preserving relationships. We extend our thanks for all you have done and all you continue to do for CCR, and look forward to all we can accomplish in the next 39 years and beyond.

Sincerely,

Robert “Rocky” Perkovich
President, Board of Directors

Cassandra Lively, Ph.D.
Executive Director
Mike and Kelly met shortly after Kelly finished college. They both wanted to have children, so when they became pregnant a year into their relationship they were thrilled. They were quickly married and went on to have a second daughter two years later. Kelly worked full time and Mike stayed home with the girls. When their youngest was old enough to start school things changed for Mike and Kelly and within the year they were filing for divorce.

When they got divorced they created a parenting schedule, but over time the plan began to erode. Five years after the divorce Mike and Kelly never spoke. Kelly stopped letting the girls see Mike on weekdays. Mike didn't make the girls do their homework when he had them on school nights. Mike had no idea what was happening and reviewed his parenting agreement to see what recourse he might have. He called the Center for Conflict Resolution and opened a case for mediation. Although Kelly was not confident that mediation would change anything she was willing to participate.

Mike and Kelly came to mediation on a beautiful day in mid-Summer. The mediator began the mediation by helping the parties determine what specific topics they wanted to address that day. They had known each other for 15 years and, as the mediator pointed out, they had four hours to have as productive a conversation as possible – all while keeping in mind what would be best for their daughters. A little overwhelmed, they trusted the mediator and answered her questions in order to tell their story.

Since Mike and Kelly had not had a real conversation in years there was a lot they had to say to each other. Kelly was angry that Mike would not help the girls with their homework when he had them on school nights. She thought it was irresponsible parenting and complained that it created more work for her, since she would have to help them with make-up work later in the week. Mike was insulted that he could only see his daughters a few evenings a week and felt it was a waste of his limited time with them if he spent it watching them do worksheets. Also, he wasn't a native English speaker and he wasn't always confident he could help with homework. They spent some of the time arguing about their past behavior, until the mediator checked in with them about how well it was working. Did talking about what had happened help them to make a plan for moving forward? What
did they want to accomplish today, in the time remaining, that would work for them and their daughters?

After that, Mike and Kelly began to have a conversation about their future. They spent four hours with the CCR mediator and in the end came up with a plan that satisfied them both. Mike was going to see his daughters during the week and Kelly was confident that he would make sure they did their homework. They even created a back-up plan for evenings when Mike was unsure about the homework. Additionally, they made a plan for how they wanted to communicate with each other moving forward. The mediator had pointed out that even though they hadn’t been talking, they still had a relationship as co-parents and both parties agreed they wanted that relationship to be stronger as their daughters grew up.

98% of participants thought the mediator understood what was important to them.
Marisol and her husband James found themselves in court to evict their tenant Eric after a series of unfortunate events. Several years ago, Marisol and James had been able to purchase their dream home with the assistance of Marisol’s father, who co-signed for their loan. They moved in with their infant son, Tomas. About a year after they moved in, Tomas was involved in an accident that left him paralyzed from the waist down. They moved into an apartment because their home was multi-story and was difficult for Tomas to navigate. Marisol and James rented the house to a woman who quickly fell far behind in the rent and then disappeared. As a result of her nonpayment of rent, they found their house in foreclosure. Knowing that the process was likely to take a while to unfold, and hoping they’d be able to get a loan modification in the meantime, they reached out to Eric. Eric was a family friend of many years – he was engaged to Marisol’s cousin, they had cared for each other’s children, and they all shared a relationship of trust and respect. Eric needed a place to live for his three children, and while he knew his tenancy was subject to the foreclosure process, he saw it as a great place to stay while he looked for other long-term options.

Shortly after Eric moved in, he was injured at work and was not paid for several months. He also found himself behind on his rent. Eric tried to contribute in other ways, such as finding a great deal on a new air conditioning unit for the home and installing it with his brother. Marisol and James were very appreciative of his efforts, but asserted that the value of the work on the home did not outweigh the back rent that was owed. With an upcoming court date on their foreclosure case, they wanted to recoup some of the rent money to help their case for a loan modification, and to set a date for Eric to move out in case they needed to work out a shortsale instead. Communication had grown strained in the previous weeks, and not knowing what else to do, Marisol and James had served Eric with a 5 day notice.

