CMC Staff

Daniel Joyce
Executive Director

Ed Boyte
Assistant Director

Kirby Broadnax
Diversion Advocate

Mary Brotzki
Mediation Advocate

Lehman Busbee
Diversion Advocate

Tracy Callahan
Diversion Advocate

Julie DelGado
Chief Financial Officer

Cristina Gallindo
Mediation Advocate

Jeremy Gardner
Diversion Advocate

Tierra Mixon
Diversion Advocate

Sahadeo Ramharrack
Diversion Advocate

Kara Tellaisha
HMIS Coordinator

Denise Wilson
Administrative Assistant

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Cuyaoga County Office of Homeless Services

City of Cleveland

Department of Veteran Affairs

United Way

Eva and Joseph Bruening Foundation

Revenue & Expenses

Public Funds $884,566
Private Foundations $120,000
Training/Program Fees $35,357

Personnel Costs $624,933
Assistance $274,503
Non-Personnel Costs $88,585

Cleveland Mediation Center Annual Report 2013

Cleveland Mediation Center is a 501(c)3 non-profit organization that was founded in 1981. CMC promotes just and peaceful community in Northeast Ohio by honoring all people, building their capacity to act, and facilitating opportunities for them to engage in conflict constructively.

A Message from the Executive Director

This past year saw CMC solidifying its work with the homeless population and service providers. We are doing less financial assistance and more mediation, facilitation, training and conflict coaching.

The shelter diversion work is being heralded nationally as the "Cleveland Model". Ed Boyte, who developed the program, presented at the National Alliance to End Homeless Conference in September. As a result, he trained diversion staff in Seattle, Rochester, and will present in Virginia.

For the first time we administered a Grievance Policy Program for homeless service providers. The program required us to review existing policies and make recommendations in order to align them with best practices. The program also positioned us as the last step in reviewing client grievances and making recommendations to the provider, grantor, with a copy going to the grievant. Another deliverable was mediating client staff disputes, providing conflict resolution training to shelter staff and residents.

We were able to refocus our work in the community with a grant from United Way. We actually did a true "barking dog" mediation. An animal warden was present and offered to train the owner in methods that would limit the times when the dog barked. (Who knew?) We mediated 197 neighborhood disputes and will continue this work with anticipated funding from United Way.

Through a partnership with FrontLine Service, we are able to offer eviction prevention and relocation service to qualified veterans. It has been an interesting and challenging undertaking. We anticipated mainly providing traditional landlord tenant mediation at the point of eviction. What we found however, is that most of the veterans we are seeing are coming out of a 'doubled up' situation. They have been living with family and friends, and something happened to change that arrangement. In some cases veterans were living with a parent who died. Rather than mediating to keep them in place, we are focusing on helping get new housing by preparing them to negotiate with landlords or doing that for them. We will serve 180 veterans and their families through this grant.

The challenge is interfacing with a system whose core values of a behavioral health approach starkly contrast with a strength based, client centered conflict resolution approach. We have had some interesting conversations and will continue to do so.

Finally, this is the last annual report I will write. I have been honored to lead CMC for the past three decades. I want to thank all of you for your generous support. I look forward to watching CMC thrive and grow in the years to come.

Appreciatively,

Dan Joyce

Programs & Services

'Access to Justice' Community Mediation Program

Offers community members access to mediation services that will help resolve conflicts within their neighborhoods and communities. Issues that can be mediated include neighbor to neighbor conflicts (noise, property),family disputes (care of a parent, sibling issues), custody or visitation conflicts, etc. **In 2013, CMC served 197 clients.**

Shelter Diversion Program

Diversion Advocates at two area shelters help place clients in appropriate housing so that they do not need to stay at the shelter as long, or do not need to enter shelter at all. Advocates work with clients to decide what their best options are, and in some cases offer financial assistance to prevent homelessness. **In 2013, CMC diverted 330 men, 75 women, and 471 families.**

Homeless Prevention for Veterans

Mediation Advocates work with veterans facing eviction. Advocates offer rental assistance when applicable to keep clients from becoming homeless. We also work with clients to help them develop a plan to pay their rent on time and avoid eviction in the future. **In 2013, CMC served 157 households.**

Shelter Grievance Program

CMC staff reviews grievance policies of emergency shelters and makes recommendations to update the policies to align them with best practices. Shelter residents contact CMC if they have a grievance about shelter staff. We then review each case and mediate the dispute between residents and staff when applicable. **In 2013, CMC reviewed and/or mediated over 70 cases.**

Mediation Training & Workshops

CMC's training program greatly expanded in 2013. **CMC trained 49 people in basic mediation** through five 'Fundamentals in Mediation' courses this year.

CMC also provided specialized trainings for social workers and shelter staff throughout the year, with a combined total of **211 people participating.**

Our staff traveled to the **Indiana Statewide Housing Conference** and the **National Alliance to End Homelessness Conference** in Washington DC to present on Conflict Resolution and Diversion.