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Community  
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## CMC Staff

Kathleen Jackson  
Executive Director

Ed Boyte  
Assistant Director

Kirby Broadnax  
School Attendance Program Manager

Mary Brotzki  
Program Manager

Lehman Busbee  
Shelter Diversion Program Manager

Tracy Callahan  
Shelter Diversion Advocate

Cristina Galindo  
SSVF Mediation Advocate

Jeremy Gardner  
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Cindy Hawthorn  
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Mary Mastalski  
Shelter Diversion Advocate

Tierra Mixon  
Shelter Diversion Advocate

Steve Molnar  
Mediation Advocate

Mark Morawski  
HMIS Specialist

Kara Tellaisha  
HMIS Coordinator, Marketing Manager

Denise Wilson  
Administrative Assistant

# Cleveland Mediation Center Annual Report 2014



Cleveland Mediation Center is a 501(c)3  
non-profit organization 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

As many of you know, 2014 was a year of big changes for CMC. Longtime Executive Director, Dan Joyce, retired after 30 years. I stepped in near the end of May, and found that I had very big shoes to fill—both here at CMC amongst the staff, and throughout the community as Dan had created a legacy of deep relationships borne out of his passion for social justice and service to those in need. I continue to work to maintain and strengthen those relationships, and to ensure that CMC is working toward our vision of a community of engaged, empowered individuals who handle conflict in constructive ways.

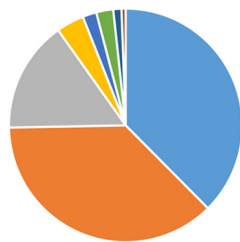
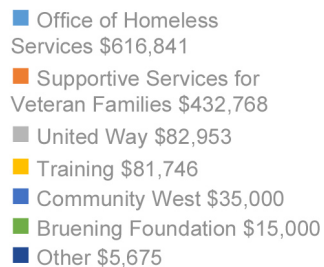
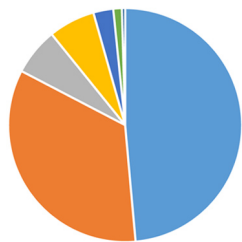
This year, CMC was able to welcome a couple of new staff members who have brought energy, enthusiasm, and new ways of thinking to the table. We have also welcomed several new Board members, and continue to work on Board and staff development as well as teambuilding. "Honoring all people" is not just a line in our mission, but informs our everyday interactions with each other and the people we serve.

We continue our partnerships with Frontline Service and Office of Homeless Services, and are grateful to them along with the United Way, The Community West Foundation, The Cleveland Foundation, The Bruening Foundation, and the countless people who have taken our training, volunteered or interned with us, donated to us through the years, and supported CMC in a myriad of other ways. Thank you.

With Kindest Regards,

*Kathleen*

## Revenue & Expenses



## Program Review

### Access to Justice Community Mediation

CMC offers community members access to mediation services that will help resolve conflicts within their families and communities. Situations that can be mediated include neighbor to neighbor conflicts, family disputes, child custody or visitation issues, etc. In 2014, CMC provided conflict coaching and/or mediation services to 182 people.

### Shelter Diversion

Diversion Advocates meet persons as they enter the homeless shelter system (Coordinated Intake) and help parties determine if there are safe and appropriate alternatives to shelter. Advocates empower persons to explore options and engage in conflict resolution with friends and family if appropriate, and in some cases offer financial assistance to prevent homelessness or shelter stays. In 2014, CMC was able to divert 571 families to homes in order to avoid a shelter stay.

### Homeless Prevention for Veterans (SSVF Program)

CMC staff work with veterans facing eviction and offer rental assistance when applicable to prevent clients from becoming homeless. Our staff also works with clients to help them develop a plan to pay rent on time and avoid eviction in the future. In 2014, CMC served 199 veteran households.

### Shelter Mediation and Facilitation

Mediators work with family shelters in the Cleveland area to help repair communication between residents and staff to prevent shelter discharges and to help rebuild a plan for clients to obtain housing. In 2014, CMC mediated 49 cases between shelter staff and residents.

### School Attendance Mediation Program

In September, CMC started working with a local PreK-8 school to improve student attendance using conflict resolution strategies. CMC staff talk to families about strategies that may help improve attendance. When appropriate, CMC organizes a mediation between the students' family and the school staff to address concerns and help families access resources that may be helpful. So far, CMC has provided conflict coaching to 71 families.

### Mediation Training and Workshops

CMC teaches Mediation, Shelter Diversion, and Conflict Resolution. In 2014, 43 persons attended CMC's Fundamentals of Mediation in Cleveland. 10 were trained in Rochester (NY) and 30 at John Carrol University. We trained 366 persons in Diversion in Seattle, Rochester, Richmond, Charlotte, Montgomery Co. (PA), Bucks Co. (PA), Tacoma, New London (CT), and 7 communities in Texas. CMC staff also trained 146 shelter staff and residents in Conflict Resolution.