

School Attendance Program

This program uses constructive conflict resolution and mediation to improve attendance in the Cleveland Heights-University Heights School District. Family members meet with school representatives to develop a plan where the student is attending school on-time, every day.

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 52% of tenant's are never evicted up to six years after the mediation.

Shelter Diversion

CMC started a new program in 2009 to quickly divert clients from the Norma Herr Women's Shelter and 2100 Lakeside Men's Shelter into appropriate housing. Shelter Diversion Advocates meet with shelter clients to determine whether they can move in with family or friends, move back into their former residence with back rent, or move into a new location with first month's rent and deposit. Shelter Diversion Advocates also schedule mediations as necessary to address conflicts with family or friends or landlords.

Mediation Training

CMC has a commitment to training members of the community to become mediators. We offer basic mediation training to the general public four times per year, and are looking to add new advanced training in 2011.

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 2010, Cleveland Mediation Center provided these comprehensive services to the community.

Mediation Training

CMC Trained **56** people in Basic Mediation.

Homeless Prevention/Diversion Programs

CMC kept **2,755** people in **1,176** households in housing, providing **\$1,390,713** in assistance

Truancy Intervention Program

CMC facilitated 70 mediations in 2010.

A Message from the Executive Director

As we all know, non-profits have had a tough time of it in recent years. With cut-backs in federal, state and local governments, our region's non-profits have had to fight to stay open while demand for services has soared. Fortunately, CMC has been able to pull out of the challenging times stronger than ever. 2010 in particular was an exciting year for CMC where we experienced tremendous growth and increased energy in almost all areas of the organization. Here are ten things of note from this past year:

- The board of directors added 3 new members. The leadership changed and there is renewed energy and commitment. We are more diverse than ever as the infusion of younger members adds a delightful, fresh perspective.
- We have added 4 staff to pilot an innovative project to keep people from entering shelters.
- Our budget grew to over a million dollars.
- We examined the efficacy of divorce mediation training and offering divorce mediation services.
- An area school district contracted with us to provide truancy mediation after public funding was cut.
- We are engaging in capacity building projects and have hired a consultant to work with our finance committee to strengthen our accounting practices.
- We addressed uncivil behavior in meetings and worked with meeting chairs to create a more constructive environment.
- We are developing new training classes in response to a market survey.
- We conducted a listening project with shelter residents after complaints were lodged to funders.
- We hired someone to assist with development and are planning to host more events.

2011 holds great promise for us. In this exciting time, CMC is positioned to facilitate, educate and lead our community as it navigates even more changes. At our 2011 board retreat, a fortune cookie struck everyone which said, "With patience, even an egg will walk." I think CMC's egg is ready to run in 2011. Thanks for your ongoing support.

In peace,

Dan

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Lehman Busbee, Shelter Diversion
Tracy Callahan, Shelter Diversion
Danielle Cosgrove, Dir. of Programs and Development
Gloria Hawkins, Mediation Advocate
Carly Hodgins, Shelter Diversion
Denise Wilson, Administrative Assistant

Income and Expense Statement

End of year (2010) unaudited Revenue Expense Statement

2010 Income

Public
\$2,015,386

Private Foundation
\$74,559.05

**Individual Giving/
Fundraisers**
\$1,140.17

**Training and Program
Fees/Sales**
\$31,660.24

Total: \$2,122,745.46

2010 Expenses

Personnel Costs
\$546,163.04

Non-Personnel Costs
\$53,904.43

Assistance
\$1,516,752.35

Total: \$2,116,819.82

Cleveland Mediation Center would like
to thank our 2010 funders

Bruening Foundation
City of Cleveland
City of Lakewood

Cuyahoga County Department of Development
Cuyahoga County Office of Homeless Services
Sisters of Charity Foundation of Cleveland
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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