



Center for Conflict Resolution  
2009 ANNUAL REPORT

# BUILDING COMMUNITY

AND STRENGTHENING THE JUSTICE SYSTEM THROUGH MEDIATION



# ACCOMPLISHMENTS

Received **2,180 MEDIATION REFERRALS**.

**MEDIATED 1,724 CASES** in Cook County courthouses and at CCR's offices.

Assisted the Circuit Court of Cook County in development of a **FORECLOSURE MEDIATION PROGRAM** ([www.CookCountyForeclosureHelp.org](http://www.CookCountyForeclosureHelp.org)).

**HELPED MORE THAN 1,500 CALLERS** experiencing conflict by discussing the option of mediation and referring them to other agencies when appropriate.

**TRAINED AND MENTORED 13 NEW VOLUNTEERS** through our innovative and intensive three-month Mediator Mentorship Program (MMP). (See additional information about the MMP in the Partners and Volunteer section of this report.)

**COMPLETED 31 VOLUNTEER PEER REVIEWS**, the most of any year to date.

Continued to **FOCUS ON CLIENT SATISFACTION:**

- 80% of participants in mediation strongly agreed or agreed that they were **SATISFIED WITH THEIR MEDIATION**.
- 71% of participants in mediation said they **WOULD USE MEDIATION AGAIN**.

# As CCR celebrated 30 years of service to the community last year, we had a chance to look back on the organization’s rich history of engagement and accomplishment.

Your support has given our staff and Board of Directors a platform from which we can continue to fulfill our mission of working with individuals, communities, courts and other institutions to manage and resolve conflict by:

- Providing outstanding mediation — with a priority for people of limited means, those without access to conflict resolution services, nonprofits, and institutions supporting the public interest,
- Delivering high-quality, performance-based mediation and conflict management training, and
- Educating the public and increasing awareness about conflict resolution.

To create a more sustainable world, however, more will be required of us. People are learning about and appreciating the benefits of mediation. CCR’s client demographics reveal a diverse community who use our services (race/ethnicity, income, and age) —and a high rate of satisfaction with our services. This reassuring feedback reminds us that what we’re doing matters, and that additional work will be coming our way.

We hope we can count on your support as we continue our critical efforts!



**MARILYN J. SMITH**  
Executive Director  
Center for Conflict Resolution



**JENNIFER D. VIDIS**  
President, Board of Directors  
Center for Conflict Resolution





## MEDIATION SERVICES

### **MEDIATION SUCCESS STORY**

As part of the mediation agreement, a juvenile respondent agreed to write content for the adult initiator who created a blog to address issues facing inner-city youth.





## Mediation Services prides itself on expanding opportunities, empowering parties in a dispute, and always listening well.

Offered free of charge at the Center for Conflict Resolution (11 East Adams Street, Chicago) and in 6 Cook County Courthouses (Chicago, Skokie, Rolling Meadows, Maywood, Bridgeview, and Markham), CCR's Mediation Services provide access to people who cannot afford a private mediator and introduce mediation to many people who may not have known the process was an option for dispute resolution. Highly-trained mediators guide parties using a facilitative model, supporting them as they express emotions, share concerns, and develop agreements that are truly their own.

In addition to mediating disputes, Case Managers field a wide range of inquiries at CCR's Chicago office. Because they take the time to carefully listen to each caller, problems are clearly understood and the caller's frustration of being passed from agency to agency—an all-too-common experience—comes to an end. When CCR's services are a fit, needed arrangements are

made. When they are not, knowledgeable Case Managers refer callers to the appropriate government office, legal services agency, or social service organization.



shared—and finalized plans for their deceased child's gravesite. They agreed that a new headstone would be chosen by both of them and the cost would be shared equally. Finally, together, they wrote out the words for the headstone.

