



City of Somerville / Office of Economic Development



Fall 2021 CDSC Mediation Training Class



Community Dispute Settlement Center

ANNUAL REPORT ~Fiscal Year 2022~

60 Gore Street, Cambridge, MA 02141
Tel: 617-876-5376

Email: cdscinfo@communitydispute.org
www.communitydispute.org



TAP [Tenant Assistance Program] Hingham/Lincoln School Apts



TAP [Tenant Assistance Program] Watertown Housing Authority



Somerville Housing Authority



Got Conflict?



DEI Seminar with Matt Thompson



MIT REFS (Resource for Easing Friction & Stress) Conflict Skills Workshop



Boston University School of Theology



The Cambridge Matignon School staff

Got Conflict? SM



OUR MISSION

Established in 1979, the Community Dispute Settlement Center (CDSC) is a private, not-for-profit mediation and training center dedicated to providing an alternative and affordable forum for resolving conflict.

CDSC promotes better ways to understand and deal with conflict through skilled teams of pro bono mediators, training programs in mediation and conflict management, and broad community outreach.

We are committed to making our services accessible to underserved populations and to addressing emerging community needs.

ELDERCARE

FAMILY: DIVORCE/SEPARATION
 ↘ Parent Mediation Program: 4 hours
FREE mediation for eligible couples.

NEIGHBORS

CONSUMERS/SMALL CLAIMS
 ↘ Mediate on-site in any of three District Courts: Cambridge, Waltham & Woburn.

TENANT/LANDLORD
 ↘ Mediation can prevent eviction and the crisis of homelessness.

WORKPLACE
 ↘ Unaddressed conflict can impede productivity. Come talk it out.

LGBTQIA+

PARENTS/TEENS

Mediate It!

OUR SERVICES

MEDIATION

COMMUNITY

- Family
- Divorce/Separation
- Parents/Teens
- Elders
- LGBTQIA+
- Housing
- Neighborhood
- Prisoner Re-Entry
- Workplace/Organizations
- Community Partners
- Police
- Legal Services
- Social Services

COURT

- District
- Probate & Family
- Juvenile
- Superior
- Land

YOUTH

- Schools
- Communities

CONFLICT COACHING

1-to-1 conflict strategies

FACILITATION

FOR GROUPS

- Non-profit boards
- Workplace teams
- Housing communities
- Social change activists
- Municipal agencies
- Schools & Colleges

TRAINING

MEDIATION

- Basic
- Advanced
- Specialized, e.g.
- Divorce
- Elders
- Landlord/Tenant

PRACTICUM

- Supervised Mediation for New Mediators
- Observe actual mediations
- Co-mediate with experienced mediators
- Receive feedback

CONFLICT SKILLS WORKSHOPS

- Staff/Managers in Human Services Organizations
- College Resident Advisors (RA's)
- Professional Groups: HR, Eldercare, Legal, Educators
- Youth: Leaders and Advocates
- Municipal/Public Entities/Law Enforcement

Why CDSC Matters: Building Bridges to Resolve Conflict

1,354 people benefited from CDSC's peacemaking activities.

MEDIATION SERVICES: 802 people served

- 452 referrals screened.
- 175 disputes mediated, more than doubled from last year's 82!

CDSC defines success by measuring progress toward resolution: 57% were fully resolved by mutual agreement, while 43% met face to face and heard each other's points of view; many gained new understanding and/or narrowed their issues. An important note: Our mediators have observed an increase in pandemic-related stress and emotional intensity that has impacted outcomes.

CDSC runs on volunteer power. Our ability to leverage significant people resources not only makes CDSC an effective investment, but also enables us to provide our service very affordably or at no cost.

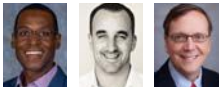
68 Pro Bono Mediators donated 1,308 hours.

The 10th Annual *Mimi Grosser Volunteer Recognition Award* went to two mediators for their outstanding service: Michelle Long & Christopher Anne Affleck.

TRAINING SERVICES: 552 people served

- 36 new mediators launched, successfully completing 32-hour Mediation Training.
- 45 community members attended free Got Conflict?SM Info Sessions about our services.
- 74 mediators attended continuing education events for professional development
- 77 youth & youth advocates involved in peer mediation training, conflict skills workshops and conflict coaching
- 320 people participated in customized Conflict Skills Workshops, increasing their confidence and competence in handling conflict.

