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**Community
Youth
Mediation
Program**

ANNUAL REPORT

June 1, 1989 - May 31, 1990

*Cloud #9
to the 90's*

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(June 1, 1989 - May 31, 1990)

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(June 1, 1990 - May 31, 1991)

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COMMUNITY YOUTH MEDIATION PROGRAM

Mrs. Brown, a single mother and her 8 year old son John, was referred to CYMP by the 2nd District Police Department. Mrs. Brown had called the police because John had stolen money from her on several occasions.

A CYMP staff member met with Mrs. Brown and her son to better understand the problems. Mrs. Brown expressed concerns about John's stealing, getting into fights in the neighborhood and leaving home and not returning until after dark. Mrs. Brown mentioned that she was recently divorced and worked two jobs in order to make ends meet. She felt that this fact further contributed to the situation between her and John. The advocate also met with John. He felt that the problem was his mother not spending time with him because she was always working and was tired when she got home. He also stated that he stayed at a neighbor's house 6 days a week because his mother had to leave for work before he went to school and until his mom got home from work at 5:30 pm. John stated that he stole from his mom as a result of his insufficient allowance.

A mediation was scheduled within one week, two mediators facilitated the session. The session lasted for two and a half hours. Mrs. Brown repeatedly said that she felt very bad and lonely and did not know how to meet John's needs since she got divorced. She also said that she wanted her "old" son back. The resolution agreement included specific times in which Mrs. Brown and John would spend time together either in activities or just talking. Mrs. Brown also agreed to help John with his homework after dinner. They both agreed that they would talk if either of them felt hurt about the other's actions. John would also try to make extra money by collecting recycleable cans.

After three months the agreement reached was still working. In particular, Mrs. Brown and John were spending more time together and both seemed to appreciate each other more.

A case history from the
Community Youth Mediation
Program.

The Community Youth Mediation Program, (CYMP), is a community based organization on Cleveland's Near West Side which resolves youth problems and conflicts through the process of mediation. The program incorporates both the Scottish Children's Hearing model, in particular the use of community volunteers in a panel setting, and American development in dispute resolution. The overall goals of the agency are to:

- * resolve youth related disputes through mediation;
- * assist in neighborhood leadership development;
- * obtain needed services for youth; and
- * assist the neighborhood to work with the Police and Juvenile Court by offering an alternative way of handling troublesome youth behavior.

The agency was created in June, 1981 by a planning team comprised by community leaders, service agency personnel, Juvenile Court and Police representatives. It was formed because: the Near West Side had the highest number of youth in Cuyahoga County with official cases of unruly and delinquent complaints before Juvenile Court; youngsters who were most in need of services were not being attracted by the social service agencies; a need existed for the community to be involved in youth and family related problems; and there was a desire for the public and private sector to work together to help youth and their families.

Cases are referred to CYMP by community residents, schools, community organizations, agencies, local police and Juvenile Court. The referrals to the program have involved:

1. Theft/Vandalism
2. Harassment
3. Fights/Disputes
4. Intra-family Disputes

5. Truancy
6. School Problems
7. Other

The parties involved in these referrals have been:

1. Youth and youth
2. Youth and adults
3. Youth and parents
4. Youth and school personnel
5. Youth and merchants

A referral is followed-up by CYMP staff within 24 hours of its receipt. Staff meets with all the parties involved, describes the program, discusses the possibility of solving the problem through mediation, and seeks their voluntary participation. If the disputants are willing to mediate, they are then prepared by staff for the mediation and a hearing is scheduled within one week.

Mediation hearings occur at various available places throughout the community located near the disputants' homes, such as churches or social service agencies and usually last about two hours. At the hearing, two community volunteers mediate among the parties present. Mediators give both sides the opportunity to state their position, assist parties to talk to each other, and help find a solution to their problems. Solutions and agreements reached in the mediation session are written up by the mediators and are signed by the parties. Agreements usually detail ways in which all the parties will take responsibility for future actions.

After the hearing, staff monitors the mediation agreement for three months. Youth and families are also linked with agencies for services which they need or desire. Service brokerage for participants in the Community Youth Mediation Program is very important component of the program.

