



**New York State Dispute
Resolution Association, Inc.**

Annual Report

April 1, 2013 - March 31, 2014

Annual Members Meeting

**October 27, 2014
Syracuse NY**

The New York State Dispute Resolution Association, Inc. (NYSDRA) is a private not-for-profit professional membership organization committed to the promotion of quality conflict management and peaceful dispute resolution.

A message from the

NYSDRA EXECUTIVE DIRECTOR & BOARD OF DIRECTORS:

Dear NYSDRA Members and Friends:

In the past year NYSDRA has become even stronger and more stable; we provided: initial funding for a statewide advocacy initiative, advanced training opportunities, quality assurance in our programs, and improved timeliness in payments on vouchers. We completed the year in a solid fiscal position and repaid our line of credit.

NYSDRA is fortunate to welcome Carla Schlist as Membership and Communications Manager; she completed our transition to a new data management and membership services system, redesigned NYSDRA's website, and planned the annual conference. Alison Ritchie, Director of Program Operations, has utilized her expertise in drafting program proposals, negotiating with state agency personnel, and updated our IT capacity. Peter Glassman and Christine Tausel exhibited exemplary teamwork in driving the agricultural mediation program forward, building capacity for CDCs, and expanding outreach and partnership in the agricultural community. Joseph Coppola maintains an increasing caseload in the Lemon Law program, increased training opportunities, and collaborated with professionals to create a legacy film.

The NYSDRA Board, under the leadership of Niki Lee Rowe and Bernadette Poole-Tracy, implemented an extraordinary outreach and training program with the NYS Association of Counties. They launched a successful pilot program in Orange County, with Dispute Resolution Center staff and mediators, and provided training and coaching to county legislators and executive staff in collaborative governing and consensus building. The team plans to replicate the Collaborative Governing program in other counties. Three Directors have provided exemplary dedication in areas of Board governance: David Louis is completing his term as Treasurer, and has provided the expertise, guidance and support needed to move NYSDRA from fiscal instability to a strong and secure position, along with increased financial understanding shared by staff and Board. Richard Lutringer oversaw the revisions of the bylaws to ensure compliance with the Nonprofit Revitalization Act and also chaired the committee that contracted with Malkin & Ross. Mary Harris instituted and chaired the Human Resources Committee, revised the employee handbook, and instituted a comprehensive employment review process.

We are grateful for your continued support and dedication, and we look forward to providing more opportunities to professional development.



Charlotte Carter
Executive Director



Tara Fishler
President, Board of Directors

Financial Report

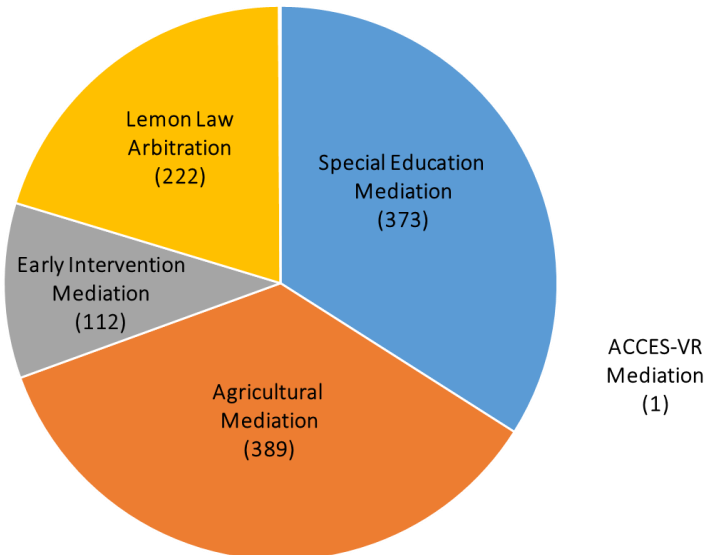
APRIL 1, 2013 - MARCH 31, 2014

Income	'13-'14	'12-'13
Training Programs (General Program)	\$14,635	\$12,741
Memberships (General Program)	\$39,633	\$33,746
Other Income (General Program)	\$376	\$406
Contract Program Income	\$847,004	\$642,198
Total Income	\$901,648	\$689,091
Expenses	'13-'14	'12-'13
General Program Admin. Costs (Non Personnel)	\$18,786	\$19,671
General Program Admin. Costs (Personnel)	\$31,357	\$24,730
Contract Admin. Costs (Non Personnel)	\$169,077	\$177,049
Contract Admin. Costs (Personnel)	\$282,225	\$222,576
Contract Program Passthrough to Service Providers	\$323,079	\$216,297
Total Expenses	\$824,524	\$660,323
Net Income	\$77,124	\$28,768

Consumer Program Cases

APRIL 1, 2013 - MARCH 31, 2014

Number of Cases Per Program



2014 Board of Directors

President

Tara Fishler

President-Elect

Ron Vero

Treasurer

David Louis

Secretary

Niki Lee Rowe

Mary Harris

Brad Heckman

Jack Kellogg

Michael Kapala

Richard Lutringer

Bathabile Mthombeni

Ruth Pearce

Lisa Renee Pomerantz

Julie Loesch

NYSdra Staff

Charlotte Carter

Executive Director

Alison Ritchie

Director of Program Operations

Peter Glassman

NYSAMP Statewide Director

Christine Tausel

NYSAMP Program Manager

Joseph Coppola

Lemon Law Program Manager

Carla Schlist

Membership & Communications Manager

**New York State
Dispute Resolution Association, Inc.**

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Albany, NY 12203

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nysdra.org

Year in Review

April 2013

11th-12th: Special Education Mediator Training (Albany)

June 2013

10th: Lemon Law Arbitrator Bridge Training (Albany)

July 2013

1st: NYSdra moves to new offices at 4 Pine West Plaza (Albany)

30th: Peter Glassman joins NYSdra as NYSAMP Statewide Director

August 2013

8 CDRC members receive IOLA funding

5th-13th: NYSAMP and CDRC partners exhibit at Empire Farm Days (Seneca Falls)

October 2013

9th-10th: Lemon Law Arbitrator Training (Albany)

27th-28th: NYSdra Annual Conference (Albany)

29th: 1st Annual CDRC Professional Development Day (Albany)

November 2013

4th-5th: Special Education Mediator Training (NYC)

15th: NYSAMP and ACCORD initiate Alternative Credit Mediation Pilot Program (Binghamton)

January 2014

24th: NYSAMP presents workshop for Northeast Organic Farming Association (Saratoga Springs)

February 2014

20th: Lemon Law Bridge Training (NYC)

27th-28th: NYSAMP presents workshop for NY Farmers Market Federation (Binghamton)

March 2014

3rd: Carla Schlist joins NYSdra as Membership and Communications Manager

5th: AAA and NYSdra Storm Sandy Mediation Conference (NYC)

6th: NYSAMP and CDRCs give live workshops in 13 counties for Cornell Cooperative Extension's Annie's Project, an education program dedicated to strengthening women's roles in the modern farm enterprise.