

EARLY RESOLUTION PROGRAM

Launched in early 2021 in response to the major increases in eviction and consumer debt cases due to the COVID pandemic, the Early Resolution Program has grown and developed into a model program that is being duplicated across the country. The program is led by and was developed in partnership with the Circuit Court of Cook County, Chicago Bar Foundation, and Chicago-area legal aid organizations.

CCR has the central role of facilitating the program which includes providing dedicated and highly trained CCR staff as case managers and certified mediators, working within all Cook County municipal court districts.

IN 2024:

13,172



Unique client referrals handled by CCR case managers
*up from 9,131 in 2023!

“The mediator was very skilled at moving the process to a positive end.”

834



Cases referred to mediation

It help[ed] 100% with communication with two parties that did not know how to talk to each other. Wonderful service.”

84% Of respondents were either Satisfied or Very Satisfied with their mediation



99% Of respondents felt that the mediator treated them with respect



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