

New York State Unified Court System  
Office of Alternative Dispute Resolution  
and Court Improvement Programs  
98 River Street  
Cohoes, New York 12047

# COMMUNITY DISPUTE RESOLUTION CENTERS PROGRAM



## NEW YORK STATE UNIFIED COURT SYSTEM

Hon. Jonathan Lippman  
Chief Judge of New York State

Hon. Ann Pfau  
Chief Administrative Judge

## SERVING COMMUNITY NEEDS

The Community Dispute Resolution Centers Program (CDRCP) is a unit of the New York State Unified Court System's Office of Alternative Dispute Resolution and Court Improvement Programs (ADRCIP). The program is a joint local/state effort that provides community forums for the resolution of disputes as an alternative to criminal, civil and family litigation.

Begun in 1981, the CDRCP is available in all 62 counties of New York State, through local community nonprofit agencies, to provide dispute resolution services—including mediation, conciliation, and arbitration—to individuals, families, organizations, and communities. In addition to providing dispute resolution services, local community dispute resolution centers (CDRCs) offer educational and group-facilitation services.

Referrals are made by agencies, courts, law enforcement, schools, businesses, public defenders, and attorneys. Individuals may also come to their local CDRC through self-referrals, resulting from positive experiences of their own, as well as those of colleagues, friends and neighbors. The earlier a CDRC can provide services to the parties, the less likely it is that disputes will escalate to criminal, family or civil court matters.

**The CDRCP provides dispute resolution services at minimal or no charge to all residents of New York State**

**The CDRCP provides services that help individuals, families and communities discuss and resolve differences for themselves**

### **RESOLVING CONFLICTS**

- Neighbor disturbances
- Small claims disputes
- Landlord/tenant issues
- Consumer/contractor complaints
- Family and parenting matters
- Education and supervision needs
- Decision making and care giving

### **MEDIATOR QUALIFICATIONS**

Statewide, over 1,500 volunteer and staff mediators share diverse personal, professional and community experiences through the CDRCP. To qualify, they are required to meet ADRCIP standards for initial and advanced training, apprenticeship, annual practice and continuing education. These highly trained professionals are guided by the NYS Model Standards of Conduct, adapted from the Revised Model Standards of Conduct created by the American Arbitration Association, the American Bar Association and the Association of Conflict Resolution.

## Community Dispute Resolution Centers

Albany- Mediation Matters.....	(518) 446-0356
Allegheny- Ctr for Resolution and Justice .....	(716) 373-5133
Broome- ACCORD .....	(607) 724-5153
Cattaraugus- Ctr for Resolution and Justice (716)	373-5133
Cayuga- Center for Dispute Settlement, .....	(315) 252-4260
Chautauqua- Dispute Settlement Ctr. ....	(716) 483-7774
Chemung- Community Dispute Resolution Ctr .	(607) 734-9087
Chenango- Dispute Resolution Center .....	(607) 334-2007
Clinton- North Country CRS .....	(518) 324-5144
Columbia- Common Ground.....	(518) 828-0047
Cortland- NEW JUSTICE .....	(607) 753-6952
Delaware- Dispute Resolution Center .....	(607) 746-6351
Dutchess- Mediation Center . ....	(845) 471-7213
Erie- Ctr for Resolution and Justice .....	(716) 362-2323
Essex- North Country CRS .....	(518) 523-0102
Franklin- North Country CRS.....	(518) 358-2255
Fulton- Tri-County.....	(518) 842-4202
Genesee- Ctr for Resolution and Justice.....	(585) 344-2580
Greene- Common Ground .....	(518) 943-0523
Hamilton- North Country CRS .....	(518) 548-3000
Herkimer- Community Dispute Resolution....	(315) 894-9917
Jefferson- Resolution Center .....	(315) 785-0333
Lewis- Resolution Center .....	(315) 376-7991
Livingston- Ctr for Dispute Settlement.....	(585) 243-7007
Madison- NEW JUSTICE .....	(315) 361-4438
Monroe- Ctr for Dispute Settlement.....	(585) 546-5110
Montgomery- Tri-County.....	(518) 842-4202
Nassau- EAC Mediation Center .....	(516) 489-7733
NYC- Court Dispute Referral Centers .....	(212) 374-7250
Bronx- IMCR .....	(718) 585-1190
Kings- Safe Horizon .....	(718) 834-6671
Manhattan- Safe Horizon.....	(212) 577-1740
Washington Heights-Inwood Coalition.....	(212) 781-6722
Queens-Community Mediation Services (718)	523-6868
Richmond- NYCID .....	(718) 815-4557
Niagara- Ctr for Resolution and Justice . ...	(716) 297-3083
Oneida- Peacemaker .....	(315) 724-1718
Onondaga- NEW JUSTICE .....	(315) 471-4676
Ontario- Center for Dispute Settlement.....	(585) 396-0840
Orange- Dispute Resolution Center .....	(845) 294-8082
Orleans- Ctr for Resolution and Justice . ....	(585) 344-2580
Oswego- NEW JUSTICE.....	(315) 343-8370
Otsego- Dispute Resolution Center .....	(607) 432-0061
Putnam- Dispute Resolution Center.....	(845) 225-9555
Rensselaer-Mediation Matters.....	(518) 687-0056
Rockland- Mediation Center of Cluster.....	(845) 512-8730
St. Lawrence- North Country CRS.....	(315) 769-2500
Saratoga- Mediation Matters .....	(518) 584-6361
Schenectady- Ctr for Community Justice ....	(518) 346-1281
Schoharie- Tri-County Mediation Ctr. ....	(518) 295-6010
Schuyler- Community Dispute Resolution .....	(607) 535-7637
Seneca- Ctr. For Dispute Settlement .....	(315) 539-4570
Steuben- Ctr. For Dispute Settlement .....	(607) 776-6976
Suffolk- EAC Community Mediation Ctr. ....	(631) 265-0490
Sullivan- Dispute Resolution Center .....	(845) 794-3377
Tioga- ACCORD .....	(607) 687-8222
Tompkins- Community Dispute Resolution ..	(607) 273-9347
Ulster- Dispute Resolution Center .....	(845) 331-6136
Warren/Washington- Mediation Matters ....	(518) 793-6212
Wayne- Ctr. For Dispute Settlement .....	(315) 946-5451
Westchester- Mediation Center of Cluster .	(914) 963-6500
Wyoming- Dispute Resolution Ctr. ....	(716) 344-2580
Yates- Ctr for Dispute Settlement.....	(315)531-3409