### **MEDIATION SUCCESS STORY**

In their first conversation in multiple years, divorced parents exchanged information never previously

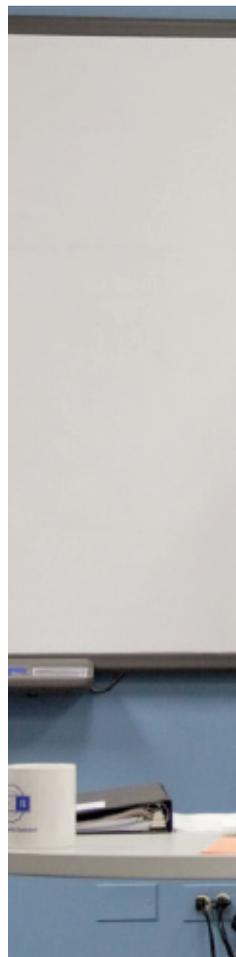
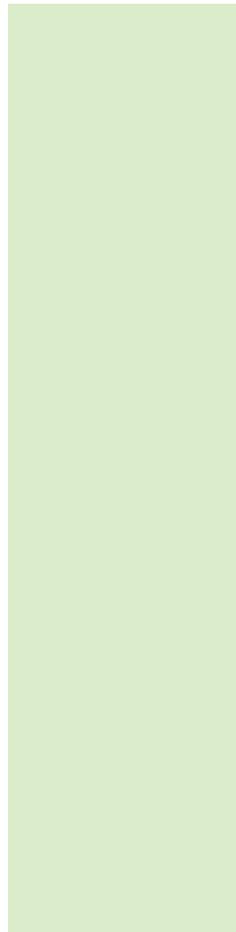
## CCR seminars are always “hands-on”—more than 50% of training involves practicing skills under the guidance of an experienced mediator.

Using the concrete and practical principles of its 40-hour performance-based Mediation Skills Training (MST) as a foundation, CCR promotes the value of alternative dispute resolution and trains the general public, lawyers, law students, potential volunteers, and members of countless organizations in the use of a powerful model for resolving conflict.

The MST offers participants a model that opens lines of communication, identifies needs and interests, emphasizes self-determination, and prioritizes satisfaction. It’s a model that empowers parties in a dispute to thoroughly think through all choices (including the pursuit of a legal claim) before any decisions are made—and reinforces skills that can be used in everyday interactions. Used by volunteers at CCR and in CCR’s court-based program, it is the model that more and more attorneys are incorporating into their practices. At the Federal Reserve Bank and the Illinois Department of Human Rights it is the model taught to employees. At organizations like Family Rescue (a domestic violence shelter), Americorps, Avodah (Jewish Service Corps), YMCA, Aids Foundation of Chicago, Centers for New Horizons, and U.S. Department of Housing and Urban Development, the model forms the basis for shorter trainings that are designed to introduce conflict resolutions skills and theories to broader audiences.

In addition to the Mediation Skills Training, CCR continues to teach and promote mediation in other educational contexts by hosting Divorce and Custody (Domestic Relations) Mediation Training (led by Zena Zumeta in partnership with the Mediation Training and Consultation Institute) and Advanced Training in Elder Mediation. CCR also offers presentations and workshops about understanding and managing conflict in the workplace, identifying conflict management styles and negotiation skills development. Each presentation is tailored to the needs and the culture of the requesting organization.

CCR’s educational focus is always *practical*. Trainers raise individuals’ awareness about addressing differences, and prepare them to more successfully facilitate difficult conversations.



## MEDIATION SUCCESS STORY

During a mediation in which parties were meeting for the first time without legal representation, the conversation and the decisions about guardianship were kept focused by a simple — yet powerful — decision: to keep pictures of the child at the center of the mediation table.



## MEDIATION SUCCESS STORY

Participants in the mediation agreed to work from a list of issues brought to the mediation by one of the parties. Although it took considerable time, working through the list provided a common focus and allowed both parties to have their voices heard and their needs met.



