



2020-2021

ANNUAL REPORT

CCR MISSION STATEMENT

CCR works with individuals, communities, courts and other institutions to manage and resolve conflict.

CCR CORE VALUES

Core Value #1: Commitment to Serving the Community

- Apply consistency and clarity in message and practice
- Be responsive
- Exhibit flexibility and resiliency

Core Value #2: Collaborative Spirit

- Engage and involve one another
- Celebrate each others' successes
- Pitch in and find ways to contribute
- Give and receive constructive feedback

Core Value #3: Inclusivity

- Value individual differences
- Create space for new and different ideas
- Exhibit transparent communication and understanding

Core Value #4: Strive for Personal Best

- Continuously learn and improve
- Take responsibility
- Think outside the box

Core Value #5: Inspire Growth and Success

- Support and encourage each other
- Embrace and learn from challenges

WHAT ARE CORE VALUES?

Core values are a set of beliefs that enable an organization to function at its highest level, and are shown through behaviors that members are expected to exhibit and practice. Core values apply internally to staff and volunteers, and externally to client and stakeholder relationships.

Core Values guide an organization and its members when:

- Clarifying the organization's identity and supporting its strategic plan.
- Leading meetings and projects.
- Making decisions or resolving disputes.
- Educating the public about the organization.

DEAR CCR FAMILY,

For 42 years CCR has been incredibly proud of our ability to respond when and how our community needs it most. In 1979, this meant providing one of the earliest programs to respond to the need for access to justice – mediation as an alternative to the traditional court process. Ten years ago, this was CCR's key role in the Circuit Court of Cook County's Foreclosure Mediation Program. Over the last five years, it's been a doubling of CCR's case volume serving parents who are attempting to work out agreements on parenting time, decision-making, and finances. And since March of 2020, CCR has been at the forefront of community response to COVID-19.

Within one week, CCR transitioned all mediation and training services to fully virtual, and we've since mediated more than 1,000 cases using the Zoom platform. As community-police relations became one of the biggest issues facing Chicago, CCR facilitated listening sessions and focus groups related to Chicago Police Department (CPD) policies, and CCR's Programs Director, Rae Kyritsi, served as the neutral facilitator for the group focused on recommending changes to the CPD's Use of Force Policy. Now, CCR is gearing up to offer a new pilot program for Community-Police Mediation.

CCR has also played a key role in response to the eviction crisis in Cook County and throughout

Illinois. In the Early Resolution Program, supported by Cook County, the Circuit Court of Cook County and the Chicago Bar Foundation, CCR staff members serve in the role of virtual-court intake, connecting tenants and landlords to legal aid and rental assistance resources, as well as CCR's own mediation services. CCR is on pace to serve thousands of community members annually through this program.

Building mediation infrastructure statewide, CCR has also played an important role in the Eviction Help Illinois Program. Funded by the Illinois Equal Justice Foundation, CCR has trained more than 100 mediators around the state to serve in eviction cases.

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 42 years and beyond.

Sincerely,



Ceylan Eatherton

Ceylan Eatherton
President, Board of Directors



Cassandra Lively

Cassandra Lively, Ph.D.
Executive Director

CCR extends deep gratitude to volunteer Frank Hill for spearheading the writing of this Annual Report.

COVID-19 RESPONSE – MEDIATION SERVICES

In March of 2020, the country shut down. And so did CCR's mediations...but not for long. Within one week, CCR was up and running on Zoom. Since the start of the pandemic, CCR has opened nearly 2,000 cases for mediation. CCR was able to swiftly pivot to

“
The mediation helped us both get our points across and allowed us to be heard.
”

- MEDIATION CLIENT

all-virtual mediations because CCR had already created a Zoom mediation program in 2018: CCR had a Zoom account and best practices in place and did not have to start at the very beginning. CCR had developed the Zoom mediation program in order to address limitations in accessibility to mediation. Programs Director Rae Kyritsi points out, “We’d worked on it as a limited option for parties that were long distance or couldn’t physically be in the office.” CCR still conducts all mediations virtually, though in September 2020 CCR opened office space for clients who need support accessing technology to participate in Zoom mediations.

“When we’re not in-person, we can’t see or use body language

as efficiently,” says Kyritsi. “But there are also things that are gained through Zoom. People are typically in their own home and more comfortable and relaxed. It’s easier to take breaks. And there’s been a dramatic decrease in our no-show rate. People tend to show up when it’s from their own home!” In addition, virtual mediation has been easier for some mediators since they don’t have to drive downtown or to a courthouse.

“I don’t think virtual mediation will ever go away,” says Kyritsi, “but I’m looking forward to a time when we can choose in-person or virtual depending on what’s most useful in each particular situation. I’m really proud of our work.”

COVID-19 RESPONSE – TRAINING DEPARTMENT

The pandemic has brought a lot of change to how organizations operate, including CCR’s Training Department. In March of 2020, CCR went virtual with all training programs. Initially, there were a lot of cancellations as everyone figured out how to operate in this new landscape. However, around May of 2020 people started booking trainings after realizing that conflict doesn’t stop just because work moves from in-office to remote. In fact, it’s more important than ever to learn how to deal with conflict! While the pandemic in some ways makes it easier to avoid difficult conversations, they’re still necessary.

Many at CCR found the shift to all virtual training difficult at first. It’s a totally different type of training.

In person, there’s a lot of natural connections that people make, and the pace of training is different. But CCR’s training department quickly adapted, taking advantage of Zoom’s breakout rooms, the chat feature, and even some procedures, like bringing in remote team members, that weren’t possible with in-person trainings.

