



a center for conflict resolution publication



CAUCUS®

Volume 10, Issue 2, Fall 2002

Caucus is published by the Center for Conflict Resolution (CCR), a not-for-profit corporation working with individuals, communities, courts and other institutions to manage and resolve conflict.

CCR HOSTS DIVORCE MEDIATION TRAINING

The 40-hour Divorce and Custody Mediation Training will take place November 4 – 8, 2002. It is brought to you by The Mediation Training & Consultation Institute (MTCI) and will be instructed by Zena D. Zumeta, J.D., and associates.

The training will take participants through the process of divorce and custody mediation, from the orientation session to the completed memorandum of agreement. The training will include a combination of role-play, lecture, simulation, discussion and videotapes of actual mediation.

For additional information or for registration, call 1-800-535-1155 or visit the MTCI website: www.learn2mediate.com.

Please note: A special discount will be given if you mention you were referred by CCR.

CCR CONDUCTS MEDIATION SKILLS TRAINING FOR U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES OFFICE FOR CIVIL RIGHTS

On June 25, 26, July 1 and 2, 2002, fifteen employees from the Office for Civil Rights (OCR), Region V Department of Health and Human Services participated in a mediation skills training, specifically designed by CCR for the group. The goal of the training was to learn skills that would assist in the informal resolution of cases and enhance communications, both with the public and within the agency.

When the Office for Civil Rights Case Resolution Team Leader approached management about getting formal mediation training for the group, the idea was well received. "I thought it would be tremendous for the entire staff, not only Case Resolution Team members," stated Lisa Simeone, Regional Manager of the Office for Civil Rights, Region V Department of Health and Human Services.

The mediation training delved into how open-ended the process is, allowing parties to fully express themselves and encouraging them to reach their own mutually acceptable solution.

"In our investigations we are very focused on the issue at hand and are unlikely to pursue underlying issues that may complicate the situation. Yet, as the training made clear, the underlying issues are often key in the resolution process," Simeone stated. Simeone continued, "As investigators, we often go into the investigation looking for evidence and then head into the negotiation with a desired result in mind. It was particularly challenging to embark on a process of entirely neutral mediation, in which the parties arrive at their own mutually acceptable resolution."

The main responsibility of the Office for Civil Rights is to investigate complaints of discrimination and to provide education and technical assistance in order to ensure that recipients of federal funding comply with federal civil rights laws. Mediation skills are beneficial to the staff since they are often put into situations where they are

called upon to resolve disputes even before they reach the investigative stage.

Another skill learned was encouraging the expression of strong emotion as a means of identifying issues. This was a challenging part of the training for the investigative staff. Simeone explains, "Investigators are fact driven, with the goal of establishing and then addressing 'what really happened.' Yet the mediation process focuses much more on parties' subjective experience of a conflict, with a prospective emphasis on solutions."

Simeone pointed out that the kind of mediation taught in the class might not be appropriate for much of OCR's casework. As an agency charged with enforcing federal civil rights laws, OCR is not a fully neutral party when it has determined that those laws have been violated. The staff agreed, however, that many of the communications and cross-talk strategies used in mediation could prove quite helpful in OCR's work. In fact, CCR's Director of Training Services, Andy Miller, attended an OCR staff meeting immediately after the training, where he engaged the staff in an intriguing discussion about how mediation skills might come into play during an investigation.

OCR staff concluded that the training was an excellent opportunity on many levels. They were impressed by the expertise of the presenters and found the simulations to be a particularly valuable exercise. Overall, they came to appreciate the value of the classical mediation process and learned skills that are applicable in both professional and everyday life.

INSIDE THIS ISSUE

Volunteers Honored	2
Mediating Dangerously	3
Continuing Education Program	2
CCR's New Board of Directors	3
Funding for Legal Aid Continued	3



The Center for Conflict Resolution Says

¡ GRACIAS! To All Their Volunteers

Fine South American Cuisine, complimented with bottomless Sangria and Mojito drinks. Add in great company and there you have it. No – not a vacation in paradise – but the scene from this year’s Annual Volunteer Appreciation Party.



L to R - Maywood’s Courtroom 112 Clerk Rose Liquori, former CCR Case Manager Charles Hall, Honorable James Murphy of the 4th Municipal District and CCR’s Stephanie Neuroth discuss life outside the courtroom.

On May 2, 2002, Mambo Grill was the place to be. Mediators, trainers, Board members and staff came out to celebrate Cinco de Mayo early and joined in as CCR toasted the hard work and dedication of their incredible volunteers.