When arranging services, the staff is responsible for:

1. Assessing the client's needs
2. Designing a plan with the family to help meet those needs
3. Linking the client to services needed
4. Following up to see that the programs deliver the help they promise

In acting as a service broker, CYMP has provided for a wide range of services for youth and adults, including chemical dependency counseling, employment assistance, individual psychotherapy, family therapy, recreational activities, tutoring, school assistance, and crisis intervention.

CYMP has established a fine working relationship with the Near West Side and other Cleveland area service agencies which provide needed services for CYMP clients. CYMP makes service referrals after mediations occur, in cases where mediation is refused, in cases which are resolved without mediation, and in cases that are inappropriate for mediation.

VOLUNTEERS IN THE COMMUNITY YOUTH MEDIATION PROGRAM

The Community Youth Mediation Program's dedicated and generous volunteer mediators are the very essence of the organization. The mediators have full responsibility for facilitating mediations. Some of the disputants have stated that the fact that the mediators are voluntarily giving their time has a significant impact on them. Further, their skills as mediators have allowed for the resolution of conflicts and the positive growth of Near West youth.

Volunteers attend a rigorous sixteen (16) hour training session led by staff and experienced mediators. The purpose of the training is to develop and enhance communication skills and become familiar with the mediation process. During the ~~nine~~¹⁰ years of operation over 500 community residents have been trained in mediation skills.

Mediators range in age from young adult to senior citizen and are representative of the various ethnic communities -- Black, Hispanic, White, and American Indian -- in CYMP's geographical area. Age, sex and ethnicity are factors taken into consideration when matching mediators to parties involved in a mediation hearing. Mediators usually serve on one hearing per month and give a one year commitment to CYMP. They also attend advanced training sessions four times per year following completion of the initial training in order to sharpen their skills and to remain in touch with their fellow volunteers.

Experienced mediators also now act as members of the CYMP Mediation Trainers team. In this role, mediators have assisted in providing basic and advanced mediation training for CYMP mediators and have aided in the provision of outside training contracts. At the present time, there are thirty-one (34) active members.

VOLUNTEER MEDIATORS
1989-1990

Gloria Aron
Ann Baker
Anne Barkus
Pat Brooks
Cecily Caldwell
Marilyn Conway
Kathleen Corrigan
Linda Dooley
Gregory Garlock
David Gelzer
Ken Gordon
Donna Hawk
Alene Hokenstad
Bob Holcepl
Joanie Hoover
Chuck Hoven
Kelly Kupcak

Barbara Langhenry
Roseanne Lewis
Michael Lowery
Rocky Melendez
Maggie Murphy
Mary Murphy
Rick O'Connor
Al Pavlinsky
Julie Rittenhouse
Mark Siefert
Thomas Sheehan
Julie Streacker
Nelson Torres
Margaret Ann Tressa
Debbie Webb
Mary Ellen Weber
Sue Myers

COMMUNITY YOUTH MEDIATION PROGRAM

Lisa is an eighth grader at a local Cleveland Public Intermediate School. Lisa, unlike most of her classmates, is sixteen years old and would be seventeen in several months. Lisa seemed to get along with the other students, yet she did not seem motivated to go to school. One of her teachers occasionally called her in the mornings to wake her up and even offered to pick her up and bring her to school, still Lisa continued to be truant and receive failing grades. Lisa seemed withdrawn from her teachers and other authority figures. She was even reluctant to share her feelings with the Mediation Advocate. When she was asked why she was truant from school, she said, "I just don't like this school."

The advocate staff met with the Unit Principal of the school to discuss in detail their policy regarding truancy. The Unit Principal had referred Lisa to CYMP and was willing to mediate with Lisa regarding her truant behavior. During the mediation, Lisa's lack of motivation to attend school was largely identified to her age. Both parties agreed to try and get Lisa into another school or program which would better suit her needs. It was further agreed that Lisa would come to school every day and do her best until the necessary steps could be worked out. Several meetings with Lisa, her parents and the Unit Principal followed to complete the transfer process.