CCR has offered 19 40-hour trainings virtually since last March, educating nearly 150 mediators, and 37 workshops for private clients on



Photo does not reflect current COVID-19 safety protocols.

topics such as conflict resolution, conflict management, mediation and “mediation lite,” giving and receiving feedback, conflict styles, and interest-based bargaining. Pari Karim, CCR’s Training Director, says, “Even though we’re all anxious to get back to in-person trainings, virtual training will always be an offering going forward.”

ILLINOIS EQUAL JUSTICE FOUNDATION STATEWIDE MEDIATOR TRAINING

In 2020 and 2021, in order to build statewide capacity to deal with the pandemic-related eviction crisis, the Illinois Equal Justice Foundation (IEJF) made grants available to many new and existing eviction mediation programs across Illinois. Since CCR has mediated evictions cases since 1989, the organization applied for and received IEJF funding to train mediators in these programs.

What a life-changing experience it was to participate in the 5-Day Mediation Skills training over the past week. The training program made a complicated topic so approachable and understandable.

- TRAINING CLIENT

Since May 2021, CCR has offered three distinct training programs for Illinois (and national) mediators over Zoom:

- CCR's 40-hour training for new mediators
- 1-day refresher course for mediators who have had training in the past but need a review, as well as training for issues that specifically come up in eviction cases
- 2-hour program for experienced mediators who need training specific to evictions (addressing topics like mediating in 60 minutes or less, mediating with *pro se* litigants, or special considerations in evictions mediations)

The 40-hour training is essentially CCR's traditional 40-hour program, while the 1-day course is adapted from a current Essentials training offered for CCR volunteer mediators. The 2-hour eviction training, however, is brand-new, specifically created for current circumstances, and is incorporated into all three IEJF-funded trainings. It takes into consideration the ever-changing guidance on evictions, moratoriums and layers of moratoriums. CCR is pleased to work with the IEJF and proud to be making a significant impact on the crisis.

EARLY RESOLUTION PROGRAM

CCR's participation in Cook County's Early Resolution Program (ERP) is unlike anything CCR has undertaken before. Because it is virtual, the program allows us to serve people all over Cook County simultaneously. The ERP



was developed in partnership with Cook County courts, Chicago Bar Foundation, and eight Chicago area legal aid organizations. The program is designed to respond to increases in three distinct court case types as a result of the pandemic: tax deed cases, consumer debt cases, and evictions cases. ERP launched in early 2021. Rae Kyritsi, CCR's Programs Director, says, "One of the reasons we were well-suited to take on this central role in the program is that we were serving in all of the courthouses before the pandemic began and had strong relationships we were able to build on for the successful start to the program."

CCR plays a number of roles in the ERP. First, CCR acts as a court case manager and live intake case

manager throughout the day in 25 virtual court calls each week. This means CCR helps direct plaintiffs or respondents to the next step in the process, whether that is to speak to a legal aid organization or enter mediation to attempt to resolve the case. Second, CCR acts as mediator in ERP cases when mediation is required, whether the case is referred to mediation by a judge or a legal aid organization. Finally, CCR updates the court on the status of a case on the date when the case returns to court. CCR hopes the program will make court more accessible and provide resources for litigants that help them resolve their disputes or leave them better prepared for managing their case going forward.

HEALING ILLINOIS PROGRAM

After establishing a set of Core Values in 2019, CCR polled staff and volunteers in 2020 to determine where the organization should focus efforts in the coming year. The clear place for opportunity was around the Core Value of Inclusivity. In an effort to live this value as an organization, CCR applied for a Healing Illinois grant in 2021. Healing Illinois is a racial healing initiative of the Illinois Department of Human Services (IDHS), in partnership with The Chicago Community Trust, designed to distribute \$4.5 million in grants to organizations across the state to begin, or continue, the work of racial healing.

The funds CCR received were used to support several programs. Four senior staff members received six hours of inclusive leadership training from Carla Kupe of The Impact Alliance. Funds also supported three 2-hour anti-racism training workshops for a group of 30 CCR staff and volunteers. The Healing Illinois-funded trainings gave CCR leadership, staff, and volunteers an opportunity to reflect on our individual and holistic efforts to operate as an inclusive and equitable organization. The trainings culminated in three “On the Table” events in which staff and volunteers hosted and facilitated events to gather public input on ways a community mediation

center like CCR can support the work of racial healing in Illinois.

Through the On the Table events, CCR was able to engage with 70 participants from the community. CCR learned that it is on the right track and that CCR can be a resource for the community moving forward. The participants offered thoughtful and actionable feedback to support future work in racial healing and racial equity. Specifically, CCR learned that people are hungry for connection and engagement generally and have energy to engage in dialogue with people who are not like-minded. As a community mediation center, CCR can keep

providing the community with a safe space to have and promote these conversations. Feedback also showed a community appetite for workshops, organizational support, skills trainings, and open dialogue. Multiple community members identified partnership with the Chicago Police Department to work on community-police relations as a way CCR could serve as a resource.

The Healing Illinois-funded events have given CCR a frame for our work moving forward. Training Director Pari Karim has established a Diversity, Equity, and Inclusion training for CCR trainers, 81% of whom have received the training



so far. CCR believes this will have a lasting impact on the experience of community members who attend training events. CCR has also held an all-staff follow up meeting to evaluate the feedback from our trainings and listening sessions, created action items, and developed a strategy for continued engagement moving forward toward healing.

“
The facilitators did a great job with the questions and leading the discussion.”

- PARTICIPANT

“
Great chance to think outside the box.”

