



Dispute Resolution Center Newsletter November & December 2017

Inside this issue:

<i>NYSdra Staff Changes</i>	1
<i>Farewell and Fairness</i>	1
<i>From the Director</i>	2
<i>Elder Abuse Training</i>	2
<i>Save the Date</i>	3
<i>ATI Dispatch July-September 2017</i>	3
<i>Mentoring Course at U Mass</i>	4
<i>Mediator Spotlight</i>	4

NYSdra Staff Changes by Charlotte Carter, NYSDRA Executive Director

Bob Stankus recently announced his (third) retirement. We are very sorry to wish him farewell.

Bob joined NYSDRA in 2016 as the Special Education Mediation Program Manager, and as part of the Lemon Law transition team. Since 2007 he has been a volunteer mediator and arbitrator in the areas of community, family and Special Education mediation, and Lemon Law and Attorney/ Client Fee arbitration. Bob has been our cherished anchor man; he brought multiple dimensions of experience and insight into dispute resolution and negotiation, a nuanced understanding of business and agency cultures and personalities, and a wonderfully dry sense of humor. He is also one those rare people who make professional decisions based on a dispassionate view of what he believes is best for the organization. He has been a positive influence and role model in ways that would surprise him.

On the flip side, we are very happy to welcome George Mossad as the new the Special Education Mediation Program Manager. George joined NYSDRA in June as the Project Coordinator for the Lemon Law Arbitration Program, and recently transitions into his current role as the Special Education Mediation Program Manager. George has spent most of his professional career in the legal field and was previously employed by Boies, Schiller & Flexner, LLP. From intern, to law clerk, to staff attorney, George's work experience stretches to many areas of law including criminal law, contracts, corporate and tort law. George holds a B.A. from The City College of New York and a J.D. from Albany Law School. George has distinguished himself with his zeal for dispute resolution, a willingness to take on new challenges, his affability, creativity and integrity.

GEORGE MOSSAD
Special Education Mediation Program Manager
(518) 687-2240 ext. 11; george@nysdra.org



To read Bob's final blogpost, "**Farewell and Fairness.**" go to <http://www.nysdra.org/blogpost/1268710/286939/Farewell-and-Fairness>)

From the Program Director

Dear Mediators,

The end of the year is fast approaching. I know that there are some people who still need training. We were planning an advanced training for November but the funding has not yet been released, so we have been told to postpone it, which we will do until after the holidays. I know that we also had to reschedule our divorce mediation training.

What can you do to meet your training requirement? Here are some options:

1. There are several movie take home trainings that you can sign out, and watch. Once you have watched the movie, you complete the enclosed assignment and return it with the movie to our office.
2. You can get the ok from the Program Director to attend a relevant community or work training and submit the requested information as proof.
3. Complete your required annual self-evaluation and get one hour of training credit. This is meant to be a reflection on your mediation practice. It does not need to be attached to a particular case and is not meant to be a checklist or a play by play of a specific mediation. The idea is that each

mediator will take the form and reflect on their strengths and give thoughts about what they could do to improve their practice and how the center could support them in their continued development.

4. You can make arrangements to come to our office and watch the domestic violence training video that we have and complete the written piece at the end of the training for 2 hours of credit.

We have been able to reschedule the Divorce Mediation training that we had planned to have in October for March. If you are interested, please call to sign up. The fee for the class will be \$200. We are looking at the possibility that we could have a conference this spring, more information about this will be forthcoming. Keep reading the newsletter or contact any DRC staff member for more information.

I appreciate how busy you all are and how much of your time you give to our program. We could not do what we do without you. Enjoy the sunny days as long as they are here!

Regards,

Christy



Lifespan Elder Abuse Training by John Graham, DRC Case Manager

On September 26, Diana Halstead and I attended training on Elder Abuse in Binghamton, NY. The presentation was given by an organization called "Lifespan" with support from the NYS Office of the Aging. The presenters gave a comprehensive overview of the types of abuse that our elder population can face.

The types of abuse include non-accidental physical injury, sexual, emotional (intimidation, threats, etc.), neglect (depriving of food, willful actions). Elder abuse is often found out by looking at the victim's financial situation. Financial exploitation is the most prevalent form of abuse. This means that there was the improper use of funds, property and even denial of access to accounts. This form of abuse is often linked with the

other types of abuse mentioned earlier.

The presenters came from different organizations, including the director of CPS in Broome County, and an investigator for a financial institution who investigates financial irregularities. Besides understanding the types of abuse and how to recognize them, the presenters' important point was that it takes a collaborative approach to deal with elder abuse. By working together with the financial institutions, the police, and the community, we can provide better and more comprehensive help for elders who might be in an abusive situation. It was insightful, but very sad that there has to be training regarding elder abuse.

For more information about Lifespan, go to their website at <https://www.lifespan-roch.org/>.



Save the Date!

• **Thursday, November 9, 2017, 8:30-4:00:**
NYSDRA Special Education Mediation Refresher Training, 4 Pine West Plaza, Suite 411, Albany, NY. No fee to attend this training. Open to previously trained Special Education Mediators. Registration deadline is Wednesday, November 1, 2017. Contact NYSDRA for more information: special@nysdra.org.