# TRAINING SERVICES





## VOLUNTEERS AND PARTNERS

### MEDIATION SUCCESS STORY

Former roommates were embroiled in a conflict over personal property. None of the parties had representation in court; all spoke American Sign Language. With the guidance of a mediator and the services of an interpreter all parties expressed concerns, asked questions, vented feelings, and reached an agreement.



### MEDIATION SUCCESS STORY

Intense exchanges between a business owner and a juvenile offender resulted in an agreement that was more than financial: it was compassionate. The owner of the damaged store was able to see the young man as more than an individual who had damaged his property. The juvenile was able to understand the seriousness of his actions because he accepted the store owner's offer to view a videotape of his actions — a gesture made not to shame him, but to help him.





## The Mediator Mentorship Program (MMP) is designed to support CCR’s mission, engage people in service, and ensure that trainees emerge competent, confident, and ready to mediate where CCR’s needs are greatest.

Volunteering with CCR is a unique experience because of the advanced skills that are required to serve the organization’s mission. Through their extraordinary talent and dedication, CCR volunteers positively represent the field of mediation, inspire others with their service to the community, and show—time and again—the importance of mediation as a way to address and resolve disputes.

In 2009, CCR initiated the Mediator Mentorship Program (MMP) in order to strengthen and diversify its mediator pool and expand its mission to serve people of limited means. Exciting and ambitious, the MMP trains and mentors people who possess the skills CCR needs, have the time to volunteer, and are willing to commit to thoroughly learning CCR’s mediation model.

Provided for minimal cost, the MMP consists of a ½ day orientation, 5 full days of training, and a 3-month mentorship. Training incorporates lectures, facilitated discussions, small group exercises, mediation observations, and role-plays—all designed to develop the skills necessary to master the CCR mediation model. The one-on-one mentorship, provided by specially trained CCR volunteers and staff, enhances the training experience and supports a prospective volunteer’s understanding and use of CCR’s mediation model.

For more information about the MMP, visit [www.ccrchicago.org](http://www.ccrchicago.org)



## VOLUNTEERS

Daniel Aaronson  
Aurora Abella-Austriaco  
Mike Adell  
James Alexander  
Joshua Annex  
Jacob Babcock  
Ann Battenfield  
Andrea Becker  
Brigitte Bell  
Mark Bergner  
Rick Berman  
Jack Block  
Gene Chaiken  
Kathy Cheney-Egan  
Michael Cohen  
Lynn Cohn  
Tina Cooper  
Gail Dallas  
Lucien Derosena  
Jan Dunn  
Ceylan Eatherton  
Charles Erickson  
Brad Fiorito  
Melvin Flowers  
Patrick Foley  
Leon Fox  
Niquenya Fulbright  
Constance Fullilove  
Daniel Gandert  
Denitta Germann  
Rikkisha Gilmore-Byrd  
Brad Ginn  
David Golanty  
Kathryn Gordon  
Joseph Gosselin  
Elizabeth Gould  
Lindsey Green  
Candice Green  
Em Griffin  
Kate Haarvei  
Justin Haselden  
Ana Hernandez  
Gary Hicks  
Tom Holden  
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Joe Holtgreive  
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Michele Hornish  
Beverly Huckman  
Leah Ingram  
Erin Jennings  
Susan Joenck  
Christa Lynn Jones

Jane Kaplan  
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Kent Lawrence  
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Stanley Majka  
Sheila Maloney  
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Pamela Pearl  
Rocky Perkovich  
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## PARTNERS

Alternatives  
Americorps  
Association for Conflict Resolution – Chicago Chapter  
Avodah  
Chicago Bar Association  
Chicago Commission on Human Relations  
Chicago Department of Human Resources  
Chicago Department of Public Health  
Chicago-Kent College of Law  
Chicago Police Department  
Chicago Public Schools  
Chicago Volunteer Legal Services Foundation  
Circuit Court of Cook County  
Cook County Juvenile Detention Center  
Cook County State's Attorney  
Coordinated Advice and Referral Program for Legal Services  
DePaul College of Law  
Equal Employment Opportunity Commission  
Harper High School 21st Century Youth Guidance Program  
Illinois Balanced and Restorative Justice Initiative  
Illinois Department of Human Services  
Illinois Legal Aid Online  
Illinois State Bar Association  
Legal Assistance Foundation of Metropolitan Chicago  
Loyola University School of Law  
Midwest AIDS Training and Education Center (MATEC)  
Northwest Municipal Conference  
Northwestern University School of Law  
Public Interest Law Initiative  
Resolution Systems Institute  
Senn High School



