

School Attendance Program

This program uses constructive conflict resolution and mediation to improve attendance in the Cleveland Metropolitan School District. The program during the 2008-2009 school year 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:

"Overall, families with whom CMC was able to establish two-way contact reported more significant improvement in attendance than those families with whom CMC did not establish two-way contact... contacted families improved in both absences ... and tardies."

Homeless Prevention Project

CMC has been helping tenants facing eviction stay in housing since 1996. This program uses a combination of rental assistance and mediation to keep tenants in housing and prevent homelessness. Tenants meet with a mediation advocate to determine eligibility and problem solve ways to remove barriers to remaining in stable housing in the future.

The Project's program evaluation in 2008 found that 56% of tenant's are never evicted up to six years after the mediation.

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 Basic Mediation, Family and Divorce Mediation, and Transformative Mediation. 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 2009, Cleveland Mediation Center provided these comprehensive services to the community.

Mediation Training

CMC Trained **71** persons in Basic Mediation, **9** in Divorce Mediation, **13** in Advanced Family Mediation,

Homeless Prevention/Diversion Programs

CMC kept **837** people in **332** households in housing, providing **\$346,540.50** in assistance

Truancy Intervention Program

CMC served **266** students and their families in the 2008-2009 school year.

A Message from the Executive Director

As you know, this region was battered by the economic downturn in 2009 and many non-profits have struggled to stay open. Despite this, 2009 was a year of expansion and growth for CMC.

In the spring of 2009, CMC expanded its homeless prevention services in an exciting new venture at the 2100 Lakeside Men's Homeless Shelter. In collaboration with shelter staff and Mental Health Services, CMC began a cutting-edge pilot project using conflict resolution interventions to divert clients to appropriate housing so that they didn't enter the shelter or stay for more than a few days if they did enter.

CMC expanded the program to include the Community Women's Shelter in the summer. Staff members at both shelters meet with clients to discuss the viability of the current housing arrangement, mediate for continued tenancy when appropriate, provide cash assistance for back rent, help the tenant seek new housing and provide rental assistance, seek alternative short-term housing, and contact friends and relatives to negotiate terms for short-term stays.

Building off of this success, CMC received a Homeless Prevention/Rapid Re-housing federal stimulus grant through the Cuyahoga County Office of Homeless Services in September. This grant expanded the diversion pilot into a full program and funded CMC's prevention program through March 2012. Set-up like CMC's Homeless Prevention Project, the grant's focus is on providing assistance to clients who but for this assistance would be homeless.

CMC continues to have success with its mediation training program. In 2009, CMC trained 91 persons in Basic, Divorce, and Family Mediation. Our trainer Ed Boyte continues to offer a comprehensive, hands-on approach to conflict resolution training.

In looking towards 2010, CMC plans to explore social media strategies such as Facebook and LinkedIn to better connect with you, our supporters and reach out to other members of the community.

Peace,

Daniel P. Joyce, Executive Director

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Yvette Coil, Diversion Mediation Advocate
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Gloria Hawkins, Mediation Advocate

Income and Expense Statement

End of year (2009) unaudited Revenue Expense Statement

2009 Income

Public
\$599,168.24
Private Foundation
\$69,000
**Individual Giving/
Fundraisers**
\$1,517.12
**Training and Program
Fees/Sales**
\$62,001.26
Total: \$786,157.90

2009 Expenses

Personnel Costs
\$334,355.53
Non-Personnel Costs
\$49,753.09
Assistance
\$347,578
Total: \$731,686.62

Cleveland Mediation Center would like
to thank our 2009 funders

City of Cleveland

City of Lakewood

Community West Foundation

Cuyahoga County Office of Homeless Services

Department of Children and Family Services

Federal Emergency Management Assistance

Sisters of Charity Foundation of Cleveland

Ohio Department of Development

United Way of Greater Cleveland

Check out our website!

www.clevelandmediation.org

- Training Calendar
- Online Donations. Training Registration and Payment
- Sign-up for our e-newsletter, Community Resolutions.

CLEVELAND MEDIATION CENTER 2009



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

**Cleveland Mediation
Center**

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