



CENTER FOR CONFLICT RESOLUTION 2010 ANNUAL REPORT

Building Community and Strengthening the Justice System Through Mediation



Client feedback continues to reinforce the value of CCR's services.

81% of clients agree or strongly agree that they were satisfied with their mediation.

70% of clients who reached a resolution stated that they could not have come to an agreement without the assistance of their mediator.

“The mediator was exceptionally fair, thorough, and effective,

allowing my client the opportunity to explain their personal circumstances, to at any time ask questions and clarify the proceedings, and he also raised important points. This was a very valuable experience.”

“The mediator was
highly professional
and did an exceptional job of facilitating the mediation.”

“**I LIKED BEING ABLE TO COMMUNICATE IN SPANISH**
in order to better understand.
My lawyer treated me well and the bank and mediation representatives were professional.”

“The mediator did a good job
clarifying & restating what was being said in a clear way so everyone could understand each party's position.”

“The mediator rescued what looked like a certain deadlock, with patience and creativity. He could not have been more helpful and clear and fair. This is an instance where

THE MEDIATOR MADE THE CRITICAL DIFFERENCE.”

“The mediator was well versed and forced both parties to consider their choices and realistic implications of choices.”

*Inspired by what you've read? Become a financial supporter of CCR.
Go to www.ccrchicago.org and click on the "DONATE TO CCR" button.*

DEAR FRIENDS AND SUPPORTERS,

Thank you for your interest in CCR; it is our honor and pleasure to lead this organization. During these difficult economic times our efforts are more necessary than ever.

In response to the foreclosures that are overwhelming the county, the **Circuit Court of Cook County** launched its **Foreclosure Mediation Program** in April 2010 (www.CookCountyForeclosureHelp.org). CCR has been actively engaged in this process. Following 18 months of groundwork, CCR staff worked with the Court and its partners—in a remarkably short time period—to assemble every needed component for the mediation services: a unique mediation model, intake and tracking processes, mediation documents, agreement and evaluation forms, scheduling systems, and volunteer training programs. Fifty volunteer mediators have been trained; more are still needed. In partnership with the Chicago Bar Foundation, Chicago Volunteer Legal Services, Chicago Legal Clinic, Illinois Housing Development Authority, banks' attorneys, and community outreach groups, CCR continues to improve and streamline the Foreclosure Mediation Program so that it remains a resource to as many people as possible.

In addition to its involvement with the Foreclosure Mediation Program, CCR has continued to recruit and educate new volunteer mediators through its **Mediator Mentorship Program** (MMP). While CCR puts enormous resources into selecting, training, and mentoring new mediators, the efforts are more than worthwhile. The MMP expands the stellar base of our volunteer-driven organization, giving the courts and our clients on-going access to talented and devoted mediators.

As our process for recruiting and training volunteer mediators continues to evolve, so do our relationships with them. In that spirit, CCR has decided to establish a **Volunteer Council**. The 13-member Council, elected by CCR volunteers, will give volunteers a greater voice in the organization, facilitate communication among volunteers, and expand our shared goal of increasing the visibility of alternative approaches to conflict resolution. The Council's initial endeavors will include further development of quality standards (for mediators, programs, and training), growth of in-service training (including opportunities in electronic media), and creation of a volunteer directory.

As we continue to expand access to training and services in new locations, your confidence and generosity is deeply appreciated.



MARILYN J. SMITH
Executive Director
Center for Conflict Resolution



E. KENNETH WRIGHT, JR.
President, Board of Directors
Center for Conflict Resolution

VOLUNTEERS AND PARTNERS

CCR mediators—trained to use a facilitative model—know that conflict resolution is a collaborative process. Mediators work diligently to help clients identify and articulate what is needed most to resolve their conflicts. CCR’s success and high level of client satisfaction are possible because of the collaborative efforts of our volunteers and partners.

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In 2010, CCR established the Circuit Court of partnership with the Court, the County Board,