During the mediation, Marisol expressed how important the home was for her – with tears in her eyes, she explained that it was “the only home I ever saw my son walk in.” She also did not want her father’s credit to be compromised after he had tried to help them. Eric had a close relationship with Tomas, and had also come to know Marisol’s father. Their common relationship in Marisol’s cousin and Eric’s fiancé was very important for
all of them to maintain. Eric did not want to put Marisol and James in a difficult spot, but he also was concerned with providing for his children and catching up on his bills from when he was injured. Through discussion, they were able to work out a solution, taking Eric’s work on the home into account.

Eric worked through his budget in detail, and everyone agreed on a payment plan to take place leading up to the court date, and also agreed on a date for Eric to move out that would give him enough time to work with his fiancé in finding a new place to live. Mediation provided the opportunity for a structured conversation that helped Marisol, James and Eric to focus on what was most important to them, and to work collaboratively on a solution. The parties left discussing plans to celebrate an upcoming holiday together.
Since 1998, CCR’s Post-Decree/Parenting Agreement mediation program has offered mediation to divorced and never-married couples with already-existing parenting agreements. Typically, the terms of the original agreement are no longer being followed or a change in circumstances has occurred that requires the agreement to be modified. The issues mediated can include parenting time schedules, extracurricular activity costs, and communication between the parties. In fact, often the primary source of conflict between the parties is the way they communicate. Mediation offers an opportunity for parties to practice communicating in a different way and can be useful in resolving current disputes as well as planning for how to manage conflict in the future.

The Illinois Marriage and Dissolution of Marriage Act recently underwent significant revision. Throughout this period, and without funding that is specifically earmarked for the program, CCR has not only been able to keep up with those changes, but grow the number of clients served. The number of parenting agreements mediated has risen by more than 140% in five years’ time, from 87 cases in FY2013 to 212 cases in FY2017.

76% of participants in Parenting Cases felt that they could not have reached agreement without the mediator’s help.
CCR offers mediation of eviction cases in the Circuit Court of Cook County at the Daley Center, Markham, and Bridgeview courthouses. CCR mediated 162 evictions cases in FY2017. A typical eviction case involves a landlord suing a tenant for unpaid rent. The landlord and tenant have often made previous attempts to resolve the issue. Mediation provides an opportunity for the parties to find a resolution that will work for both of them. Each has an interest in coming to an agreement that they can realistically execute because the tenant may not have immediate access to another place to live and the landlord wants their property left in good condition. Some common agreement terms include whether the tenant will stay in the rental, when the tenant can realistically move out if they plan to do so, the condition the rental will be left in, the status of the security deposit, and a payment plan for any rent owed. Resolving an eviction through mediation can be invaluable for tenants because an eviction on their record can severely limit their ability to rent in the future. The process benefits landlords in that it limits their exposure in court and the possibility that they could lose or be required to return for another date.

[The mediator] was patient and was able to speak to all parties about possible solutions taking all parties into consideration.
Aracelis Baez

As a Human Relations Specialist working at Chicago Commission on Human Relations for 19 years, Aracelis Baez feels that she is a natural mediator and that her job requires mediation skills. She is always interested in enhancing her skills and learning different approaches to resolving conflict. Aracelis became a volunteer mediator through a partnership between the Chicago Commission on Human Relations and CCR. She has mediated in court, small claims cases, neighbor disputes and juvenile cases. She also refers cases to CCR through her work with the City.

Aracelis describes a memorable mediation in court:

“A woman was suing a hair salon after getting her hair braided at the salon. She alleged in her complaint that her scalp was itchy and had bumps because she was injured by a product used on her hair. She was seeking a full refund of the money she had paid and damages for medical treatment she was undergoing because she was losing her hair. The owner of the salon insisted that she had used the right products and that she was not going to pay because the complainant had not informed the salon that she had colored her hair a day before the braiding treatment. The owner further insisted that she had never had a problem braiding before, only from this client. During the mediation it came out that the owner had seen negative comments and reviews from the client on social media. Eventually, they agreed that the salon would fix the complainant’s hair for free in the future, once her medical issues cleared up, and the complainant offered an apology and promised to delete posts and comments on social media.”
Although he was trained as an attorney, Howard Epstein spent most of his professional life as an independent floor trader at the Chicago Mercantile Exchange. Howard first learned of mediation when a judge offered it as an option in a small claims case he had initiated. From that experience he decided to become a mediator. Howard attended CCR’s 40 hour mediation skills training, which he thought was “fantastic.” He later applied and was accepted in CCR’s Mediator Mentorship Program (MMP). After completing the MMP, he began mediating cases with CCR and has continued to do so for more than eight years. Howard has mediated small claims cases, parenting agreements, attorney fee cases, juvenile misdemeanor cases, and guardianship cases. In addition, Howard is a mediation skills trainer with CCR, a mentor in the MMP, and a facilitator of CCR workshops focusing on conflict management in the workplace. He has served on the Volunteer Council since its inception over 5 years ago (including a term as VC Chair) and has been on several Council sub-committees over that time. He is presently on CCR’s Continuing Education Committee as well as the Programs Committee.