- PARTICIPANT

JONAH ORLOFSKY



In his 11 years as a volunteer mediator, Jonah Orlofsky has mediated every type of case CCR handles.

Jonah is a semi-retired attorney who litigated complex commercial litigation for 35 years. He now serves as an arbitrator with AAA and FINRA and has a private mediation business handling commercial disputes like breach of contract, insurance, and employment discrimination. Jonah chairs CCR's Continuing Education Committee and Volunteer Council, acts as a trainer for CCR's 40-hour training program, and is a mentor for CCR's Mediator Mentorship Program (MMP).

Jonah began mediating with CCR through our foreclosure mediation program in 2011, near what turned out to be the end of the 2008 housing crisis. He volunteered with CCR one day a week and estimates he mediated 80-100 foreclosure cases through that program. In 2014, he applied to CCR's MMP and was accepted. Jonah was named Peacemaker of the Year in 2018 and Trainer of the Year in 2019.

When Jonah's not mediating or arbitrating, you can find him at the piano. He describes himself as a "serious amateur jazz musician" and has played piano his whole life. He currently plays with several small ensembles and two swing big bands.

Jonah's memorable mediation:

Jonah once mediated a Stalking/No Contact case between Jane and Mary, two women who had been close friends. Both women were deaf. Jane had, for a while, placed her son in the care of Mary because she felt it was a better environment for her son.

The mediation was memorable for a couple of reasons. First, the logistics were somewhat complicated with three sign language interpreters present. Both Jane and Mary had their own interpreters and then there was an interpreter who spoke to Jonah. Second, and

more importantly, the resolution of the case felt particularly memorable and moving.

Jane and Mary were both very angry at one another. Jane felt that her son was not being treated well by Mary. Mary was afraid because she felt that Jane was threatening her and was also angry that Jane was no longer reimbursing her for the expenses of caring for Jane's son.

Through the course of the mediation, each of them discovered some fundamental misunderstandings. Jane ended up expressing appreciation of Mary for caring for her son and recognized the importance of reimbursing her

for expenses. Mary realized, through discussion, that Jane was, in fact, not threatening her. By the end of the case, not only was the Stalking/No Contact order dismissed, but the women were friends again.

Jane and Mary had been sitting at opposite ends of a long table, on the same side, not looking at each other throughout the mediation. Once the case was wrapping up and they had reached an agreement, Jonah suggested that they turn to each other and sign rather than speaking through the interpreters. They did, and were smiling and laughing together at the conclusion of the case.

JACK KANDE



Jack Kande worked as a flight attendant with United Airlines for 27 years. He now flies once a month keep up his skills and stay connected to his profession. He was set to fly to India the weekend after the interview for this profile.

For the last eight years, Jack has worked full-time as a labor negotiator with the Association of Flight Attendants (AFA). He is also an arbitrator for the Financial Industry Regulatory Authority (FINRA). Jack first learned about mediation through his work with the AFA. The interest-based discussions of mediation mirrored some of the same values and skills he was using as a negotiator. Jack was enthusiastic that through CCR, he could get hands-on mediation experience, and he pursued training with CCR.

He took CCR's 40-hour training in 2013 and was accepted into the MMP in 2016. Since graduating from the MMP, he has mediated in court (small claims and evictions) as well as long-model juvenile family cases and attorney fee disputes. He is also Vice-Chair of the Volunteer Council.

When not working as a negotiator or flying with United, Jack is caring for his two-year-old daughter or studying for a BS in criminal justice through Central State University. He also enjoys jogging and Thai kickboxing. He was an avid scuba diver when he lived in Thailand, but says that is "a little more difficult" to do in Chicago.

Jack's memorable mediation:

Jack's most memorable mediation was a juvenile case where a young man named Will had been involved in a fight with a fellow student at school and was also accused of stealing the other student's phone.

The accusing student did not attend the mediation, but Will's parents did.

Jack was able to facilitate a conversation between Will and his parents that improved their relationship and hopefully impacted Will's prospects for the future. Jack says the

mediation was like "striking a match – once they started talking, they were talking like they hadn't before." It was through this experience that Jack realized that "the impact we (mediators) can have on the lives of some of the juvenile offenders is tremendous."

KIM MORAN



After receiving her MSW from University of Michigan in 1999, Kim Moran worked with Voices for Illinois Children for 12 years. In that role, she traveled around the state talking to agencies and parents, crafted legislation to benefit Illinois children, and did her fair share of community organizing. She stopped working full-time to care for her third child and moved to London for a few years because of her husband's work. The family returned to the Chicago area in 2016.

Kim took CCR's 40-hour training and applied to the MMP, completing the program in 2018. Since then, Kim has mediated nearly every type of case CCR offers, including a number of stalking/no contact, juvenile and juvenile family, neighbor disputes, Better Business Bureau cases, and attorney fee cases. She's been busy mediating over the last two and a half years and jokes that her Zoom skills have improved greatly during the pandemic. She also recently completed Train the Trainer and will soon be coaching new mediators.

While finishing up her Masters of Jurisprudence in Child and Family Law at Loyola in 2019, Kim reached out to see if there was a way her capstone project – a white paper focusing on the supports needed by parents of dually-involved children (child welfare and juvenile justice system) – might be of use to CCR. CCR's recently established Re-Entry Mediation program in partnership with the Cook County Juvenile Temporary Detention Center (JTDC) was supported by her research and her efforts as a liaison between CCR, the JTDC, and the State's Attorney's office.

When she's not volunteering with CCR, Kim is very involved with her kids' school and serves on the board of the Old Town School of Folk Music. She insists she is not musical, but she's taken several dance classes there. Brazilian dance is her favorite.

