

# The Cleveland Mediation Center



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

## ANNUAL REPORT 2000

*Strengthening communities since 1981 through  
constructive conflict resolution.*

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*From the Executive Director*

*As I get older I feel compelled to honor and respect my elders. I wonder whether the founding mothers and fathers of CMC would be pleased with the organization today. To me doing this work is like walking a path. First walked the trailblazers, men and women of courage and vision who began the journey by knowing that there was a better way to deal with youth than locking them away. The pathfinders followed, planning and implementing the first programs that showed the world that it was true—a unified community could care for its children with compassion. So I wonder whether our founders would think we are on the right path today.*

*Would they be proud to know that we are among the very few agencies nationally that have maintained its roots in social justice? Would it matter to them that we have remained attached to the community through governance and volunteer mediators? We continue to struggle to meet the needs of the community they cared for. I like to think that they would be proud because we continue to walk in the direction that they pointed to, and in doing so continue to find ways to help the people of this community to blaze their own paths.*

*—Daniel P. Joyce*

**CMC Mission Statement:**

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

## **Programs and Services**

### **Community, Family, Custody and Divorce Mediation**

Service Area: City of Cleveland

### **Homeless Prevention Program/Landlord-tenant Mediation**

Service Area: Cuyahoga County

### **Training in Conflict Resolution and Mediation Skills**

### **Group Facilitation and Workplace Interventions**

### **Dissolution of Marriage Kits**

*There is no other agency that does what we do, and many of our Hispanic clients come to us because they were referred by a friend or family member. That means we worked well enough with them to gain their trust.*

*—Isabelita Caminero, Mediation Advocate*

## **The Homeless Prevention Program**

For the period June 1, 1999 to May 31, 2000,  
CMC's Homeless Prevention Program served 412 families, and  
in that same period prevented the eviction of 157 families.

Our clients tell me they feel comfortable with us because we don't put them down, and we listen to what they have to say. My main reason to be working here is that I can make people richer in their hearts.

—David Quintana, Mediation Advocate

The clients appreciate the fact that we listen to both their side and the other side, and we still work to meet their needs. Clients find us compassionate, not judgmental.

—Elizabeth Dargan, Mediation Advocate

*Mediation is a rewarding experience. You CAN make a difference.  
I recommend becoming a mediator and using mediation to anyone.  
CMC helps people from all walks of life, and I commend them for their  
commitment to the community.*

*—Sterling Hickman, Volunteer Mediator*

### **Training Statistics**

|  |     |
|--|-----|
| Total number of trainees, statewide  | 369 |
| Number of trainees who became volunteers   | 5   |
| Number of community presentations on<br>conflict resolution & alternatives to violence | 8   |
| Number of hours of training offered  | 194 |

*I am amazed by the courage people have to speak their  
truth—and by the patience to hear others speak theirs.  
—Kelly Thompson, Program Director*

*Each year we train more and more people, sharing what we've learned as practitioners in this field. In the year covered in this report, the agencies we've served include Mental Health Services, Inc.; the Lesbian and Gay Center; Hard Hatted Women; Youth Opportunities Unlimited; AmeriCorps; and Human Resource Managers Star Conference. When they leave the training, all people say they have more ideas and enhanced skills to improve and repair relationships. Certainly, they feel more confident dealing with conflict in their daily lives.*

*—Laurie Miller, Trainer*

From a recent client of the Homeless Prevention Program:

On January 5, 1999, I was robbed and shot in the leg. I had been working in child care, making enough to live comfortably but not enough to look ahead to the future and save a substantial amount. I never thought anything like this would happen to me.

I took a \$2000 loan against a life insurance policy, but that money ran out in May. I'd borrowed from everyone I could and sold as much of my furniture as I could. In July my rental house was sold to a new owner. I was established with the old landlord—he was working with me on the rent taking payments here and there. My new landlord put a three-day notice of eviction on my door on July 10, 1999. I panicked. I called Catholic Charities, the United Way, and Saint Colman's. Through Catholic Charities, Our Lady of Mount Carmel gave me \$200, but the new landlord wanted two month's rent. Catholic Charities also referred me to the Cleveland Mediation Center. My landlord and I were having a hard time keeping communication lines open.

Because my leg was still healing, Kelly Thompson [the Program Director] came to my home. She sat with the landlord and me to work to a compromise so I wouldn't lose my home and the landlord would feel more secure about my staying. As part of that agreement, the Mediation Center also gave my landlord \$400 toward my back rent. I owe the Cleveland Mediation Center a great debt of thanks for helping me. That's not only for the money and the mediation, but also for the reassurance, helping attitude and for helping me regain my peace of mind. I truly appreciate the services I received through them.

**Those Who Make Our Work Possible**

**Bruening Foundation**  
**City of Cleveland/Community Development**  
**Cleveland Foundation**  
**Community Development Block Grant**  
**Emergency Shelter Grant**  
**Gerson Foundation**  
**Gerson Margolis Foundation**  
**Nelle Lampl Foundation**  
**Nord Foundation**  
**Nordson Foundation**  
**Office of Homeless Services**  
**Ohio Department of Development**  
**Spahr Foundation**  
**Sisters of Charity**  
**Sisters of Saint Joseph**  
**Thomas H. White Foundation**  
**United Way**

**Cleveland Mediation Center  
Approved Budget for 2000**

**Revenue**

|                                |                  |
|--------------------------------|------------------|
| <b>Private Foundations</b>     | <b>\$106,773</b> |
| <b>Public Foundations</b>      | <b>\$ 88,000</b> |
| <b>Fee for Service Dollars</b> | <b>\$ 44,214</b> |
| <b>Total Revenue</b>           | <b>\$238,987</b> |

**Expenses**

|                                     |                  |
|-------------------------------------|------------------|
| <b>Total Personnel Expenses</b>     | <b>\$197,415</b> |
| <b>Total Non-personnel Expenses</b> | <b>41,572</b>    |
| <b>Total Expenses</b>               | <b>\$238,987</b> |

### ***From the Board President***

*One year ago, the Cleveland Mediation Center Board and staff met with members of the community in an effort to more clearly define our role as a social justice, social service agency within the community at large. This fruitful series of meetings yielded four directives, which have shaped this past year, and helped us focus on the future.*

- 1. Expand services citywide.*
- 2. Enhance divorce and custody mediation capacity.*
- 3. Reconnect with youth.*
- 4. Market conflict resolution training and educational outreach.*

*Over the past year, CMC has boldly set forth to take action on each of the community directives, moving us closer to realizing each goal. Discussions with county and city officials are in the preliminary stages. Our untiring staff has devoted countless hours securing major PRC funding for rental assistance serving all of Cuyahoga County. CMC conducted ten divorce and custody-related mediations, and we will continue to study the feasibility of expanding these services. A proposal was funded that will support staff in providing mediation and conflict resolution services to students and their parents from four neighborhood Cleveland Public Schools. And, continuing our focus and commitment to youth in the community, funding was secured to develop and implement conflict resolution training for youth in the workplace.*

*Cleveland Mediation Center has strong roots in the communities we serve, and has been an outstanding, outspoken advocate for the process of mediation and conflict resolution, social justice and change. As we prepare for the exciting challenges this next year will provide, we remember our history, embrace our roots, and celebrate the people whose dedication, courage and tenacity have given voice to those who previously went unheard. To these remarkable accomplishments (which occur daily at CMC), I salute the dedicated, talented and indefatigable staff and volunteers who make Cleveland Mediation Center shine.*

*—Todd R. Stuart*

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**September 1999—September 2000**

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AmeriCorps

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