Two months later, Lisa has completed her first year in a work-study program with much improvement. If a mediation had not taken place, Lisa might not be in school today.

A case history from the
Community Youth Mediation
Program.

HIGHLIGHTS

The 1989-90 program year has been a most productive and successful period for the Community Youth Mediation Program. CYMP expanded its participation in the Cleveland Public Schools to include the continuation of the School-Based Mediation Program, its continued work in truancy and drop-out prevention and the development and implementation of a "Conflict Management" Program.

In the schools...

Prepare, Attend & Mediate (PAM)

The PAM program assists elementary school students to make a positive adjustment to intermediate school. This year 50 students received intensive casework services. Results of this program indicate that 81% of the students successfully made the transition to intermediate school and will complete the seventh grade.

Truancy Intervention Through Mediation (TIM)

The TIM program operates to improve the attendance of truant students at Joseph M. Gallagher, Harry E. Davis, Audubon, and Lincoln Intermediate Schools. CYMP utilizes problem identification, needs assessment, mediation, and service brokerage to impact upon problems which cause truanting behaviors. This year 70% of the students involved in the program increased their attendance and academic skills.

Seniors: Attend & Mediate (SAM)

The SAM program operates as a drop-out prevention program for students at John Hay and West Tech High Schools. CYMP incorporates the intervention process used in both the PAM and TIM program to assist 120 at-risk students to stay in school and graduate. This year 71% of the students involved successfully completed the program.

School-Based Mediation Training

CYMP received second year funding from the George Gund and Cleveland Foundations to continue operation of the school-based mediation programs in the Cleveland Public and Parochial schools. This is a joint venture between CYMP, the Cleveland Public School System, (Martin Luther King Law and Public Service Magnet), and the Cleveland Parochial School system under the operation of Ursuline College. The program provides a comprehensive, integrated approach to the development of effective and self-sustaining mediation programs in Cleveland area schools. The schools include:

Erievew High School
Carl Schuler Intermediate School
St. Jerome's
St. Mary Magdalene
Charles Lake Elementary School
St. Joseph/Villa Angela High School
Robert Fulton Elementary School

Conflict Management

Building on the success of the three truancy programs, in 1989, CYMP secured funding from the Martha Holden Jennings Foundation to develop and implement a "Conflict Management Program". This is a joint venture with the Cleveland Public Schools. The program teaches bus drivers, bus attendants, students, teaching staff, and parents alternative skills in resolving conflicts that frequently occur on school buses. The program efforts are focused at Harvey Rice Elementary School. The students attending Harvey Rice Elementary were identified because they reside within the service boundaries of CYMP. 120 students, 4 bus drivers and 3 depot managers received Conflict Management/Mediation Training.

Peer Mediation Program...

School-Based Mediation

Operating in its second year with a grant from BP America, Inc., CYMP continued to train students and faculty in the Cleveland Public School system. Mediation training and program development services were provided to ten Cleveland Public Schools, they were:

Alexander Hamilton Intermediate School
Margaret Spellacy Intermediate School
West Technical High School
Watterson Lake Elementary School
Charles Mooney Intermediate School
Wilbur Wright Intermediate School
Cleveland School of the Arts
Cleveland School of Science
John F. Kennedy High School
James Ford Rhodes High School

Through the dedicated efforts of the faculty advisors at the schools, seven programs have been institutionalized and over 200 mediations have occurred. The schools that have operational programs are: Watterson-Lake, Wilbur Wright, Charles Mooney, Cleveland School of the Arts, Cleveland School of Science, John F. Kennedy, and James Ford Rhodes.

Special Events...

Conferences

Martin Luther King Leadership Institute On October 26, 1989, CYMP conducted a five hour workshop entitled "Leadership and Conflict Resolution". The conference was held at Cuyahoga Community College Metro Campus and was attended by sixty area high school students and fifteen faculty. The workshop focused on listening skills and introduced the mediation process as a challenge to leadership.

Transitional Housing, National Conference - On April 24, 1990, CYMP conducted a workshop entitled "Yes, But Not In My Neighborhood". In attendance were shelter staff, administrators and housing advocates. The workshop focused on communication skills to resolve disputes between shelter staff and neighbors.