Kim's memorable mediation:

Ryan was a charismatic and loquacious 17-year-old whose parents divorced when he was two.

Recently, he had gotten into a fistfight at school. He was suspended for three days, arrested, and charged with battery. Ryan's probation officer referred him to mediation at CCR. Ryan's father, Kevin, a Chicago police officer, had his doubts about mediation but kept an open mind.

During crosstalk, Ryan and his father described an unstable childhood. Ryan's mother was explosive and unpredictable. The police were periodically called to the house during verbal altercations between her and Ryan.

In caucus, Ryan admitted that he thrives on the attention he gets from his peers when causing

trouble and loves the winning feeling he experiences when he fights. He asked Kim not to share the fact that he loves to fight with Kevin. He also asserted that he had to get out of his house. He described his mother as volatile and constantly picking on his insecurities. He hoped to go to college or, as a Plan B, join the army or attend trade school.

In his caucus, Kevin described anger with Ryan's mom for creating such chaos and volatility in his child's life. In addition, he talked about the impact Ryan's behavior has had on Kevin's career, stating he has been passed up for promotions due to the "baggage" of his son having multiple arrests. Despite this, Kevin still wanted to help Ryan.

Back in crosstalk, they struggled to imagine what an agreement between them might look like. Kim reviewed what each had said was important to them, such as staying out of trouble and having a support system for Ryan. Finally, Ryan and Kevin developed a plan. Ryan agreed to attend every class until graduation. Kevin agreed to ask Ryan's principal to check in once a week with Ryan. Ryan agreed to apply for a part-time job and Kevin agreed to check in about the job search once a week. They also agreed to go out to dinner once a week, which brought a smile to Ryan's face. Having a tangible agreement helped to put closure on Ryan's arrest and helped father and son move forward in a positive, supportive way.

COLETTE MARIE DAVION



Colette Marie Davion says she has been a peacemaker ever since she was young. She holds an MA in conflict resolution from Dominican University. Now, as an adjunct professor there, she acts as a coach in Dominican's 40-hour mediation class and teaches a sophomore seminar called Conflict and Mediation: Life in the Natural World, which is part of Dominican University's cross-curricular focus on Pope Francis's environmental encyclical, Laudato Si'. Colette teaches students how the tools of mediation (active listening, being neutral, nonjudgmental approach) can help address the climate crisis. She also teaches as part of Dominican's continuing studies program and mediates at Maywood Courthouse through Dominican's practicum program.

In addition, Colette is a circle keeper and volunteers to lead peace circles. Since the pandemic began, she has organized many anti-racism circles with St. Agatha's church on the West Side of Chicago. Most of these circles have been held over Zoom, though there was a brief period of in-person circles prior to the surge of the Delta variant.

Colette first heard about CCR during her work on her MA and "knew it was something that was part of what I believed in." In November 2019, she applied and was accepted to the MMP. Since graduating from the MMP, she has mediated nearly every type of case CCR offers. She is also on the 2021 Core Values team, which focuses on implementation of CCR Core Values throughout the organization, and recently completed the Train the Trainer course, so she will soon be coaching new mediators.

When Colette is not mediating or working, she likes to travel and recently took a trip to Sedona, Arizona, which she recommends highly. She took a tour of the Grand Canyon, a sightseeing tour of Sedona, and did a lot of exploring, though she says, with a chuckle, "Most of the time I just tried to keep from falling off the mountains while driving."

Colette's memorable mediation:

Colette remembers a Stalking/No Contact case she mediated between a man and a woman. Larry had served in the military and written a couple of books about his experiences. Sue had contacted him and wanted to purchase one of his books. They met in person and she bought a book. Soon they became friends through email, phone, and Zoom. Larry had just come out of a very bad marriage and divorce experience and Sue was very supportive of him. Larry had PTSD and

a brain injury from his service in Afghanistan. Sue seemed to be interested in something more serious, and romantic, than Larry was, and when she said some hurtful and concerning things, he filed for a Stalking/No Contact order against her.

During early caucus, although both Larry and Sue were angry and upset, each had good things to say about the other. During cross-talk, it came out that when Sue said something like "you're crazy," Larry's PTSD was triggered. Sue then understood why he had put the restraining order on her and

seemed to understand how hard it was for Larry not being able to get counseling for PTSD.

Larry cried twice during the mediation. Sue cried as well. Colette, despite herself, had tears in her eyes at moments. In the end, they came to an agreement that Larry would contact Sue when he felt the time was right. Colette recalls, "It was just so wonderful. Although they were at odds and didn't want the same things, they understood each other – she understood the harm and he understood why she thought he wanted more. It was touching."

BOB LIPTON



Bob Lipton has been Managing Director of Business Development at Cave Creek Capital Management since 2018. Prior to that, he owned a legal recruiting firm in NYC, where he grew up. His firm opened a branch office in Chicago in 2007 and Bob moved here in 2011.

In Chicago, Bob wanted to “contribute to society in a way that wasn’t pecuniary.” A friend who was a partner at a law firm and did a lot of mediation work suggested getting involved with CCR. After taking the 40-hour training in 2015, Bob applied to the MMP and graduated in 2016. He has mediated tons of cases at Markham (landlord/tenant, small claims). In fact, during his initial 18-month commitment, when he was required to do two cases a month, he so enjoyed mediating that he would often do four to six cases

a month. He has also mediated many traditional long model cases (juvenile cases, attorney fee cases) and cases through CCR’s Better Business Bureau partnership. Bob was named Peacemaker of the Year in 2018 at CCR’s annual volunteer appreciation party.