## STATEWIDE PARTNERSHIPS AND PROGRAMS

**Community Dispute Resolution Centers (CDRCs) provide dispute resolution services through partnerships with local courts, law enforcement, schools, businesses, government and organizations.**

### Family Parenting Matters

The CDRCs work with individuals, attorneys and the courts to help families resolve issues related to custody and visitation decision making and disputes. Family Court and Department of Social Services also refer cases for CDRC services that provide mediation for Persons in Need of Supervision (PINS) and Child Permanency. These mediations are coordinated in cooperation with the stakeholders involved, including parents, guardians, extended family members, probation and social workers, attorneys, and the courts.

### Commercial & Small Claims Matters

CDRCs work with individuals, groups, and the courts to resolve commercial and small claims matters. The typical case can involve damage caused to automobiles, other personal property, real property or person; failure to provide proper repairs, services, merchandise, or goods; failure to return security, property, a deposit, or money loaned; failure to pay for services rendered, salary, an insurance claim, rent, commissions, or for goods sold and delivered; breach of lease, contract, warranty or agreement; or loss of property, employment, housing, time from work, or use of property.

### Specialized Community Dispute Resolution Programs For:

- ◆ Agricultural loans, debts, complaints, business and land use decisions
- ◆ Special Education and Vocational Rehabilitation provisions and services
- ◆ Lemon Law and other faulty manufacturing issues
- ◆ Workplace Employee Assistance Program benefits
- ◆ Neighborhood and public-policy issue forums

### Juvenile Justice and Education

The CDRCs collaborate with local courts, agencies, social services, law enforcement and schools, to provide juvenile justice and educational programs that promote non-violent conflict resolution. These CDRC programs include: truancy prevention, peer mediation training and supervision, anger management education, bullying prevention, family-group conferencing, accountability dialogue, alternatives to suspension, and Youth Court coordination. CDRCs provide these services for young people of all ages.

### Elder Adult Decisions & Dialogue

The CDRCs provide elder adult dialogue and mediation programs in coordination with local family and senior services. These programs support self-determination, improve communication, inform choices and restore relationships. Dialogue and mediations frequently address: housing/neighbor disputes, misdemeanors/violations, health care provision, difficult conversations, and care giving. Through these services, individuals and families can address relations and concerns involved with changes, considerations, transitions and losses often associated with quality of life and aging.

## CDRCP BENEFITS

Available to all residents of New York State at little or no personal cost

Convenient dispute resolution services for appropriate civil, family and criminal matters

Opportunities for confidential and voluntary conversations that support personal rights and responsibilities

People have more control over the process and results than in litigation to find their own solutions that work best for them

For more information please contact  
[cdrpc@courts.state.ny.us](mailto:cdrpc@courts.state.ny.us)

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