Howard’s account of an impactful mediation:

“My first mediation outside of small claims court was memorable. It involved two high school girls who were involved in a fight in the school cafeteria. The dispute originated from a few insults posted on Facebook. The girls were still very positional as I uncovered what was really important to them. All the while, their mothers were in the room just observing. I asked the girls what their mothers thought about the situation, and after little progress, asked the mothers directly. They were extremely helpful, talking about how they tried to raise their daughters with high values and how disappointed they were to be in this situation. Using the mothers’ input, we were able to help the girls reach an agreement to stop the fighting and even to sit at the same lunch room table.”
TANYA WOODS

As executive director of Westside Justice Center, a non-profit legal clinic, Tanya Woods says mediation is at the core of her personal practice. She first learned about mediation in a previous position where it was used for the purpose of building multi-disciplinary work teams. Later, while attending Loyola University Chicago School of Law, she found the ADR program and “stuck to it like glue.”

It was during law school that she learned of CCR. As Tanya puts it, “Rae [Kyritsi, CCR’s Programs Director] was a well-known rock star.” Two years after graduating, Tanya took the 40-hour Mediation Skills Training and shortly thereafter was accepted into CCR’s Mediator Mentorship Program. She is an active volunteer with CCR, mediating juvenile, small claims, and landlord-tenant disputes. In addition to volunteering, Tanya is a new member of the Volunteer Council and is actively seeking ways to partner with CCR through her legal clinic.

Tanya’s description of a recent mediation:

I recently mediated an eviction case between two men, Jeremy and Thomas, who had been friends for more than 23 years. Jeremy alleged that Thomas had not paid rent for several years and was suing for more than $50,000. Jeremy had IRS troubles and needed to prove he had made an attempt to collect rent from his delinquent tenant. He wanted Thomas to attest to the fact that Jeremy had taken care of him and his family during a hard time in order to claim Thomas as a dependent. Thomas insisted he did not owe any back rent and felt that saying Jeremy had taken care of him and his family would reflect poorly on him. They appeared to be at an impasse.

Over the years, Thomas would pay rent alternately in money or in bartering services. That sufficed for years until Jeremy recently sent his nephew to collect rent money. The nephew was not always pleasant and posted late notices on Thomas’ door. Thomas was offended that Jeremy sent his nephew and at the way he was treated.

Through the mediation process, Jeremy acknowledged Thomas’ hurt feelings. Jeremy revealed he had suffered two heart attacks in a short period of time which prevented him from talking to Thomas himself. Jeremy admitted that having his nephew take care of his business was not the best choice. Jeremy also admitted he didn’t need the money, but he needed to get out from under his IRS troubles. Thomas, hearing about Jeremy’s illness for the first time, showed empathy and told Jeremy their relationship was stronger than that and he should have told him before. There were some tears shed and sincere expressions of sadness, empathy and mutual respect.

The two eventually agreed on a move out date and that Jeremy would not seek money damages, and agreed to draft an outside agreement on their own or in consultation with an attorney with regard to Jeremy’s IRS problems. The two shook hands and parted as friends, egos intact. They agreed that the business and landlord-tenant relationships should come to an end for the sake of salvaging the friendship.
Anastasia's account of a memorable mediation:

Theresa and Kimberly came to CCR for mediation because Theresa had called the police when Kimberly, her 16-year-old daughter, hit her during an argument. Both parties began the mediation by saying that everything was resolved between them. As mediator, I began the conversation by asking if there was anything else they thought might be important to talk about. Theresa questioned Kimberly's choice of friends, and Kimberly insisted that her mother not try to control her life. The conversation shifted to the topic of Kimberly being sexually active.

