



2016-2017
ANNUAL REPORT



“
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

PARENTING MEDIATION PROGRAM CLIENT STORY

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 was with them and as a result, Kelly didn't trust him to have the girls visit 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.

HOUSING MEDIATION PROGRAM CLIENT STORY

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.



99%

of participants agreed or strongly agreed that the mediator made sure everyone had a chance to express what was important to them.

PARENTING MEDIATION PROGRAMS

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.

HOUSING MEDIATION PROGRAMS

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



By working to address the underlying concerns of each client, mediation allowed the parties to come together on an agreement that resolved the dispute.

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.”

HOWARD EPSTEIN

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 SVIGOS



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.

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 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.

VI LIVING



Judy Whitcomb, Senior VP of Human Resources and Learning, Vi Living

“

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

”

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.

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

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

uninvited. 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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Marcia Lipkin	Xavier Miguel	Matthew Parrilli	Thomas Sadler	Colleen Stevenson	Wintrust Community Bank
Robert Lipton	Allyson Miller	Shivan Patel	Arup Sarma	David Stone	Leon Wool
Keith Lively	Andrea Moffat	Chloe Pedersen	Kevin Saville	Julie Stratton	Margaret Woulfe
Margaret Loisel	Hon. Martin Moltz	Jessica Perez	Eric Scheiner	Jessica Sullivan	Hon. E. Kenneth Wright, Jr.
Bradley Lorden	Daniel Monaco	Rebecca Perryman	S. Schiller	Susan Sullivan	Xiaoling Xiang
Mary Lorden	Jay Monteiro	Christopher Pett	John Schloerb	Dimitri Svigos	Eric Yeager
Michael Lorden	Ceily Moore	Maria Phillips	Lauren Schwartz	Theresa Swenson	Frank Ziegler
Delphine Lourtau	Elizabeth Moran	Katie Pieper	Peter Shaeffer	Shaheen Tajuddin	Alex Zinicola
William Love	Shiana Moran	Jennifer Plagman	James Shapiro	Jill Tanz	Rebecca Zuber
Lorna Lucken Steuer	Mary Morse	Faith Pledger	Chris Shearer	Mark Ter Molen	Zena Zumeta
David Luna	Diane Mosley	Leann Plummer	Sean Sheridan	Nizar Tharani	
Paul Lurie	Jaran Moten	Kevin Poczatek	Linda Shi	Zachary Thomas	
Rasmus Lynnerup	Elizabeth Muir	Vera Pollina	Marie Sian	Rene Torrado, Jr.	
Meredith Mann	Carol Murphy	Matthew Pryor	Ann Sickon		

In-Kind Donors 2016 and 2017

CorePower Yoga
3 Dog Cellars
ABC/Disney
Abt
Affy Tapple
AMS Chicago
Ayla's Originals
Barry's Boot Camp
b. A Salon on Armitage
Weeya Baysah
Beam Suntory
Chuck Bertoia
Barbara McElherne Design
Big City Swing
Bittersweet Pastry Shop
Black Swan Bodywork
Blue Apron
Bobbie T's Bake Shop
Brickstone Brewery
Brooklyn Boulders
Gene Cahill
Cakebread Cellars
Chicago Athletic Clubs
Chicago Elevated
Chicago History Museum
Chicago Waffles
Clif Bar & Company
Code, Play, Learn

CohenCoach Associates
Nina Cohen
Comedy Sportz
Jeanne Consoles
Core Power Yoga
Cuvee Cellars Wine Shop
Dark Matter Coffee
Kim Dean
Delightful Pastries
Detroit City Distillery
Jack Dillon
Jeff Drager
Eatly Chicago
Elite Tarot
Howard Epstein
Femme du Coupe
Firestone Walker Brewing
Fleetwood Roller Rink
Fooda
Forzley Eye Clinic
Frank Lloyd Wright Trust
Jesus "Chuy" Garcia
Garrett Popcorn
Garrett Popcorn Shops
Gibsons Restaurant Group
Grace of Glam
Graziano's Brick Oven Pizza
Greystone Tavern

Gymboree Play & Music of Chicago
Hannah's Bretzel
Sarah Heffron
Hog Salt Hospitality
Kathryn Hupfer
Idlewild Country Club/John Jacoby
Indira Lifestyle Salon Spa
John Jacoby
Jason's Deli
Jones Day
Josh Moulton
Fine Art Gallery
Kate Juozaitis
Kane County Cougars
Diana Karnes
Kirkland & Ellis
Jana Kovich
Rae Kyritsi
La Perla
Le Pain Quotidien
Lettuce Entertain
You Enterprises
Lily Niederpruem Art
Lou Malnati's Pizzeria
Lovely: a bake shop
Lynfred Winery
Magellan Corporation
Viviana Martinez

McFadden & Dillion PC
Milt's BBQ
Milwaukee County Zoo
Milwaukee Repertory Theater
Molly's Cupcakes
Jaran Moten
Naf Naf Grill
Nar Gourmet
Native Food Café
Nonnina
North Shore Yoga
Northlight Theatre
Northwestern Specialists
in Plastic Surgery
Old Town School of Folk Music
Alex Passo
Patterson Law Firm LLC
Peach and Green
Rocky Perkovich
Piccolo Sogno
Pilsen Public Art Tours
Pinstripes
Jenny Plagman
Pranzi
Cook County Board President
Toni Preckwinkle
Printed Canvas
Judy Pokorny & Jack Novak

(In-Kind Donors 2016 and 2017 cont'd)

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

97%

of participants described the quality of service from CCR staff as excellent (75%) or good (22%).

