

Our Mission

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

CMC Board of Directors

- Keith Benjamin
- Patrick Coy
- Lisa Gaynier
- Linda Koenig
- Melissa Scott
- Tom Sheehan
- Brad Shrock,
- Jeanette V'elez*

* Joined in 2005

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Mediator, Joint Court. Media-
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Cleveland Mediation Center

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www.clevelandmediation.org



Don't fight it out. Talk it out.

2004 Annual Report

Strengthening Communities/ Improving Relationships

In 2004, Cleveland Mediation Center continued to impact the community by providing these comprehensive services.

Community Disputes

Responding to calls for assistance with a conflict that citizens are having with neighbors, co-workers, friends, family members, agency, or business, Cleveland Mediation Center successfully intervened in community disputes on a weekly basis.

School Attendance

Families within the Cleveland Municipal School District whose children (grade K-8) have missed five or more days are contacted and asked to attend mediation with their child's teacher.

During the 2004-2005 school year 12 Cleveland Municipal Schools were set up to receive mediation services through the truancy mediation program, a partnership with CMSD and Cuyahoga County Department of Children and Family services. There were 166 mediations scheduled and 87 mediations took place with a 90% success rate of improved attendance of those who participated in the mediation program.

President's Message

I'm very pleased with the successes and accomplishments achieved by staff of Cleveland Mediation Center (CMC) this year. Staff and volunteer mediators prevented the eviction of over 2200 people in 858 households. We were able to expand our truancy mediation program and served twelve Cleveland Municipal Schools.

The truancy work presents unique challenges and our able staff has formed strong partnerships with school and county officials to address those challenges. Of course, CMC also continues to help Cleveland neighbors and community groups to resolve their disputes. For example, our staff met with over 25 gardeners at a community park garden club to resolve concerns about the club's governance. Our basic and divorce mediation training programs flourish as more mediators attend trainings conducted by CMC.

In addition to our core services, CMC's staff is providing conflict resolution and mediation training and strategies to homeless shelter, food pantry, social service staff and job trainees. Dan Joyce, CMC's Executive Director, trains mediators state-wide for the Supreme Court of Ohio.

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President's Message

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The challenges that we face are no different from many small non-profit organizations. Due to funding cuts, we are doing more with less. CMC's organizational structure is lean and flexible, with all staff providing direct services. We have an active and committed Board which provides substantive financial oversight and human resources counsel, as well as organizational and strategic planning.

I am proud to lead this small but so very effective organization and look forward to the next 25 years of providing all members of the Cleveland community with quality conflict resolution services.

Respectfully,
Lisa Parola Gaynier

CMC Staff

(as of October 2005)

- Daniel P. Joyce, *Executive Director, Ext 104*
- Ed Boyte, *Assistant Director, Ext. 105*
- Denise Wilson, *Administrative Assistant, Ext. 100*
- David Quintana, *Bi-lingual Mediation Advocate, Ext. 101*
- Tabatha Walton, *Mediation Advocate, Ext. 108*

Mediation and Conflict Resolution Training

CMC offers a variety of trainings which include Basic Mediation and Divorce/Family Mediation training—our executive director is also available to co-train on domestic violence issues.

Cleveland Mediation Center trained 61 persons in Basic Mediation and 22 persons were trained in the area of Family/Divorce Mediation. CMC also provided conflict resolution training to over 200 persons in area work places, agencies, and community organizations .

Volunteering

Persons that have successfully completed our training program were given the opportunity to be paired up with a more experienced mediator for a series of mediations.

The volunteer program at Cleveland Mediation center increased by 40 persons last year, and for the first time volunteers were given an opportunity to participate in the Advanced Practitioner Program.

2004 Income

- Public \$185,000
- Private Foundation Support \$18,500
- Program and Training Fees, Sales to the Public \$120,000

Total Revenue \$323,500

2004 Expenses

- Personnel Costs \$291,745
- Non-Personnel Costs \$31,755

Total Expenses \$323,500

Have You Been to Our Website??

www.Clevelandmediation.org

- **Training Calendar**
- **COMING SOON — Online Registration and Payment for Trainings and Donations.**

Homeless Prevention Program

Persons in the process of being evicted are given a unique opportunity to explore options with their landlord in an effort to prevent an eviction from occurring. CMC also secures state, county, and federal funds to provide rental assistance.

CMC's homeless prevention program stopped the eviction of over 2200 people in 858 eviction cases that were filed in Cuyahoga County last year. This intervention includes individual meetings with the tenants, interviews with landlords, mediation, and the issuance of rental assistance where appropriate. During the mediation parties are given a chance to address obstacles, in areas such as building upkeep, late fees, noise, safety and other quality of life issues.