After some time speaking together, I decided to check in with each party privately. Once she knew that the conversation was confidential, Kimberly spoke openly about being unsure of her sexuality, that she had been intimate with men and women and that she did not know how to talk to her mother about this particular topic.

When I brought everyone back together, Kimberly told her mother that she was unsure of her sexual orientation. Theresa listened to her daughter and, after some conversation, assured her that she was young, that she should not feel the need to label herself, and that it made sense that she might be unsure at this time in her life. The parties also discussed how they saw their relationship. The mediation process helped them determine some of the underlying causes of their conflict.

Although no written agreement came from the mediation, the parties left the mediation with a new understanding of each other and their relationship. Kimberly understood that her mother wanted to protect her and keep her safe, and Theresa understood that Kimberly had a strong desire to be in control of her own life. There was a sense of movement toward more clarity. They came to an understanding that the fight between them that had escalated so quickly had grown out of other things about which they were not communicating.

Anastasia Svigos is an attorney. She first learned of mediation when she was finishing up an arbitration at Cook County’s Mandatory Arbitration Program and noticed a publication from CCR on a nearby desk. Anastasia called CCR to find out more about mediation and the work that CCR does, and immediately wanted to get involved. Anastasia first trained with CCR in 2003, then applied to and was accepted into the Mediator Mentorship Program (MMP) in 2009. She was certified and began volunteering that year. Since that time she has mediated every case type that CCR handles, including small claims, juvenile, parenting agreements, and fee disputes. She is also a trainer, a mentor with the MMP, serves on the Peer Review Committee and the CCR Core Values Design Team, and has served on the Volunteer Council.
Vi operates 10 continuing care retirement communities across the United States. In the Spring of 2017, they enlisted CCR to provide conflict management workshops for their Human Resource and Residential Service teams.

For the HR team, CCR created a customized workshop where participants learned fundamentals around mediation and conflict management. CCR brought in trainers to give individualized feedback and run simulated conflict scenarios so that the team could really hone their already advanced skills.

For the Residential Services team, CCR created a workshop where the participants, who were mostly social workers, could take their conflict management skills to the next level. CCR provided training that focused on identifying the strengths and weaknesses of their own conflict management style, using the Thomas-Kilmann mode instrument, framing difficult conversations, and identifying the needs and interests of their residents. Both workshops provided continuing education credits in their respective fields and gave participants the opportunity to take their professional skills to the next level.

CCR presented the concept of mediation in a nontechnical way that was digestible, not intimidating, and easy to apply right away.

Judy Whitcomb, Vi’s Senior VP of Human Resources and Learning, was the point person between CCR and Vi. Judy says, “Pari [Karim, CCR Training Director] and her team did a really exceptional job partnering with Vi to customize the trainings to meet our needs…. They asked a lot about our organization and really took the time to understand a lot about our organization and what successful engagement and outcomes
would look like.” Judy especially appreciated that she was able to write the case studies that were used as the basis for simulations during training. This meant that her team was able to practice real life situations in a classroom setting and get immediate coaching from CCR’s trained mediators.

Judy believes her teams continue to realize the benefits of CCR’s trainings on an ongoing basis. For Vi’s Residential Services Staff, who Judy describes as an “already fairly experienced group,” the training helped refine their confidence and prepare them for a new class which Vi’s Director of Residential Services had just rolled out entitled “Managing Difficult Conversations.” After training with CCR, Vi’s HR leadership, who deal with internal conflicts, display “more comfort and confidence in their abilities to resolve conflict.”
NeighborSpace is a community land trust that supports 100-plus community gardens throughout the city of Chicago. Community gardens are places where diverse people work together in a shared outdoor space. In addition to peaceful moments tending tomato plants together, conflict among both gardeners and neighbors is a natural part of the community gardening process. The ability for gardeners to maintain a positive relationship with other garden participants (including fellow gardeners, community organization partner personnel, neighbors, etc.) is dependent on the ability of the group to resolve disputes in a timely manner. In order to add “conflict resolution” to their toolbox, NeighborSpace’s three full-time staff took CCR’s 40 hour mediation skills training in the spring of 2016. Robin Cline, Assistant Director of NeighborSpace, says, “We learned to be on the lookout for hidden needs and interests, to have a more positive orientation to moments of conflict, and most importantly, to have a shared vocabulary and more nuanced language that helped us more thoughtfully address difficult issues that often arise among citizens.”