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Daniel Aaronson	Peter Eatherton	Tom Holden	Mark Marquardt
Richard Aaronson	Alaa Elayyan	Kaci Holguin	Andrea Martin
Natasha Adler	Howard Epstein	Jolietta Holliman	Mark Mayer
Emmanuel Andre	Charles Erickson	Joe Holtgreive	Justine McBride
Joshua Annex	Arin Fife	Debra Horberg	Christopher McElgunn
Jacob Babcock	Brad Fiorito	Michele Hornish	Morgan McGough
Shelley Ballard	Melvin Flowers	Leah Ingram	Teresa McGuire
Ann Battenfield	Leon Fox	Erin Jennings	Amy Melnicsak
Andrea Becker	Teresa Frisbie	Susan Joenck	Don Melton
Brigitte Bell	Niquenya Fulbright	Christa Lynn Jones	Yvette Meltzer
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Laura Dickson	Ryan Grotz	Cookie Levitz	Jessica Nolan
KaLeena Dixon	Kate Haarvei	Danielle Loevy	Avi Oler
Jan Dunn	Justin Haselden	Margaret Loisel	Patricia Orler
Ceylan Eatherton	Elizabeth Hermann Smith	Jackie Lustig	Bob Palmer
	Ana Hernandez	Stanley Majka	Pamela Pearl
	Gary Hicks	Sheila Maloney	Rocky Perkovich



Cook County Foreclosure Mediation Program in the Chicago Bar Foundation, and other partners.

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Sarah Reynolds
Richard Rhodes
Tom Roberts
Angie Robertson
Deena Rockowitz
Brittany Roebke
Arnold Romeo
Allison Rosenberg
Anita Rowe
Amy Rubinstein
Ed Sacks
Thomas Sadler
John Safapour
Heather Scheiwe Kulp
Suzi Schrader
Sara Schumann
Lauren Schwartz
Jennifer Scott
Scott Seagren
Stephanie Senuta
Sherese Shabazz
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Julie Stratton
Layla Suleiman Gonzalez
Anastasia Svigos
Jill Tanz
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Sandra Vasher
Paty Vasquez
Sally Wagenmaker
Bill Walker
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Chicago Bar Association
Chicago Commission on Human Relations
Chicago Department of Human Resources
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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 Justice Works
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
Skadden Fellowship Foundation



Through the Mediator Mentorship Program, CCR expanded its ability to serve increasingly diverse clients where the needs are greatest by training and mentoring new volunteers.



MEDIATOR MENTORSHIP PROGRAM

CCR's Mediator Mentorship Program (MMP)—which includes a half day of orientation, 5 days of training, and a 3-month mentorship—provides volunteer mediators with the education and confidence to successfully utilize the CCR mediation model. Through lectures, facilitated discussions, small-group exercises, observations, role plays, and personalized coaching, volunteer mediators master new skills and provide much-needed service to people embroiled in conflict.

EMMANUEL ANDRE

Emmanuel was immediately struck by the philosophy of mediation during a semester-long class in law school. The class spurred him to abandon plans to be a litigator, and also provided a personal revelation about how static the law actually is. Whether civil or criminal, Emmanuel thinks that parties rarely get what they think they will get in court. Victims, he believes, are rarely satisfied with outcomes; perpetrators who are found guilty often come out of the process with greater anger, and the reasons behind their actions are never addressed or resolved. With mediation on his mind, Emmanuel completed law school and returned to New York City where he participated in a community mediation training program. When he knew he was going to relocate to Chicago, he researched opportunities to practice mediation and to volunteer. All of his inquiries pointed to CCR, so he was thrilled when he was accepted into the MMP. Emmanuel describes CCR's training as rigorous and the Mediation Services staff as fantastic. Observations, simulations, group exercises, and a fabulous mentor (as well as powerful and diverse classmates) enabled Emmanuel to truly learn the skills of a mediator. As he works on cases at CCR and in the courts, Emmanuel acquires valuable continuing

education through consultations with CCR's Case Managers—who are all trained mediators. While awaiting an opportunity to serve as a Public Defender, Emmanuel practices law and volunteers for CCR. He also uses his passion for community service at Jobs for Youth, where he teaches at-risk males what it means to be a man and how to communicate well in difficult situations.

ERIN JENNINGS

One of eight children from an Irish Catholic family in New Jersey, Erin is not shy about sharing what fascinated her since she was a child: crime. Intrigued by the workings of the mind, she considered careers in social work, psychology, and psychiatry, yet followed her deeper interests and earned a degree in criminal law. Passionately advocating for those who could not advocate for themselves, Erin is proud of her accomplishments as a criminal attorney and county prosecutor. Yet success created a dilemma; Erin was also unsettled by the lack of satisfaction for the victims. Fortunately for CCR and its clients, Erin had a friend who recommended she investigate collaborative law. She did, and she was hooked. She participated in divorce mediator training and then applied for a seat at CCR's initial MMP. While Erin loved the language and

philosophy of mediation, the skills did not come easily. A self-described judgmental problem solver, Erin was accustomed to “running the show.” As she learned and practiced the CCR mediation model, she found it incredibly challenging not to solve, not to direct, and not be distracted by her own thoughts . . . and she almost gave up. With the guidance of multiple mentors, Erin was able to set her predispositions aside, embrace the CCR model, and become a certified mediator. Erin’s volunteer mediator role is one of several ways she supports her community. At CCR or in the court, she always welcomes whatever cases are presented to her—juvenile, adult misdemeanor, or guardianship—regardless of their complexity.