In addition to mediating, Bob served for several years on CCR’s Continuing Education Committee and has served on the Volunteer Council (VC) for three years, where he is chair of the recruiting committee for the VC. Most recently, he served on the VC subcommittee that created a program for new volunteers which assigns them an advisor who will answer questions about logistics, give direction, and generally act as a volunteer “buddy.”

When he’s not volunteering with CCR or working, you can find Bob cycling, hiking, cooking, or (pre-Covid) traveling with his wife. Their most interesting recent trip was to Japan two summers ago for their 20th wedding anniversary.

Bob’s Reflection on Mediation:

“Mediation can be a transformative process. It can help turn people who have trouble communicating into people who have found a way to resolve their conflict. As a mediator for CCR since 2016, I am still surprised by how

facilitating communication between disputing parties enables them to talk to one another and to feel they are being heard for the first time. The transformation comes from being heard and gaining an understanding of the core interests that underlie their dispute - enabling

people to put their conflict behind them. For me, helping people move past what seemed like an intractable dispute is the most gratifying outcome I have experienced as a mediator.”

WHEATON COLLEGE

As VP for Student Development at Wheaton College, Dr. Paul Chelsen oversees much of the learning that takes place outside of the classroom – athletics, resident life, student wellness, student engagement offices, equity, and Title 9 all fall under his purview.

Four years ago, when Dr. Chelsen was helping to develop a conflict management and communication seminar for leadership at the college, he immediately thought of CCR. He’d previously taken CCR’s 40-hour training and knew that CCR would be “an excellent training partner” for this type of offering.

CCR teaches the first day of Wheaton’s 2-day seminar, which has been offered for the last three years and has trained well over a hundred Wheaton employees. CCR teaches core conflict resolution skills like active listening, understanding needs and interests, and reality testing.

CCR also teaches the first five days of Dr. Chelsen’s six-day conflict mediation graduate course. The



course is now required training for students in Wheaton’s higher education MA curriculum, which trains would-be higher education staff and administrators. Chelsen says that out of more than 200 MA programs in the country, Wheaton’s is the only one that offers a mediation skills training component. “Those of us who work in higher education know that a lot of the job involves working with people and people in conflict and I knew CCR was the best at providing that sort of training.”

“One of the benefits [of training with CCR] is that most people have not had training on how to respond to conflict in a healthy way. Because of that, many people are afraid of conflict and that leads to not feeling confident when you’re in a conflict situation. CCR’s training and materials build a sense of confidence through the information, perspective, and skill-based training they provide. CCR has expertise that we don’t have at Wheaton, so the fact that they’re willing to partner with us has really benefited Wheaton College.”



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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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(CCR Virtual Event Friends 2020 and 2021 cont'd)

Diane Grigg
Samantha Grimes
Jordyn Grollo
Mary Guinan
Kenneth Gunn
Jan Harahan
Carole Heilman
Shafiq Hemani
Erica Henry
Jeff Herbert
Holly Herrera
Frank Hill
Scott Hinkle
Nancy Hirsch
Kevin Hoem
Susan Hoem
Cerissa Hoglander
Mimi Holland
Joe Holtgrieve
Harry Hudesman
Erik Hullinger
Kathryn Hupfer
Cheyrl Ingram
Joan Jackson
Jean Janes
Katharina Jehenson
Talaya Johnson
Veronica Johnson
Tynisha Jointer
Julie Jonas
Barbara Jones
Peggie Jones

Betsy Joy
Deanna Joy
Alexandra Kali
Jennifer Karim
Jeffrey Karinattu
Michael Kaufman
Elizabeth Keats
Virginia Keller
Gerard Kelly
Pamela Kentra
Linda Kim
Sarah Klein
Diane Kliebard
Ross Kohn
Katherine Kolon
Edward Koven
Linda Krause
Jennifer LaDuke
Jennifer Lauria
Katy LeDuc
Jeremy LeFevre
Amy Lehman
Pam Leibfried
Katie Leitch
Nina Leung
John Levi
Rebecca Levine
Cookie Levitz
Marcia Lipkin
Margaret Loisel
Bradley Lorden
David Louis

Paul Lurie
MacArthur Foundation
Thyannda Mack
Ashanti Madlock Henderson
Chantal Mahler
Brian Major
Hilary Malina
Jim Manzardo
Viviana Martinez
Hon. Mary Mason
Marc Matsoff
Abe Matthew
Elaine Mazzei
Karen McCormick
Jamie McGuinnness
Alexx McKay Dunk
Claiborne McLemore
Yvette Meltzer
Judd Miner
Robert Minetz
Brad Minkow
Jennifer Minkow
Hon. Martin Moltz
Jay Monteiro
Thomas Mulroy
James Murphy
David Muschler
Eric Newton
Lewis Nixon
Mona Noriega
Rachel Oblinger
Theresa Olson

(CCR Virtual Event Friends 2020 and 2021 cont'd)

Margaret Pargaret
Monica Parrilli
Deanna Parrish
Alex Passo
Barbara Paul
Lauren Penzell
Kirsten Perdomo
Jessica Perez
Laura Perizell
Steven Pflaum
Kathy Polach
Charles Portis
Kelsey Poulson-Ellestad
Bryan Pritchard
Kathleen Przywara
Louise Przywara
Mary Quigg
Luis Quintero
Annie Rath
Janet Reed
Sarah Reynolds
William Reynolds
Charlie Roberts
Minnie Robinson
Matthew Rose
Joel Rothman
Piper Rothschild
David Rugendorf
Brian Rutkowski
Kalpana Sabapathy
Thomas Sadler
Mitur Sakoda