• **Friday, March 9, 2018, 12:00-5:00 PM and Saturday, March 10, 2018, 9:00 AM-5:00 PM: Two-Day Divorce Mediation Training,** Calvary Hill Retreat Center, 290 Chestnut St., Oneonta, NY. Trainer: Dan Burns, Esq. Cost \$200. Registration and payment due no later than March 1, 2018. For more information, please contact Christy Houck, DRC Program Director at (607) 432-0061, or CHouck@charitiesccdo.org.



If you have something you would like to share for the newsletter, please email your article by Friday, December 15th to April Rando at arando@charitiesccdo.org. Thank you!



The A.T.I. DISPATCH July-September 2017

Advantages of This Report

The purpose of this report is to provide more detailed information to the A.T.I. Advisory Board regarding the number of hours ordered and completed per quarter. It will also report on the number of successful and unsuccessful completions and give the reasons why. Included in this report will be the referral sources, the defendant's charges and the worksites where the defendant has been assigned. My hope is that this report will be useful to all who serve on the A.T.I. Advisory Board. Thank you for all your support in making this program successful in our county.

*Ameen Aswad
A.T.I. Chair*

Without community service we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop.

*Dr. Dorothy Height
Civil Rights Activist
(1912-2010)*

Demographics

In the first quarter of the 2017-2018 A.T.I. contract the program received:

- ◆ 28 referrals from the court resulting in 1,306 hours of court ordered community service.
- ◆ 698 hours of community service were completed.
- ◆ 9 successful completions.

- ◆ 5 unsuccessful completions for the various reasons: 2 were unsuccessful completions from the Otsego County Adult Treatment Court; 1 was administratively discharged by the Oneonta city court; 2 were administratively Discharged by Probation.
- ◆ 7 total pending cases. 2 from Probation; 1 from Butternuts Town Court; 4 from Oneonta City Court.

Charges

1 Grand Larceny 2nd. • 3 DWI • 2 Criminal Poss. Controlled Sub. 5th. • 1 Grand Larceny 4th. • 1 Dog at Large.
 1 Criminal Poss. Controlled Sub. 7th. • 1 Criminal Sale Controlled Sub. 4th. • 5 Disorderly Conduct • 1 Burglary 3rd.
 1 Public Fighting • 1 Criminal Mischief 4th. • 9 Public Urination • 1 Alcohol under 21

Referral Sources: 11 from Treatment Court; 17 from Oneonta City Court

College Students: 9 from SUNY Oneonta; 2 from U. Albany

Worksites Assigned: Catholic Charities • Daily Bread Food Pantry • Equine Rescue League • Family Services • Lord's Table • Oneonta Bagel Company • Otsego County Solid Waste • Salvation Army Store • Saturday's Bread • SPCA • Turning Point • Unadilla Food Pantry

Mentoring Short Course at UMASS by
Diana Halstead, DRC Case Manager & Mentoring
Coordinator

I recently attended a Mentoring Short Course at UMass Boston. The day-long seminar attracted mentoring professionals from throughout the United States, Europe, the Philippines, and beyond. The group gathered to learn from world-renowned researchers, network with other professionals, and share strategies for improving our respective programs. The keynote speaker, Jean Rhodes, has spent over thirty years researching and implementing effective mentoring practices. Her book, *Elements of Effective Practices for Mentoring* is the standard for mentoring programs world-wide, and was used to create our new Catholic Charities Delaware County Mentoring Program. We also heard from David Shapiro, CEO of MENTOR: The National Partnership on Mentoring. Shapiro shared some of the projects that MENTOR has been working on, and offered possible solutions to barriers commonly faced by mentoring programs.

Other speakers shared the different ways in which mentoring is being used in their local communities. In Belgium, mentoring programs have been established to help young adults secure gainful employment, in Germany, mentoring programs have been created to help immigrants get acclimated to their new environment and find a sense of belonging within their new community, and in the Philippines, some universities have implemented mentoring programs between students and professors to help first-generation college students find success.

After attending the course, it's clear that there is no limit to how and where mentoring programs can be implemented. Similarly, the benefits of effective mentoring relationships are endless, including improved school performance, increase in socialization skills, higher graduation rates, increased self-esteem, and many more.

If you or someone you know is interested in getting involved with our Catholic Charities Mentoring Program, feel free to contact Diana Halstead at 607-604-4071 or dhalstead@charitiesccdo.org.



Each month we feature articles about our staff and volunteer mediators.



**Diana Halstead, Delaware
County DRC Case Manager &
Mentoring Program Coordinator:**

I started working for Catholic Charities in May 2016, and I've been mediating ever since. I'm currently the

Delaware County DRC Case Manager as well as the Delaware County Mentoring Program Coordinator. I have my Basic Mediation Certification and my Parenting Plan Mediation Certification. I'm looking forward to attending more advanced trainings in the future, and continuing to expand the scope of services offered by our center.

Outside of Catholic Charities, I also work for a foster care agency, a domestic violence program, and occasionally an ice cream shop on the weekends. When I'm not at work, I like to go hiking with my puppy, play basketball, and binge-watch HGTV!



Visit the Catholic Charities of Delaware, Otsego & Schoharie Counties' website and "like us" on Facebook!

<http://www.charitiesccdos.org/index.html>

<https://www.facebook.com/CatholicCharitiesDOS/>

WANTED: VOLUNTEERS!

Do you know someone who might be interested in becoming a volunteer mediator or a volunteer translator? Please contact Christy Houck, DRC Program Director at chouck@charitiesccdo.org