eager and apprehensive. He followed the model he had so diligently practiced—and it worked. His summaries, questions, and observations allowed parties to find common ground, make emotional connections, and share previously non-disclosed information. Don’s efforts to help mediation participants reach agreement carries over to his personal life, where his story began. One of his most important roles is that of father—and with his children he regularly emphasizes the importance of relationship building and the long-term consequences of one’s actions.

ANASTASIA SVIGOS

Attorney Anastasia Svigos learned about CCR while working as an arbitrator. CCR’s non-litigious process appealed to her imme-

CCR mediated 1,606 cases in Cook County courthouses and at its offices in FY2010.

DON MELTON

The very personal experience of divorce and the realization that “there had to be a better way” led carpenter, construction manager, and safety manager Don Melton to apply for an opportunity to participate in the MMP. Initially educated in mediation at Northwestern University, Don was referred to the experiential training available at CCR by a fellow mediator. Although Don’s workplace role had included mediating in a union setting, the initial practice sessions during CCR’s training were uncomfortable for him. He eventually mastered the skills of the CCR mediation model—a success he attributes to the excellent training and a superb mentor who provided patient support. With coaching, Don practiced formulating great questions and keeping an appropriate pace during mediations. Don likens the structure and flexibility of the “flawless” CCR mediation model to a construction schedule: deviation is appropriate as is necessary; parties can always come back and re-address issues. As he approached his first courthouse mediation, Don was

diately. Convinced that CCR’s mission was important and the mediator role was a fit for her, she enrolled in training. At the conclusion of the training, she did not achieve the certification required to mediate cases on CCR’s behalf. Undaunted, she applied for a seat in the first MMP; she was not selected. She was, however, chosen to participate in the second MMP and became a certified mediator in 2009. Anastasia describes the training as fabulous and her volunteer work as gratifying and humbling. Anastasia has seen the lost faces of those who arrive at the mediation table. She has also seen those same facial expressions change as listening creates clarity and understanding generates a new perspective. Anastasia applauds the diligence of CCR’s Case Managers, and enthusiastically mediates a variety of cases at CCR and in the courts. Whether she addresses guardianship, adult misdemeanors, or juvenile conflicts, Anastasia welcomes every opportunity to help participants get to the essence of their differences.

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It is the energy—and the generosity—of many people that makes CCR a viable organization. To each of our contributors, our deepest thanks.

\$5,000 AND ABOVE

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In 2010, CCR received 2,112 mediation additional callers who were

STATEMENT OF ACTIVITIES

For the Year Ended May 31, 2010
(With Comparative Totals for 2009)

	Unrestricted	Temporarily Restricted	2010	2009
SUPPORT AND REVENUE:				
Grants and contributions	\$141,757	\$564,954	\$706,711	\$752,352
Dispute Resolution Center Act	200,000	—	200,000	200,000
Donated services	99,179	—	99,179	54,562
Training fees	156,706	—	156,706	171,319
Consulting fees	350	—	350	—
Rental income	4,500	—	4,500	6,831
Interest income	4,059	—	4,059	13,649
Total support and revenue	606,551	564,954	1,171,505	1,198,713
Net assets released from restrictions	525,491	(525,491)	—	—
Total support and revenue and reclassifications	1,132,042	39,463	1,171,505	1,198,713
EXPENSES:				
Program services	921,773	—	921,773	954,599
Management and general	229,982	—	229,982	215,856
Fundraising	52,317	—	52,317	75,710
Total expenses	1,204,072	—	1,204,072	1,246,165
Increase (decrease) in net assets	(72,030)	39,463	(32,567)	(47,452)
NET ASSETS:				
Beginning of year	635,648	172,094	807,742	855,194
End of year	\$563,618	\$211,557	\$775,175	\$807,742

1 From the courts, community organizations, businesses, and individuals
2 By providing information about CCR's mediation services or referring callers to other agencies

referrals¹ and helped more than 2,000
in the midst of a conflict.²

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

We accomplish our 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.

**DELIVERING NATIONALLY RECOGNIZED MEDIATION
SKILLS AND CONFLICT MANAGEMENT TRAINING**
to individuals and organizations.

EDUCATING THE PUBLIC about conflict resolution
and **INCREASING THE USE OF MEDIATION**
in the courts and the community.

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