

## A Message from the Executive Director

*The programs and accomplishments of this past year more closely align CMC with its mission than any time in the recent past. As we are going back to our future, we are also exploring creative ways to position ourselves for the future.*

*Nearly 20 years ago, at the urging of the board of directors, CMC began providing homeless prevention services by mediating with landlords and tenants at the point of eviction. The intervention was designed as a result of a listening project where staff and volunteers listened to homeless people. The simple thought was that if we kept people where they were at they would not be homeless.*

*In 2009 HUD released a request for funding proposals (FRP) totaling \$5B for 30 months. One of the fundable activities was homeless/eviction prevention. We were well positioned and received a grant to fund our eviction prevention activity. Along with continuing our eviction prevention work, we developed and implemented a shelter diversion program.*

*Using client centered, conflict resolution strategies of active listening, problem solving, negotiation and mediation, staff were able to successfully arrange for other living accommodations for 25% of the families they saw. Research revealed that programs downstream at the shelter door hit the target and had the best results. Data driven, evidenced based became the new mantra. CMC demonstrated the efficiency of using conflict resolution.*

*Meanwhile, we received funding for eviction prevention program to veterans (a cause near and dear to my heart). Staff have taken a leadership role in the design of the service delivery and have had spirited conversations with Veteran Administration leadership around the clashes of different approaches of behavioral health and client centered conflict resolution. As transformative mediators would say, the conversation has begun and will continue around the value differences.*

*Our work in the community is being revitalized thanks to a United Way grant aimed at keeping people out of the court system and providing access to justice through mediation. We also helped community members decide on under what conditions a house for those struggling with drug and alcohol abuse could locate in their neighborhood.*

*Our training continues to provide solid mediation skills to participants and has expanded to respond to specific and unique needs. We have trained medical professionals to help facilitate difficult conversations over health care, and we revised our work with youth as we aim to help homeless and near homeless youth better resolve conflicts that hinder their growth and progress.*

*We have begun working with homeless service providers on their grievance policies and are the intervener of last resort for dissatisfied grievants. The program also provides conflict resolution and customer satisfaction training for shelter staff and administrators.*

*Moving forward CMC is well positioned to expand mediation and conflict resolution services and training to the community, other service providers and schools. There appears to be a growing acceptance of change strategies and collaboration. CMC has data driven, evidenced based results to bring to the party. I'm proud of our achievements of this year and look forward to the challenges that lie ahead this year.*

*Dan Joyce, Executive Director*

## Programs and Services

### **"Access to Justice" Community Mediation Program**

Offers community members access to mediation services that will help resolve conflicts within their neighborhoods and communities. Issues that can be mediated include neighbor to neighbor conflicts such as noise or property issues, landlord/tenant issues, custody or visitation issues, care of parent or sibling issues, and others.

**In 2012, CMC served 206 clients.**

### **Shelter Diversion Program**

Diversion Advocates at two area shelters help divert the clients into appropriate housing so they do not enter the shelter or stay there for a shorter amount of time.

**From July-December 2012, CMC diverted 319 households and 928 women and children.**

### **Homeless Prevention for Veterans**

Services and/or rental assistance for Veterans facing eviction. **In 2012, CMC served 173 households and 302 people.**

### **Mediation Training and Workshops**

Training for community members in basic, transformative, community and workplace conflict resolution skills, as well as other more specialized trainings. **In 2012, CMC trained 54 persons in basic mediation and 36 people in advanced or specialized areas.**

## 2012 Accomplishments

Designed and implemented a heralded, national model at the emergency shelter doors.

Concluded a 30 month HUD grant that pumped over \$3 million dollars into the local economy with a clean audit.

Provided homeless prevention and shelter diversion service to veterans.

Mediated a myriad of disputes that helped people decide: visitation plans for children, how to live peacefully in communities, what a fair work environment is, and under what conditions a drug treatment facility could move into a community.

Expanded our training to include topics such as work place disputes, facilitation,

landlord / tenant mediation skills, and getting along well with your neighbors.

Held leadership positions in collaborative efforts to move the homeless service delivery system to one that focuses on housing first through client voice and choice.

Increased trainings participants and held special training for health care professionals to assist them in leading family discussions regarding elder care and end of life decisions.

Piloted a program that trains youth on the verge of homelessness in conflict resolution

Began earnest internal discussions about strategic and succession planning.

## Revenue and Expenses

### Revenue

Public Funds  
\$893,318

Private Foundations  
\$104,326

Training & Program Fees  
\$50,316

Individual Giving/Fundraisers, Other  
\$1,978

### Expenses

Personnel Costs  
\$589,917

Assistance  
\$412,670

Non-Personnel Costs  
\$75,791

## Board of Directors

**Jennifer I. Peyton**  
*President*

**Keith Benjamin**  
**Willette Burrell**

**Patrick Coy**

**Roland de Monte**

**Jackie Mostow**

**John Mungai**

**Brad Shrock**

**Jenn Weinman Lanz**

## CMC Staff

**Daniel Joyce**  
Executive Director

**Lizzie Ackerman**  
Program and Fund  
Development Associate

**Ed Boyte**  
Assistant Director

**Kirby Broadnax**  
Diversion Advocate

**Mary Brotzki**  
Mediation Advocate

**Lehman Busbee**  
Diversion Program Manager

**Tracy Callahan**  
Diversion Advocate

**Danielle Cosgrove**  
Director of Programs  
and Development

**Jeremy Gardner**  
Diversion Advocate

**Carly Hodgins**  
Diversion Advocate

**Kara Tellaisha**  
Program Associate and  
Housing Placement Specialist

**Denise Wilson**  
Administrative Assistant

# Cleveland Mediation Center Annual Report 2012



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

Cleveland Mediation Center  
2012 West 25th Street, Suite 412, Cleveland, Ohio 44113

p: 216.621.1919 - f: 216.621.3202

[clevelandmediation.org](http://clevelandmediation.org)