Celebrating Community Peacemakers



At our annual *Spirit of Mediation BASH* Fall 2021, CDSC presented its Community Peacemaker Awards to Brian Corr, Cambridge Peace Commissioner, DG Mawn, Director of National Association For Community Mediation (NAFCM) and Christopher Littlefield, International Trainer and TEDx Speaker.

Innovation in Response to Community Needs

► **Homelessness Prevention & Eviction Diversion:** With state public funding, CDSC promoted and implemented housing mediation both in the courts and in the community. The purpose: to help tenants and landlords navigate the pandemic-induced financial strains and access a complex array of resources with the goal of preventing evictions, preserving tenancies and supporting housing stability.

► **Diversity Initiative:** CDSC pro-actively engaged in a Diversity Equity & Inclusion (DEI) initiative. The goal: to increase the diversity of our Mediators as to race/ethnicity and bi-lingual capacity, ultimately to better serve the multicultural needs of the community. Our process includes a lens of internal self-examination as well as dialogue with community mediation centers across the state. This is a CDSC strategic priority.

► **Re-Entry Mediation:** CDSC continued to offer mediation services to incarcerated men and women just prior to their release and "re-entry" back into the community. Modeled after a successful program in Maryland, CDSC's staff and mediators are involved in this inspiring project, working closely with the Billerica Jail and House of Corrections, under the auspices of the Middlesex Sheriff.

► **Conflict Coaching:** If there is a conflict situation where only one "side" is interested in getting help and the other declines to engage in mediation, CDSC offered conflict coaching 1-to-1 to provide tools and strategies to support constructive conflict management.

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July 1, 2021 – June 30, 2022

We thank those who, in the past year, have demonstrated a commitment to community mediation through their financial support of CDSC, and invite others to join us in our efforts.

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Massachusetts Bar Foundation
MA Office of Attorney General/
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– Community Mediation Center
– Housing Mediation Program
– Diversity Initiative
– Prisoner Re-entry Mediation
– Youth Development
– Parent Mediation Program
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Kathryn Tso, MIT
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Facilitator

*Donation to the Mimi Fund

Tax-deductible donations can be made directly to: **CDSC, 60 Gore St., Cambridge, MA 02141**

Or through our website at: communitydispute.org/get-involved/donate



Mimi Grosser Scholarship Fund

CDSC has created a permanent fund in the name of Mimi Grosser, celebrating her 25+ years of volunteer service with CDSC. The Mimi Grosser Scholarship Fund honors exceptional CDSC volunteers and provides scholarship support for deserving participants of CDSC training and professional development programs.

REVENUES:

Revenue: \$448,006

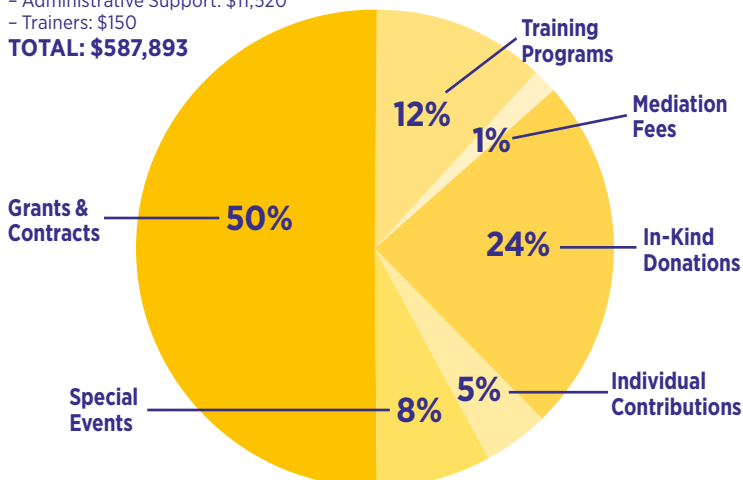
In-Kind Donations: \$142,470

– Mediators: \$130,800

– Administrative Support: \$11,520

– Trainers: \$150

TOTAL: \$587,893



EXPENSES:

Expenses: \$386,579

In-Kind Donations: \$142,470

(Cost to purchase services)

TOTAL: \$526,466