As an outgrowth of their work with CCR, NeighborSpace created a Community Tips Sheet and a Conflict Resolution Plan that are now both part of their annual agreement. In addition to laying out a clear path for what to do when conflict arises that is not easily resolved, they shared honest advice that better prepared gardeners for things like stolen vegetables, garden members not showing up for work days, and community members feeling invited. A clear plan really helped, and has been successful in de-escalating several rifts between folks, as well as laying out a next step that doesn’t require expensive legal action. Several of NeighborSpace’s garden leaders went through a mediation, and were able to get to a mutually agreed upon plan that allowed them to continue gardening alongside each other.

We are incredibly grateful for the way our experience with CCR has allowed us to better serve our garden members.

- Robin Cline
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CCR continues to thrive thanks to the generosity of so many organizations and individuals. To all of our contributors, we extend our most sincere gratitude.
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Albert Riley
Berton Ring
Courtney Rodman
Jonathan Rothstein
Mark Rozowicz
Nina Ruwinski
Thomas Sadler
Arup Sarma
Kevin Saville
Eric Scheiner
S. Schiller
John Schoerbing
Lauren Schwartz
Peter Shaefrr
James Shapiro
Chris Shearer
Sean Sheridan
Linda Shi
Marie Sian
Ann Sickon

Wintrust

(Based on the list, this page appears to be a list of individuals associated with Laner Muchin, Ltd, possibly in the context of a firm's directory or client list for 2016 and 2017.)
### In-Kind Donors 2016 and 2017