Cleveland Sight Center

Training staff conducted a ninety minute workshop for managers at the Cleveland Sight Center. Entitled "The Art of Listening", the workshop focused on active listening as a supervisory skill. Attended by 35 Sight Center staff, the workshop was well received and plans are underway to offer further training services to the Sight Center.

Youth Opportunities Unlimited, (Y.O.U.)

For the third year, CYMP participated in the Y.O.U. project. Ten trained student mediators were hired to provide conflict resolution and mediation workshops to area youth. Under the expert tutelage of Mary Murphy, the Y.O.U. group made presentations to over 100 youth.

Other Training Activities...

John Hay High School
Alternative Education Program
Alternative to Expulsion
Euclid Central Middle School
Ellet High School (Akron)
Goodrich Middle School (Akron)
Urban Community School
Center for Peace Education (Cincinnati)
Lincoln Academy (Lorain)
Delaware City Schools

This year CYMP trained students and faculty at the above listed schools. Programs were implemented in the Alternative Education Program, Euclid Central Middle School, Ellet High School, Lincoln Academy, and Goodrich Middle School.

For the sixth year, CYMP revisited and trained Urban Community School. Urban received the prestigious national "Excellence in Education" award, and was the first school CYMP trained that implemented a program back in 1984.

In an exciting new development CYMP trained 12 staff and volunteers from the Center for Peace Education in Cincinnati, as mediation trainers. The Center staff in turn trained and developed a mediation program in an area senior high school and middle school. They plan to train four more schools in 1990-91, in the Cincinnati/Dayton area.

Cleveland State University Graduate Course

For the fourth year CYMP staff and volunteers taught a special topics course " Mediation: Bringing Dispute Resolution to the Classroom or Workplace" at Cleveland State University. Six volunteer trainers played an integral role in the delivery of the training. Evaluations always note that the feedback from the experienced mediators is most valued. Thirty-six educators, public agency administrators, mental health professionals, and students received training in the six phase mediation process. Additional emphasis was placed on the differences between counseling and mediation. Carl Rak, Ph. D. a long time CYMP supporter has co-taught the course. Through his efforts the course will be added as a permanent elective course of the College of Education, Graduate Program.

Public Dispute

The Community Youth Mediation Program responded to the Near West Side community's request to intervene in a public dispute. Six volunteers and staff met with 105 community residents on February 1, 1990 at St. Patrick's Church. The issue at hand was a request from a local monastery for a building variance. The community was equally divided as to those who opposed the variance, and those who favored it. Volunteer mediators introduced the concept of mediation to the group, got approval from the group to use the process, and began the mediation process. Some progress was made the first night, (Telling the Story Phase). It became apparent however that a mediation could not continue with 105 active participants. Each side of the dispute agreed to elect two representatives to continue the process for one week. After several meetings in the course of this week, the representatives went back to the community and made two recommendations; one that the monastery delay its request until the mediation process could be completed and secondly that six representatives from each side be involved in the mediation. The community overwhelmingly approved the recommendation 100 to 5.

The twelve representatives mediated the conflict over an 11 week span which entailed 32 hours of actual mediation. In the setting of the ground rules, it was agreed that all recommendations the committee arrived at would be by consensus. On May 2, 1990, the agreement reached by the committee was approved by the community 94 to 22. The agreement was upheld and all who elected to participate in the process were satisfied.