Geoff Sandilands
Rahul Sangal
John Schloerb
Alexandra Schwartzman
Hirsch Serman
James Servino
Deborah Shields
Bonnie Shifrin
Ann Sickon
Richard Siebel
Jodi Silberman
Katie Simmons
Elizabeth Simon
Liz Slocum
Janet Smith
Kathryn Smith
Marilyn Smith
Sam Smith
Lesly Steinman
Laura Stempel
David Stone
Sara Stone-Psihas
Lauren Strelsin
James Sullivan
Jessica Sullivan-Wilson
Ali Sutton
Chris Svigos
Mark Swislow
Sanjay Tailor
Christine Teed
The Benevity Community Impact Fund
James Thomas

Hon. Michael Toomin
Peggy Trumble
Urban Lift Salon and Their Clients
Ikechi Uzochukwu
Thomas Valenti
Henry Vess
Ann Marie Vigano
Samantha Von Halle
Stephanie Waddle
Julie Walsh
Elizabeth Wanger
Cheryl Ward
Wendy Weinstein
Amy Werderitch
Theresa Whalen
Jacob White
James Whitehead
Timothy Whiting
Mary Wilcynski
Todd Wild
Anthony Wilkins
Wines For Humanity, LLC
Charles Winkler
Toni Wolf and Team
Nancy Wong
Scott Woodfill
Margaret Woulfe
Susan Yates
Edward Young
Lorraine Ziganto
Bert Zuber
Rebecca Zuber

CCR Virtual Event In-Kind Donors 2020 and 2021

Rick Aaronson
Michael Cohen
Kim Dean
Jenni Dressler
Ceylan Eatherton
Howard Epstein
Kelli Garcia
Steve Gilford
HamShop Creations
Jeff Herbert
Melissa Hirst
Wines for Humanity
A Little Tequila
Cassie Lively
Rae Kyritsi
Cathay Lancaster
Living Dreams Canvas
Mask from EdgeWater
Kim Moran
Old Town School
N'Joy Nae Nails by Renne Wilson
Jonah Orlofsky
Beth Uber
Stacey Weiler
Alex Weinstein
Paige Williams
Jessica Sullivan-Wilson
Workerbee Interactive, LLC
Eric Yeager

152

new mediators completed
40-hour Mediation
Skills Training – FY 2020

148

new mediators completed
40-hour Mediation
Skills Training – FY 2021

Statement of Activities: 2020

(for year ended May 31, 2020)

	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Grants and contributions - Note 9	\$262,587	\$71,021	\$333,608
Dispute Resolution Center Act grant - Note 9	\$174,954		\$174,954
Training fees	\$239,455		\$239,455
Donated services, Circuit Court of Cook County - Notes 6 and 9	\$121,074		\$121,074
Special event revenue - Note	\$203,455		\$203,455
Less: Costs of direct benefits to donors	\$(1,000)		\$(1,000)
Rental income - Note 3	\$24,479		\$24,479
Paycheck Protection Program loan forgiveness - Note 4			
Interest income	\$30		\$30
Net support and revenue	\$1,025,034	\$71,021	\$1,096,055
Net assets released from restrictions - Note 5	\$65,700	\$(65,700)	
Total Support and Revenue	\$1,090,734	\$5,321	\$1,096,055
EXPENSES			
Program services			
Mediation services	\$616,913		\$616,913
Training	\$293,807		\$293,807
Total Program Services	\$910,720		\$910,720
SUPPORTING SERVICES			
Management and general	\$112,176		\$112,176
Fundraising	\$73,021		\$73,021
Total Supporting Services	\$185,197		\$185,197
Total Expenses	\$1,095,917		\$1,095,917
Change in Net Assets	\$(5,183)	\$5,321	\$138
NET ASSETS			
Beginning of year, as originally stated in 2020	\$251,389	\$130,372	\$381,761
Prior period adjustment - Note 10		\$(45,000)	\$(45,000)
Beginning of year, as restated in 2020	\$251,389	\$85,372	\$336,761
End of Year	\$246,206	\$90,693	\$336,899

Statement of Activities: 2021

(for year ended May 31, 2021)

	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Grants and contributions - Note 9	\$786,545	\$25,583	\$812,128
Dispute Resolution Center Act grant - Note 9	\$128,892		\$128,892
Training fees	\$159,044		\$159,044
Donated services, Circuit Court of Cook County - Notes 6 and 9	\$125,965		\$125,965
Special event revenue - Note	\$187,289		\$187,289
Less: Costs of direct benefits to donors			
Rental income - Note 3	\$25,001		\$25,001
Paycheck Protection Program loan forgiveness - Note 4	\$124,900		\$124,900
Interest income	\$52		\$52
Net support and revenue	\$1,537,688	\$25,583	\$1,563,271
Net assets released from restrictions - Note 5	\$90,693	\$(90,693)	
Total Support and Revenue	\$1,628,381	\$(65,110)	\$1,563,271
EXPENSES			
Program services			
Mediation services	\$861,164		\$861,164
Training	\$299,521		\$299,521
Total Program Services	\$1,160,685		\$1,160,685
SUPPORTING SERVICES			
Management and general	\$94,408		\$94,408
Fundraising	\$70,627		\$70,627
Total Supporting Services	\$165,035		\$165,035
Total Expenses	\$1,325,720		\$1,325,720
Change in Net Assets	\$302,661	\$(65,110)	\$237,551
NET ASSETS			
Beginning of year, as originally stated in 2020	\$246,206	\$90,693	\$336,899
Prior period adjustment - Note 10			
Beginning of year, as restated in 2020	\$246,206	\$90,693	\$336,899
End of Year	\$548,867	\$25,583	\$574,450