As CCR said thank you, it was time to recognize those individuals who have surpassed their expectations and duties as CCR volunteers.

CCR recognized the distinct honor of volunteers who have given ten years of service to the organization. Recipients of the time-honored plaque included Board members **Stephen Stern** and **Frances Zemans** and volunteer mediator/trainers **Ericka Glynn Nelson**, **Patricia Deer** and **Em Griffin**.



Mediator and trainer **Dick Shewfelt** was given the Deputy Case Manager Award. CCR proudly bestowed Dick with a sheriff’s badge for his tireless efforts in continuously assisting at CCR court programs.

Ericka Glynn Nelson was given the Traveler Award for being the mediator who travels the greatest distance to mediate. Ericka was awarded a little choo-choo train.

L to R - Christopher Davies, with wife and former CCR Board Member Helena Davies congratulate Frances Zemans for her award for over ten years of service to the organization.

I “Heart” Mediation was presented to **Roberto Forte** for his passion for the mediation process. Roberto was the recipient of a ceramic heart bear.

Kent Lawrence was presented a plastic hard hat representing the mediator who jumps in to handle CCR’s toughest cases without hesitation.

The Life Saver Award was given to **Harvey Nathan** for always stepping in at the last minute to mediate. Harvey was the recipient of a roll of - you guessed it - Life Savers candy.



CCR Volunteer Mediator Kent Lawrence proudly wears his award, recognizing his assistance with CCR’s difficult mediations. Joining him in conversation is fellow Volunteer Mediator Lorna Lucken-Steur.

In the end, CCR was sad to present a Farewell Award to an incredible volunteer, **Steve Shewfelt**. Steve has headed East to pursue his Doctorate at Yale University and was presented with Chicago postcards.

On behalf of the CCR administration, we say thank you to all our mediators, trainers and Board of Directors. Your hard work and dedication is forever recognized. From the bottom of our hearts, we greatly appreciate all you do! You are the best!



CCR’s Managers of Mediation Services pose around the Honorary Case Manager, Dick Shewfelt.

UPCOMING CCR VOLUNTEER CONTINUING EDUCATION PROGRAM

FACILITATION WORKSHOP

Instructed by Michael Cohen

Saturday, November 2, 2002 from 10 a.m to 2 p.m.

If you are interested in attending the program, please RSVP to Stephanie Neuroth at (312) 922-6464 ext. 15 or at stneuroth@ccrchicago.org. Please note: space is limited for the Facilitation Workshop. Early registration is advised.

MEDIATING DANGEROUSLY: CCR'S BOOK DISCUSSION

Recently certified mediators to those who have been involved with the organization for years came together on Wednesday, July 12, 2002, for CCR's book club discussion. Thirteen in all participated in the evening and gave their insight to Kenneth Cloke's book *Mediating Dangerously: The Frontiers of Conflict Resolution*. CCR's Director of Mediation Services, Annie Levin, and CCR's Director of Volunteer Development, Stephanie Neuroth, led the evening conversation.

The array of different mediation backgrounds and experiences created a unique opportunity for the CCR community to share different ideas and perspectives while learning about one another. Participants had varying responses to each of the topics discussed. Cloke's writing led to discussions including what it means to be "dangerous" in mediation, the concept of spirit in mediation, the difference between sympathy and empathy, and how to be neutral in mediation while remaining empathetic.

CCR's Director of Training Services, Andy Miller, found "the insight and questions of the participants" to be the most enjoyable aspect of the evening.

Post evaluation revealed all the participants felt the evening was a positive experience. On a scale of 1 to 5 (with 5 being the highest), the book discussion received a 4.7 while the book itself received a 4.5 for its helpfulness to mediators.

Mediating Dangerously was part of CCR's Volunteer Continuing Education Program. If you have any suggestions for future book discussions or continuing education events, please contact Stephanie Neuroth at (312) 922-6464 ext. 15. or sneuroth@ccrchicago.org.



2002 BEGINS ANEW FOR CCR'S BOARD OF DIRECTORS

Our June Board meeting had a very special agenda item – recognizing those Officers and Directors who were saying farewell to serving as members of CCR's Board of Directors.

Elizabeth McMeen (Chicago Bar Association) stepped down as CCR's Board President and passed along leadership to President-elect **Leonard Schragger** (John Marshall Law School). Beth served two years as Board President and will remain as an active Director of the Board.