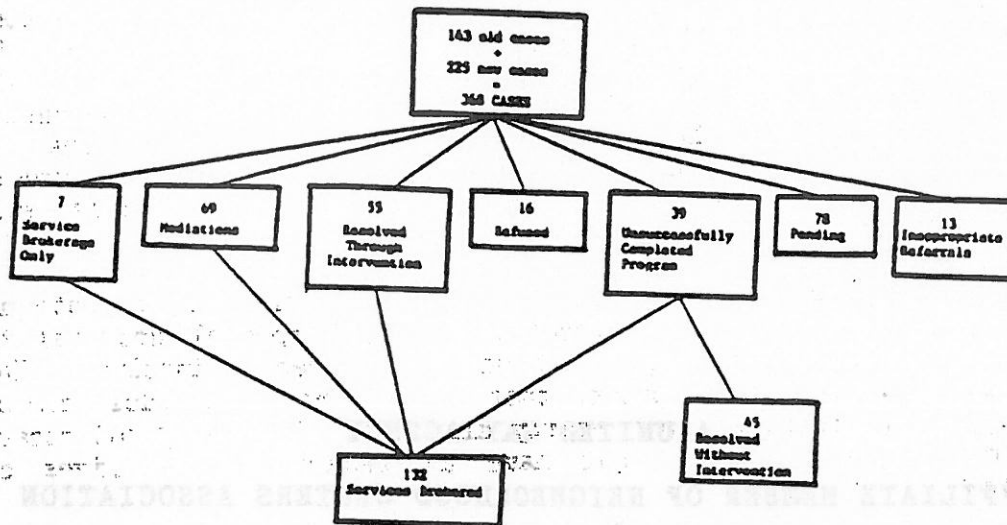
The significance of CYMP's participation in this dispute is great. The Board of Directors granted special approval to mediate this dispute, as youth were not directly involved. The successful resolution proves that the "empowerment model" can be applied to complex, multi-party disputes. Community volunteers can mediate disputes that have an impact on the lives of community residents.

STATISTICS

(June 1, 1989 - May 31, 1990)

This year, 75 mediations were scheduled, 69 were held and 68 reached an agreement. A majority of these referrals involved the problems of truancy and fighting.

Many referrals were resolved prior to mediation due to intervention by staff mediation advocates. Very often, through contact by CYMP staff, parties are assisted in resolving their problems without going through the formal mediation process. Such informal resolutions through intervention occurred in 55 cases. 78 of the referrals received during the program year are still being served. 15% of the referrals received involved parties who refused services or who unsuccessfully completed the program. In the cases received and closed during the 1989-90 program year, 65% were peacefully and successfully resolved.



402 persons served by the Community Youth Mediation Program. (Parties in mediations, interventions or recipients of brokered services.)

FUNDERS

UNITED WAY SERVICES

YOUTH SERVICES SUBSIDY

COMMUNITY DEVELOPMENT BLOCK GRANT

JUVENILE JUSTICE & DELINQUENCY PREVENTION

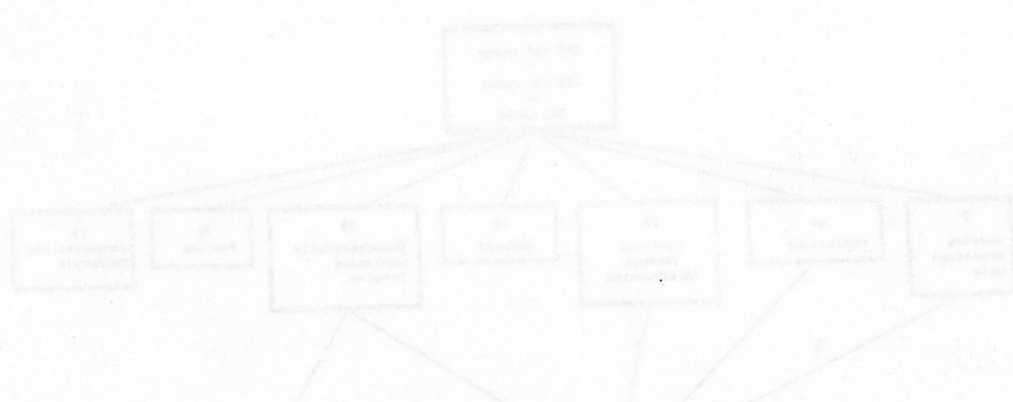
THE CLEVELAND FOUNDATION

THE GEORGE GUND FOUNDATION

BP AMERICA INC.

THE JENNINGS FOUNDATION

INDIVIDUAL CONTRIBUTIONS



A UNITED WAY AGENCY

AFFILIATE MEMBER OF NEIGHBORHOOD CENTERS ASSOCIATION

COMMUNITY YOUTH MEDIATION PROGRAM

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