CCR Board of Directors 2020 and 2021

Leadership of the Board of Directors

President
Ceylan Ayasli Eatherton
Loyola University Chicago

Immediate Past President
Gene Cahill
Grant Thornton LLP

President-Elect
Melissa B. Hirst
Inspire 11

Vice President
Christa C. Cottrell
Kirkland & Ellis LLP

Treasurer
Steven R. Gilford
JAMS

Secretary
Kenneth Gunn
Cook County Commission on Human Rights

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CCR Mediator

Honorable Patrice Ball-Reed
Circuit Court of Cook County

Jack L. Block
Attorney, CCR Mediator

Frank Dery
PwC

Joseph R. Dosch
Sidley Austin LLP

Jennifer L. Dressler
CCR Mediator

Brian J. Gold
Croke Fairchild Morgan & Beres

Camille R. Grant
Illinois Education Association-NEA

Erin Haldorson Weber
Reyes Holdings LLC

Aaron D. Harris
Michael Best Strategies

Emily Harte
Oliver Wyman

Elizabeth Hermann Smith
Mayer Brown

Matthew T. Jenkins
Lancer Capital Partners, LLC

Michele M. Jochner
Schiller DuCanto & Fleck LLP

Jenny Plagman
Jones Day LLP

Justin F. Polach
Bischoff Partners, LLC

Todd D. Steenson
Exelon Business Services Corporation

Kathryn L. Stevens
Vedder Price PC

Ex Officio Members

Jonah Orlofsky
Law Offices of Jonah Orlofsky

Jaran R. Moten
Kirkland & Ellis LLP

Pictured top left to bottom right: Aaron D. Harris, Brian J. Gold, Camille R. Grant, Ceylan Ayasli Eatherton, Christa C. Cottrell, Elizabeth Hermann Smith, Erin Haldorson Weber, Frank Dery, Honorable Patrice Ball-Reed, Jack L. Block, Jaran R. Moten, Jennifer L. Dressler, Jenny Plagman, Jonah Orlofsky, Joseph R. Dosch, Justin F. Polach, Kathryn L. Stevens, Kenneth Gunn, Matthew T. Jenkins, Gene Cahill, Emily Harte, Melissa B. Hirst, Michele M. Jochner, Richard (Rick) Aaronson, Steven R. Gilford, Todd D. Steenson

CCR Auxiliary Board 2020 and 2021

Leadership of the Auxiliary Board

Co-Chairs

Kelli Garcia
Northern Trust

Alex C. Weinstein
Vedder Price PC

Immediate Past Co-Chairs

Kimberly Dean
AB Member

Kathleen Przywara
U.S. Attorney's Office

Mediation Participant
Satisfaction Rate

90%

Members of the Auxiliary Board

Kay Dawson
Miller Shakman & Beem LLP

Sarah E. Finch
Riley Safer Holmes & Cancila LLP

Aaron Hanlon
Google

Erica Henry
Leadership for Educational Equity

Jeff Herbert
Urban Living Properties

Tynisha Jointer
Chicago Public Schools

Stacey M. Jonas Weiler
Illinois Bar Foundation

Michaela Kabat
Sidley Austin

Jana Kovich
Latham & Watkins LLP

Jaran R. Moten
Kirkland & Ellis LLP

Kwaku Osebreh
Mayer Brown

Alexander I. Passo
Latimer LeVay Fyock LLC

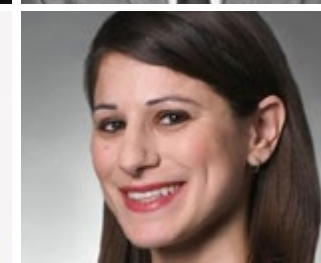
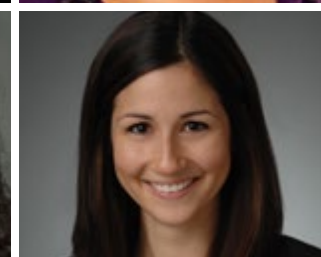
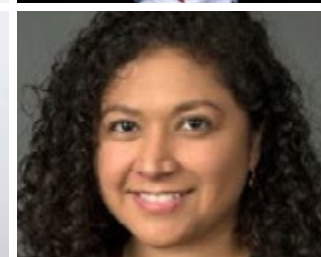
Kalpna Sabapathy
Mobilitie, LLC

Rahul Sangal
PwC

Jessica M. Sullivan-Wilson
Educators for Excellence

Eric Yeager
Kerberos Capital Management

Pictured top left to bottom right on the following page: Aaron Hanlon, Alex C. Weinstein, Alexander I. Passo, Eric Yeager, Erica Henry, Jana Kovich, Jaran R. Moten, Jeff Herbert, Jessica M. Sullivan-Wilson, Kalpna Sabapathy, Kathleen Przywara, Kay Dawson, Kelli Garcia, Kimberly Dean, Kwaku Osebreh, Rahul Sangal, Sarah E. Finch, Stacey M. Jonas Weiler, Tynisha Jointer, Michaela Kabat



In the past 6 months,
CCR has worked on nearly

900

cases, serving over

2,000

people in conflict

CCR Volunteer Council 2020 and 2021

Jonah Orlofsky
Chair

Jack Kande
Vice Chair

Cathay Lancaster
Immediate Past Chair

Mike Cohen
Howard Epstein
Susanne Hollander
Paul Johnson
Cookie Levitz
Bob Lipton
David Louis
William Love
Jackie Lustig
Laura Stempel