Directors who said goodbye included **Stephen Stern** (Leadership Council for Metropolitan Open Communities), **Karen Litscher Johnson** (Piper Rudnick), **Honorable Harris Agnew** (Agnew Law Offices), and **Fausto Lopez** (Bowen High School).

CCR also took time to welcome their newest members of the Board. They began their term in September. New members include **Felicitas (Feliz) Berlanga** from the Illinois Education Association-NEA, **Joy Cunningham** from Northwestern Memorial Healthcare, **Mark Mikulka** from Midwest Generation and **Jennifer Vidis** from the Cook County Commission on Human Rights.

Thank you to those who have taken an active roll in our Board and assisted in guiding the organization. We are proud to have you as part of our family. We look forward to our continued work together!

A complete 2003 Board roster can be found on page 4 of this Caucus.

STATE FUNDING FOR LEGAL AID CONTINUED IN FY 2003

EQUAL JUSTICE ILLINOIS CAMPAIGN SEEKS ADDITIONAL SUPPORT

Despite one of the most difficult budget climates in recent memory, the State of Illinois will continue to support efforts to provide legal aid services to low-income individuals and families facing civil legal problems. The budget for FY 2003 approved in June by the General Assembly and Governor George Ryan will include \$490,000 for the Illinois Equal Justice Foundation (IEJF) as part of the appropriation for the Illinois Department of Human Services.

IEJF is a not-for-profit entity created to distribute state funding for legal aid efforts, as outlined in the 1999 Illinois Equal Justice Act (30 ILCS 765/1 et. seq.). Over the past two years the Foundation has distributed a total of \$952,525 to support access-to-justice initiatives in four categories: civil legal aid, legal information for the public, mediation services, and telephone advice & referral services. CCR has received \$70,000 in grants over this period to continue and expand its mediation services. As the economy has declined, CCR relies on the IEJF funds to continue its programs.

The appropriations for the IEJF represent the first time that the State of Illinois has committed general revenue funds to ensure that all Illinois residents, regardless of income, have meaningful access to the protections of our legal system. Despite this important victory, more state funding is needed to ensure a stable base of support for Illinois' woefully under-funded legal aid system. Currently the state provides less than 2% of the total funding for legal aid programs in Illinois. Of the ten most populous states in the U.S., Illinois ranks last in state appropriations for legal aid -- \$500,000 vs. an average of \$5.4 million.

The Equal Justice Illinois Campaign is building a broad-based coalition of individuals and organizations to educate opinion leaders about the importance of our legal aid system and to encourage the State of Illinois to increase funding for the IEJF. As someone who understands the importance of free mediation services and legal assistance, we encourage you to join the Campaign. To find out more, call Gretchen Wahl at (312) 335-0100.

FAREWELLS & WELL WISHES

CCR is sad to say goodbye to the Director of Volunteer Development, **Suzi Schrader**. Suzi accepted a position as a mediator for the Child Protection Division of Cook County. Another sad farewell is for two Managers of Mediation Services, **Dipal Shah** and **Charles Hall**. This Fall, Dipal started American University Law School in Washington, D.C. Charles joined Suzi in mediating for the Child Protection Division. We would like to say thank you to each of them for their years of service at CCR.

Congratulations to **Stephanie Neuroth** who has become CCR's new **Director of Volunteer Development**. Also to **Annie Levin** who has been promoted to **Director of Mediation Services**.

Welcome to CCR's newest Manager of Mediation Services, **Annalisa Harrington**.

The Art of Conflict Resolution

SAVE THE DATE

CCR's 2nd Annual Fundraising Gala will take place on **Thursday, February 27, 2003, from 5:30 to 8:30 p.m. at the School of the Art Institute Ballroom.**

If you would like to contribute to the gala (e.g. donating an item for the silent auction, purchasing an ad for the program book, sponsorship opportunities, etc.) please contact Julia Langfelder, CCR's Development Coordinator at (312) 922-6464 ext. 11 or langfelder@ccrchicago.org.

Remember, this is your chance to get your friends, family, and co-workers involved in the organization you are proud to be a part of!

CCR ADMINISTRATION

Bradley R. Ginn

Executive Director

Julia C. Langfelder

Development Coordinator

Annalisa Harrington

Manager of Mediation Services

Anne M. Levin

Director of Mediation Services

Genevieve Hurst

Administrative Assistant

Andy G. Miller

Director of Training Services

Ann Y. Kim

Manager of Mediation Services

Stephanie Neuroth

Director of Volunteer

Development

Deborah M. Klecha

Director of Operations

Marilyn Smith

Project Director;

Community Consensus Project

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4



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