<table>
<thead>
<tr>
<th>Donor</th>
<th>Donor</th>
<th>Donor</th>
<th>Donor</th>
</tr>
</thead>
<tbody>
<tr>
<td>CorePower Yoga</td>
<td>CohenCoach Associates</td>
<td>Gymboree Play &amp; Music of Chicago</td>
<td>McFadden &amp; Dillion PC</td>
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<tr>
<td>3 Dog Cellars</td>
<td>Nina Cohen</td>
<td>Hannah’s Bretzel</td>
<td>Milt’s BBQ</td>
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<tr>
<td>ABC/Disney</td>
<td>Comedy Sportz</td>
<td>Sarah Heffron</td>
<td>Milwaukee County Zoo</td>
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<tr>
<td>Abt</td>
<td>Jeanne Consoles</td>
<td>Hog Salt Hospitality</td>
<td>Milwaukee Repertory Theater</td>
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<tr>
<td>Affy Tapple</td>
<td>Core Power Yoga</td>
<td>Kathryn Hupfer</td>
<td>Molly’s Cupcakes</td>
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<td>AMS Chicago</td>
<td>Cuvee Cellars Wine Shop</td>
<td>Idlewild Country Club/John Jacoby</td>
<td>Jaran Moten</td>
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<td>Ayla’s Originals</td>
<td>Dark Matter Coffee</td>
<td>Indira Lifestyle Salon Spa</td>
<td>Naf Naf Grill</td>
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<tr>
<td>Barry’s Boot Camp</td>
<td>Kim Dean</td>
<td>John Jacoby</td>
<td>Nar Gourmet</td>
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<tr>
<td>b. A Salon on Armitage</td>
<td>Delightful Pastries</td>
<td>Jason’s Deli</td>
<td>Native Food Café</td>
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<tr>
<td>Weeya Baysah</td>
<td>Detroit City Distillery</td>
<td>Jones Day</td>
<td>Nonnina</td>
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<tr>
<td>Beam Suntory</td>
<td>Jack Dillon</td>
<td>Josh Moulton</td>
<td>North Shore Yoga</td>
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<td>Chuck Bertoia</td>
<td>Jeff Drager</td>
<td>Fine Art Gallery</td>
<td>Northlight Theatre</td>
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<td>Barbara McElherne Design</td>
<td>Eataly Chicago</td>
<td>Kate Jozaitis</td>
<td>Northwestern Specialists</td>
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<tr>
<td>Big City Swing</td>
<td>Elite Tarot</td>
<td>Kane County Cougars</td>
<td>in Plastic Surgery</td>
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<tr>
<td>Bittersweet Pastry Shop</td>
<td>Howard Epstein</td>
<td>Diana Karnes</td>
<td>Old Town School of Folk Music</td>
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<td>Black Swan Bodywork</td>
<td>Femme du Coupe</td>
<td>Kirkland &amp; Ellis</td>
<td>Alex Passo</td>
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<td>Blue Apron</td>
<td>Firestone Walker Brewing</td>
<td>Jana Kovich</td>
<td>Patterson Law Firm LLC</td>
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<tr>
<td>Bobbie T’s Bake Shop</td>
<td>Fleetwood Roller Rink</td>
<td>Rae Kyritsi</td>
<td>Peach and Green</td>
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<tr>
<td>Brickstone Brewery</td>
<td>Fooda</td>
<td>La Perla</td>
<td>Rocky Perkovich</td>
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<tr>
<td>Brooklyn Boulders</td>
<td>Forzley Eye Clinic</td>
<td>Le Pain Quotidien</td>
<td>Piccolo Sogno</td>
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<tr>
<td>Gene Cahill</td>
<td>Frank Lloyd Wright Trust</td>
<td>Lettuce Entertain</td>
<td>Pilsen Public Art Tours</td>
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<tr>
<td>Cakebread Cellars</td>
<td>Jesus “Chuy” Garcia</td>
<td>You Enterprises</td>
<td>Pinstripes</td>
</tr>
<tr>
<td>Chicago Athletic Clubs</td>
<td>Garrett Popcorn</td>
<td>Lily Niederpruem Art</td>
<td>Jenny Plagman</td>
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<tr>
<td>Chicago Elevated</td>
<td>Garrett Popcorn Shops</td>
<td>Lou Malnati’s Pizzeria</td>
<td>Pranzi</td>
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<tr>
<td>Chicago History Museum</td>
<td>Gibsons Restaurant Group</td>
<td>Lovely: a bake shop</td>
<td>Cook County Board President</td>
</tr>
<tr>
<td>Chicago Waffles</td>
<td>Grace of Glam</td>
<td>Lynfred Winery</td>
<td>Toni Preckwinkle</td>
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<tr>
<td>Clif Bar &amp; Company</td>
<td>Graziano’s Brick Oven Pizza</td>
<td>Magellan Corporation</td>
<td>Pinstripes</td>
</tr>
<tr>
<td>Code, Play, Learn</td>
<td>Greystone Tavern</td>
<td>Viviana Martinez</td>
<td>Printed Canvas</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Judy Pokorny &amp; Jack Novak</td>
</tr>
</tbody>
</table>
Kathleen Przywara
Ranalli’s
Reverie Chicago
River North Massage
Therapy Center
Roti Modern Mediterranean
Ruth & Phils Gourmet Ice Cream
Safari Land
Salon Soca
Schaumburg Boomers
Second City Jazz
Anne & Bill Shaeffer
Peter Shaeffer
Shedd Aquarium
Joe Steiner
South Branch Tavern
Studio Three Chicago
Sugar Bliss Cake Boutique
Sulpice Chocolat
Sysco
Jill S. Tanz, Chicago
Mediation LLC
Tasting De Vine Cellars
Tatewick Treats
Tavern on Rush
The Cupcake Counter
The Joffrey Ballet
The Little Gym of Chicago
The Peninsula Chicago
The Wright Confections
University Associates in Dentistry/Marty Marcus
Untitled Supper Club
Urban Lift
Velvet Dessert
Village of Western Springs
Department of Fire and Emergency
Medical Services
Warm Belly Bakery
Wateriders Adventure Agents
Weber Grill
West Town Bakery
Will Pruitt
Wines for Humanity
Eric Yeager
Yogi Barre
Eddie Young & Kathy Stofan
Zanies Comedy Nite Club

I didn’t anticipate mediation reaching an agreement between us and yet it did so!
### Statement of Activities: 2016
(for year ended May 31, 2016)

#### SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY16</th>
<th>Total FY15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants and contributions</td>
<td>$529,574</td>
<td>$45,500</td>
<td>$575,074</td>
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<tr>
<td>Dispute Resolution Center Act</td>
<td>$171,050</td>
<td>$171,050</td>
<td>$177,074</td>
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<tr>
<td>Training fees</td>
<td>$225,041</td>
<td>$225,041</td>
<td>$187,965</td>
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<tr>
<td>Donated services, Circuit Court of Cook County</td>
<td>$105,790</td>
<td>$105,790</td>
<td>$102,729</td>
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<tr>
<td>Donated goods and services, annual event</td>
<td>$33,985</td>
<td>$33,985</td>
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<tr>
<td>Rental income</td>
<td>$20,475</td>
<td>$20,475</td>
<td>$21,747</td>
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<tr>
<td>Other revenue</td>
<td>$500</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td>Interest income</td>
<td>$62</td>
<td>$62</td>
<td>$71</td>
</tr>
<tr>
<td><strong>Net support and revenue</strong></td>
<td><strong>$1,086,477</strong></td>
<td><strong>$45,500</strong></td>
<td><strong>$1,131,977</strong></td>
</tr>
<tr>
<td><strong>Net assets released from restrictions</strong></td>
<td><strong>$19,375</strong></td>
<td><strong>-19,375</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>Total support and revenue and reclassifications</strong></td>
<td><strong>$1,105,852</strong></td>
<td><strong>26,125</strong></td>
<td><strong>$1,131,977</strong></td>
</tr>
</tbody>
</table>

#### EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY16</th>
<th>Total FY15</th>
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</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$875,354</td>
<td></td>
<td>$875,354</td>
<td>$831,359</td>
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<tr>
<td>Management and General</td>
<td>$79,913</td>
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<td>$79,913</td>
<td>$127,831</td>
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<tr>
<td>Fundraising</td>
<td>$149,000</td>
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<td>$149,000</td>
<td>$68,369</td>
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<tr>
<td><strong>Total expenses</strong></td>
<td><strong>$1,104,267</strong></td>
<td></td>
<td><strong>$1,104,267</strong></td>
<td><strong>$1,027,559</strong></td>
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<tr>
<td>Change in Net Assets</td>
<td>$1,585</td>
<td>$26,125</td>
<td>$27,710</td>
<td>$41,464</td>
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</table>

#### NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY16</th>
<th>Total FY15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of year</td>
<td>$324,312</td>
<td>$19,375</td>
<td>$343,687</td>
<td>$302,223</td>
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<tr>
<td>End of Year</td>
<td>$325,897</td>
<td>$45,500</td>
<td>$371,397</td>
<td>$343,687</td>
</tr>
</tbody>
</table>
## Statement of Activities: 2017
(for year ended May 31, 2017)

### SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY17</th>
<th>Total FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants and contributions</td>
<td>$442,134</td>
<td>$25,500</td>
<td>$467,634</td>
<td>$575,074</td>
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<tr>
<td>Dispute Resolution Center Act</td>
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<td>$164,047</td>
<td>$171,050</td>
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<tr>
<td>Training fees</td>
<td>$220,237</td>
<td></td>
<td>$220,237</td>
<td>$225,041</td>
</tr>
<tr>
<td>Donated services, Circuit Court of Cook County</td>
<td>$110,753</td>
<td></td>
<td>$110,753</td>
<td>$105,790</td>
</tr>
<tr>
<td>Donated goods and services, annual event</td>
<td>$15,300</td>
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<td>$15,300</td>
<td>$33,985</td>
</tr>
<tr>
<td>Rental income</td>
<td>$21,503</td>
<td></td>
<td>$21,503</td>
<td>$20,475</td>
</tr>
<tr>
<td>Other revenue</td>
<td>$98</td>
<td>$98</td>
<td>$98</td>
<td>$500</td>
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<tr>
<td>interest income</td>
<td>$45</td>
<td>$45</td>
<td>$45</td>
<td>$62</td>
</tr>
<tr>
<td><strong>Net support and revenue</strong></td>
<td>$974,117</td>
<td>$25,500</td>
<td>$999,617</td>
<td>$1,131,977</td>
</tr>
<tr>
<td><strong>Net assets released from restrictions</strong></td>
<td>$45,500</td>
<td>-$45,500</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total support and revenue and reclassifications</strong></td>
<td>$1,019,617</td>
<td>-20,000</td>
<td>$999,617</td>
<td>$1,131,977</td>
</tr>
</tbody>
</table>

### EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY17</th>
<th>Total FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$852,589</td>
<td></td>
<td>$852,589</td>
<td>$875,354</td>
</tr>
<tr>
<td>Management and General</td>
<td>$85,578</td>
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<td>$85,578</td>
<td>$79,913</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$148,753</td>
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<td>$149,000</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
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<td>$1,066,920</td>
<td>$1,104,267</td>
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<td>-$20,000</td>
<td>-$87,303</td>
<td>$27,710</td>
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### NET ASSETS

<table>
<thead>
<tr>
<th>Description</th>
<th>Unrestricted</th>
<th>Temporarily restricted</th>
<th>Total FY17</th>
<th>Total FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of year</td>
<td>$325,897</td>
<td>$45,500</td>
<td>$371,397</td>
<td>$343,687</td>
</tr>
<tr>
<td>End of Year</td>
<td>$258,594</td>
<td>$25,500</td>
<td>$284,094</td>
<td>$371,397</td>
</tr>
</tbody>
</table>
Left to right: Camille Grant, Pamela Menaker, Melissa Hirst, Rick Aaronson, Rick Berman, Michele Jochner, Christa Cottrell
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Mediator/Arbitrator

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Attorney, CCR Mediator

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Abbott

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Passen Law Group

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Slalom

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Miller Shakman & Beem LLP

Jack Dillon
Vista Equity Partners

Mark Flagel
Eccleston Law

Kelli Garcia
Northern Trust

Aaron Hanlon
Google

Sarah Heffron
AON

Kathryn Hupfer
The Kraft Heinz Company

Kate Juozaitis
Clay Therapeutic Services

Diana Karnes
Kennedys

Jana Kovich
Latham & Watkins LLP

Bradley Lorden
Proskauer

Josh Mahoney
Kirkland & Ellis LLP

Viviana Martinez
Cook County President’s Office

Alexander Passo
Patterson Law Firm, LLC

Jenny Plagman
Jones Day

Kevin Poczatek
Ernst & Young

Rahul Sangal
PwC

Lauren Schwartz
United States Federal Courts

Peter Sheeffer
Latham & Watkins LLP

Jessica Sullivan
Educators for Excellence

Samantha L. Vadas
Slalom

Stacey Weiler
Illinois Bar Foundation

Alex Weinstein
Proskauer

Franklin Wiener
Naf Naf Grill

Very professional and understanding.
Volunteer Council 2016 and 2017

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Ann Battenfield
Mike Cohen
Linda Durack
Howard Epstein
(Immediate Past Chair)
Joe Gosselin
Larissa Hachinski
Paul Johnson
Shana Jones
Cathay Lancaster
Cookie Levitz
Bob Lipton
Delphine Lourtau
William Love
Brian Major
Allison Margolies (Chair)
Malorie Medellin
Claudia Morales
Jonah Orlofsky
Lisa Sandlow
Tanya Woods

CCR Partners

Americorps
Association for Conflict Resolution
Association for Conflict Resolution, Chicago Chapter
AVODAH
Back of the Yards Neighborhood Council
Become, Inc.
Better Business Bureau of Chicago and Northern Illinois
Center on Halsted
Chicago Bar Association
Chicago Bar Foundation
Chicago Commission on Human Relations
Chicago-Kent College of Law
Chicago Police Department, Juvenile Intervention and Support Center
Chicago Theological Seminary
Chicago Volunteer Legal Services
Circuit Court of Cook County
Circuit Court of Cook County Family Mediation Services
City of Chicago
Compass Pro Bono Consulting
Cook County Commission on Human Rights
Cook County Justice Advisory Council
Cook County Juvenile Temporary Detention Center
Cook County Public Defender
Cook County State’s Attorney
CARPLS
Forest Preserves of Cook County
GlobalGiving
Habitat for Humanity
Housing Action Illinois
Illinois Balanced and Restorative Justice
Illinois Equal Justice Foundation
Illinois JusticeCorps
Illinois Legal Aid Online
John Marshall Law School
LAF
Loyola University School of Law
Metropolitan Family Services
Midwest Aids Training and Education Center
National Association for Community Mediation
Northwest Municipal Conference
Northwestern University Pritzker School of Law
Polk Bros. Foundation
Public Health Institute of Metropolitan Chicago
Public Interest Law Initiative
United Way of Metropolitan Chicago
Women’s Bar Association of Illinois
Zakat Foundation
“[The mediator] was very even keeled, especially when we were not. She was sympathetic and fair and seemed genuine with her demeanor.”