“
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)

	Unrestricted	Temporarily restricted	Total FY16	Total FY15
SUPPORT AND REVENUE				
Grants and contributions	\$529,574	\$45,500	\$575,074	\$579,437
Dispute Resolution Center Act	\$171,050		\$171,050	\$177,074
Training fees	\$225,041		\$225,041	\$187,965
Donated services, Circuit Court of Cook County	\$105,790		\$105,790	\$102,729
Donated goods and services, annual event	\$33,985		\$33,985	
Rental income	\$20,475		\$20,475	\$21,747
Other revenue	\$500		\$500	
interest income	\$62		\$62	\$71
Net support and revenue	\$1,086,477	\$45,500	\$1,131,977	\$1,069,023
Net assets released from restrictions	\$19,375	-\$19,375	\$0	\$0
Total support and revenue and reclassifications	\$1,105,852	26,125	\$1,131,977	\$1,069,023
EXPENSES				
Program services	\$875,354		\$875,354	\$831,359
Management and General	\$79,913		\$79,913	\$127,831
Fundraising	\$149,000		\$149,000	\$68,369
Total expenses	\$1,104,267		\$1,104,267	\$1,027,559
Change in Net Assets	\$1,585	\$26,125	\$27,710	\$41,464
NET ASSETS				
Beginning of year	\$324,312	\$19,375	\$343,687	\$302,223
End of Year	\$325,897	\$45,500	\$371,397	\$343,687

Statement of Activities: 2017

(for year ended May 31, 2017)

	Unrestricted	Temporarily restricted	Total FY17	Total FY16
SUPPORT AND REVENUE				
Grants and contributions	\$442,134	\$25,500	\$467,634	\$575,074
Dispute Resolution Center Act	\$164,047		\$164,047	\$171,050
Training fees	\$220,237		\$220,237	\$225,041
Donated services, Circuit Court of Cook County	\$110,753		\$110,753	\$105,790
Donated goods and services, annual event	\$15,300		\$15,300	\$33,985
Rental income	\$21,503		\$21,503	\$20,475
Other revenue	\$98		\$98	\$500
interest income	\$45		\$45	\$62
Net support and revenue	\$974,117	\$25,500	\$999,617	\$1,131,977
Net assets released from restrictions	\$45,500	-\$45,500	\$0	\$0
Total support and revenue and reclassifications	\$1,019,617	-20,000	\$999,617	\$1,131,977
EXPENSES				
Program services	\$852,589		\$852,589	\$875,354
Management and General	\$85,578		\$85,578	\$79,913
Fundraising	\$148,753		\$148,753	\$149,000
Total expenses	\$1,086,920		\$1,086,920	\$1,104,267
Change in Net Assets	-\$67,303	-\$20,000	-\$87,303	\$27,710
NET ASSETS				
Beginning of year	\$325,897	\$45,500	\$371,397	\$343,687
End of Year	\$258,594	\$25,500	\$284,094	\$371,397



Left to right: Camille Grant, Pamela Menaker, Melissa Hirst, Rick Aaronson, Rick Berman, Michele Jochner, Christa Cottrell

CCR Board of Directors 2016 and 2017

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Leadership of the Auxiliary Board

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AB Member

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Mayer Brown

Immediate Past Co-Chairs

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Eric Yeager
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Proskauer

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Viviana Martinez
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Jonas Day

Kevin Poczatek
Ernst & Young

Rahul Sangal
PwC

Lauren Schwartz
United States Federal Courts

Peter Shaeffer
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.

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Americorps

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Back of the Yards Neighborhood Council

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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.

”

CCR Staff 2016 and 2017

Cassandra Lively
Executive Director

Carolyn Agee
Administrative Assistant

Brittany Bartholomew
*Case Manager, Circuit Court
of Cook County Mortgage
Foreclosure Mediation Program*

Maia Buess
Programs Manager

Ashley Davis
Programs Manager

Larissa Hachinski
Training Associate

Pari Karim
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Rae Kyritsi
Programs Director

Meredith Mann
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Israel Putnam
Programs Manager

Leandra Ramos
Bilingual Programs Manager

Colleen Stevenson
*Director, Circuit Court of Cook
County Mortgage Foreclosure
Mediation Program*

Whitney Trumble
Finance & Operations Director



Lea Ramos, Ashley Davis, Rachel Consoles, Cassie Lively, Larissa Hachinski, Whitney Trumble, Maia Buess, Rae Kyritsi, Britt Bartholomew, Colleen Stevenson, Sam Crowley, Meredith Mann, Carolyn Agee, Israel Putnam, Pari Karim



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