

## School Attendance Program

In this program, Cleveland Mediation Center uses constructive conflict resolution and mediation to improve attendance in the Cleveland Metropolitan School District. Mediation advocates work with families with students with 15 or more absences or tardies by identifying barriers to attendance and making referrals to community agencies to address these. Mediations are scheduled between the family and the school to develop a plan where the student is attending school regularly.

The program during the 2006-2007 school had a positive impact on students with attendance issues as reported by an independent evaluation completed by Kent State University. The evaluation said the following.

“For those positively contacted by Cleveland Mediation Center, excused absences, unexcused absences, and tardies all significantly decreased from pre-intervention to post-intervention. While CMC employs different strategies in the CMSD, results indicate that the interventions used in the CMSD are effective in improving both absences and tardies.”

## Mediation Training

CMC has a commitment to training members of the community to become mediators. We offer basic mediation training to the general public several times yearly, and have recently expanded our training program to include several other areas of training.

We offer Family and Divorce Mediation training which teaches how to use mediation both with families and between families and social service organizations. We also offer Transformative Mediation which teaches mediators how to empower conflicting parties to move from confusion and self-doubt to clarity and confidence. Additionally, we offer Community and Workplace Conflict Resolution Skills and Client Satisfaction Workshops, to assist businesses and organizations in providing satisfaction to clientele.

### Our Mission:

To promote constructive conflict resolution, especially among youth and to strengthen community ties with an emphasis on mediation and mediation training.

## Improving Relationships, Strengthening Communities

In 2007, Cleveland Mediation Center provides these comprehensive services to the community.

### Mediation Training

CMC Trained **56** persons in Basic

Mediation and **14** in Divorce Mediation

### Homeless Prevention Program

CMC stopped the eviction of over **2077** people in 699 eviction cases, providing **\$1,193,000** in assistance

### Truancy Intervention Program

CMC served **215** students in the 2006-2007 school year.

## Embracing the Opportunities

With the election year upon us, the crisp winter air is electric with change. By the time I write the next of these letters, our nation could be led by a woman or person of color for the first time ever. The changes on the state level and the transformation of the local economy have meant a period of change and adjustment for non-profits.

As conflict resolvers we know that change is the two sided coin of opportunity and danger. While the dangers of dwindling resources cause stress to our ability to maintain programs that serve our clients, there is a real opportunity to engage with old and form new partnerships. One opportunity lies in the way United Way Services has made significant changes in the manner in which it allocates funds to serve the needy of greater Cleveland.

Meanwhile, we have just completed our 26<sup>th</sup> year of service to the greater Cleveland community and the number of people we serve continues to grow. We trained more people to mediate community and family disputes than we did previously. We engaged with the community in a listening project to address growing concerns of neighborhood safety. An independent evaluator singled us out for producing effective results by employing a comprehensive community approach with students and their families to address attendance issues. In addition, staff and volunteers continue to find ways to help people resolve conflicts to stay in their homes, reinvest in their children's education, and make responsible decisions about the changing circumstances within their families.

This past year we also began to take a deeper look at the services we are providing to people who are facing evictions. We received funds from the Sisters of Charity and Bruening Foundations to analyze the data we have collected over the years, measure the effectiveness of the program, and make improvements to the program as needed. This program was initiated in 1992 after conducting a listening project with people who are homeless. We are seeking to recapture those voices so they can be included in the conversations about how to best use the shrinking resources to end homelessness.

With your continued support, we can help our citizens, families, and the region become aware of the dangers of change and also help them embrace the inherent opportunities.

Peace,

Dan Joyce

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## Staff

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**Tabatha Walton**, Mediation Advocate  
**Gloria Hawkins**, Truancy Advocate  
**Denise Wilson**, Administrative Assistant

## INCOME AND EXPENSE STATEMENT

<u>2007 Income</u>	<u>2007 Expenses</u>
<b>Public</b> \$1,617,620	<b>Personnel Costs</b> \$429,397
<b>Private Foundation</b> \$42,356	<b>Non-Personnel Costs</b> \$79,053
<b>Training Fees and Sales</b> \$41,474	<b>Assistance</b> \$1,193,000
<b>Total: \$1,701,450</b>	<b>Total: \$1,701,450</b>

**Check out our website!**

**[www.clevelandmediation.org](http://www.clevelandmediation.org)**

-Training Calendar    -Online Donations  
-Online Training Registration/Payment

## Cleveland Mediation Center

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Please donate to CMC through  
the United Way Workplace  
Giving Program!



Cleveland Mediation  
Center



**Cuyahoga**  
COUNTY OF OHIO

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# CLEVELAND MEDIATION CENTER 2007

*A Year in Review*



*Don't fight it out.  
Talk it out.*