CCR Partners

All Chicago
Americorps
Association for Conflict Resolution
Association for Conflict Resolution, Chicago Chapter
Better Business Bureau of Chicago and Northern Illinois
CARPLS
Center for Disability and Elder Law
Center on Halsted
Chicago Bar Association
Chicago Bar Foundation
Chicago Commission on Human Relations
Chicago Department of Public Health
Chicago-Kent College of Law
Chicago Police Department, Juvenile Intervention and Support Center
Chicago Volunteer Legal Services
Circuit Court of Cook County
Circuit Court of Cook County Family Mediation Services
City of Chicago
Civilian Office of Police Accountability
Compass Pro Bono Consulting
Cook County Commission on Human Rights
Cook County Justice Advisory Council
Cook County Juvenile Temporary Detention Center
Cook County Office of the Public Guardian
Cook County Public Defender
Cook County State's Attorney
Forest Preserves of Cook County
GlobalGiving
Greater Chicago Legal Clinic
Habitat for Humanity

Housing Action Illinois
Illinois Balanced and Restorative Justice
Illinois Department of Labor
Illinois Equal Justice Foundation
Illinois JusticeCorps
Illinois Legal Aid Online
Impact Grants Chicago
Inquest Consulting
JAMS Foundation
Justice Advisory Council of Cook County
Lawyers' Committee for Better Housing
Legal Aid Chicago
Legal Aid Society of Metropolitan Family Services
Loyola University Chicago 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 Interest Law Initiative
Resolution Systems Institute
Roosevelt University
United Way of Metropolitan Chicago
University of Chicago
Urban Initiatives
Wheaton College
Women's Bar Association of Illinois
Young Nonprofit Professionals Network

CCR Staff 2020 and 2021

Administration

Cassie Lively
Executive Director

Whitney Trumble
Finance & Operations Director

Carolyn Agee
Administrative Assistant

Training

Pari Karim
Training Director

Larissa Hachinski
Assistant Director of Training

Haydee Souffrant
Training Manager

Amy Wang
Training Assistant

Programs

Rae Kyritsi
Programs Director

Lea Ramos
Assistant Director of Programs

Maia Buess
Senior Programs Manager

Gabe Herrera
*Senior Bilingual
Programs Manager*

Jim Alrutz
Programs Manager

Elizabeth Boeringa
Programs Manager

Julia Csernansky
Programs Manager

Penny Driver
Programs Manager

Kate Finch
Programs Manager

Elliot Heilman
Programs Manager

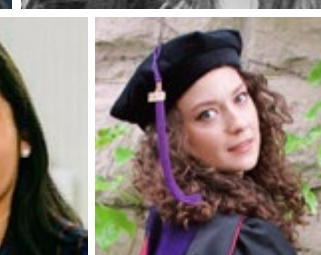
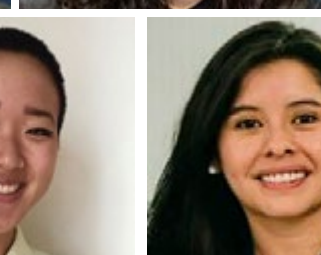
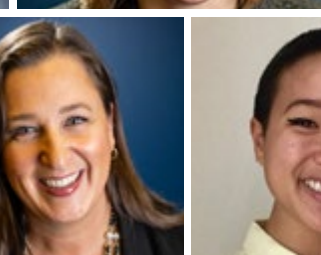
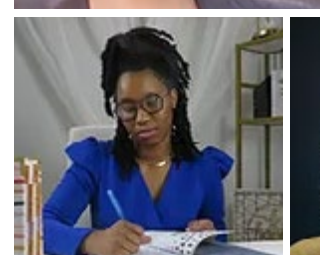
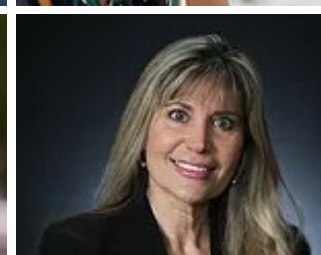
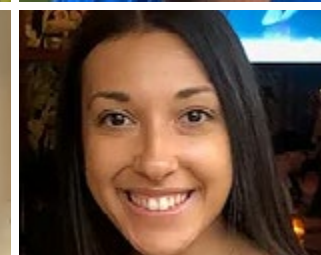
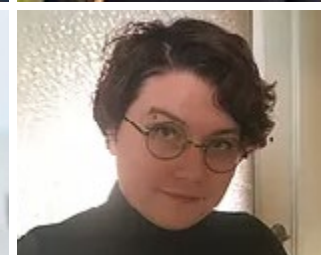
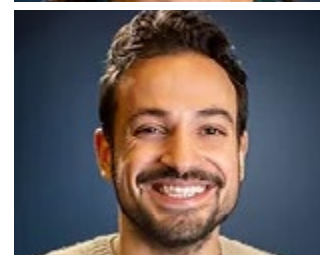
Jessica Lusky
Programs Manager

Patricia Mace
Programs Manager

Emerson Marsiglia
Programs Manager

Jesse Tobin
Programs Manager

Laura Warren
Programs Manager



Pictured top left to bottom right on the following page: Cassie Lively, Whitney Trumble, Elizabeth Boeringa, Elliot Heilman, Emerson Marsiglia, Gabriel Herrera, Haydee Souffrant, Jesse Tobin, Jessica Lusky, Jim Alrutz, Kate Finch, Laura Warren, Maia Buess, Pari Karim, Patricia Mace, Penny Driver, Rae Kyritsi, Larissa Hachinski, Amy Wang, Lea Ramos, Julia Csernansky; **Not pictured:** Carolyn Agee



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