## 2009 CONTRIBUTORS

### **\$5,000 AND ABOVE**

Chicago Bar Foundation  
 Illinois Bar Foundation  
 Illinois Equal Justice Foundation  
 The Sidley Austin Foundation  
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 and Mediation  
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Gary & Rhonda Stern  
Beverly Tarr  
Rene A. & Rita M. Torrado, Jr.



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Lisa C. Williams



# FINANCIALS

## STATEMENTS OF ACTIVITIES

For the Year Ended May 31, 2009

(With Comparative Totals for 2008)

	Unrestricted	Temporarily Restricted	2009	2008
<b>SUPPORT AND REVENUE:</b>				
Grants and contributions	\$147,117	\$605,235	\$752,352	\$686,287
Dispute Resolution Center Act	200,000	—	200,000	200,000
Donated services	54,562	—	54,562	72,818
Training fees	171,319	—	171,319	124,535
Consulting fees	—	—	—	58,553
Rental income	6,831	—	6,831	2,250
Interest income	13,649	—	13,649	32,917
<b>Total support and revenue</b>	<b>593,478</b>	<b>605,235</b>	<b>1,198,713</b>	<b>1,177,360</b>
Net assets released from restrictions	593,516	(593,516)	—	—
<b>Total support and revenue and reclassifications</b>	<b>1,186,994</b>	<b>11,719</b>	<b>1,198,713</b>	<b>1,177,360</b>
<b>EXPENSES:</b>				
Program services	954,599	—	954,599	996,034
Management and general	215,856	—	215,856	234,649
Fundraising	75,710	—	75,710	36,473
<b>Total expenses</b>	<b>1,246,165</b>	<b>—</b>	<b>1,246,165</b>	<b>1,267,156</b>
<b>Increase (decrease) in net assets</b>	<b>(59,171)</b>	<b>11,719</b>	<b>(47,452)</b>	<b>(89,796)</b>
<b>NET ASSETS:</b>				
Beginning of year	694,819	160,375	855,194	944,990
<b>End of year</b>	<b>\$635,648</b>	<b>\$172,094</b>	<b>\$807,742</b>	<b>\$855,194</b>



**STAFF**

*(Pictured above)*

Carolyn Agee  
*Administrative Assistant*

Alyson Carrel  
*Training Director*

Jeff Herbert  
*Mediation Services Manager*

Scott Hinkle  
*Volunteer Director*

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*Mediation Services Manager*

Laurie Koel  
*Mediation Services Manager*

Cassandra Lively  
*Mediation Services Director*

Royston Maddock  
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*Mediation Services Manager*

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Krisanne Troutman  
*Mediation Services Manager*



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*(Pictured above)*

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# CCR'S MISSION

## **CCR'S MISSION IS TO WORK WITH INDIVIDUALS, COMMUNITIES, COURTS AND OTHER INSTITUTIONS TO MANAGE AND RESOLVE CONFLICT.**

CCR accomplishes its mission by:

- Providing outstanding direct community mediation services — with a high priority for individuals of limited means, nonprofit organizations, and institutions supporting the public and community interest. These institutions include the courts; local, state and federal government; law enforcement; public education; and social and legal services.
- Delivering nationally recognized mediation skills and conflict management training to individuals and organizations.
- Educating the public about conflict resolution; creating infrastructure throughout Illinois for community mediation programs; and increasing the use of mediation in the courts and the community.

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