

Good Shepherd Mediation Program



30!



Annual Report
2013-2014

Dear Friends of Good Shepherd Mediation Program,

We are delighted to present this year's annual report in the midst of our ongoing **30th Anniversary** celebration! We have come a long way since Sr. Brigid Lawlor founded the Good Shepherd Neighborhood House as Philadelphia's first neighborhood justice center in 1984.

Initially serving just the 14th and 35th police districts, in direct response to community concerns about crime and violence resulting from unresolved disputes, Good Shepherd has expanded its mission and its reach over the years to serve the entire city (and beyond).



30th Anniversary Reception - May 4, 2014

Pictured, from left to right, are: John Buggy, GSMP Board President; Antoinette Robbins, 30th Anniversary Co-Chair; DeVonne Coleman White, 30th Anniversary Co-Chair; Cheryl Cutrona, GSMP Executive Director.

In looking back over the past 30 years,
we remember:

- the **Small Claims and Housing Court Dispute Resolution Program** which Sr. Brigid developed in 1984, and which is now fully institutionalized in the Philadelphia Municipal Court.
- international peacemaking work in **South Africa, Israel/Palestine, the Philippines and Guam.**
- innovative programs like the **AIDS Mediation Project, Peace Theater, the Community Peace and Safety Network and Youth Mediators of Philadelphia.**
- all of the staff, Board members, VISTA and Good Shepherd volunteers, interns and volunteer mediators (both youth and adult) who have helped make GSMP what it is, and who have helped encourage peace, reconciliation and social justice in Philadelphia and throughout the world.



We are proud of the legacy we have established over the past three decades, and proud of the work we continue to do through a range of unique programs and services. **Empowering people** to address conflict creatively and constructively. **Building peace. Enabling justice. Restoring relationships, families and communities.**

We find hope in the difference GSMP programs and services have made in the lives of countless youth, adults and families. For just one example, **see the article on page 3** about Elisa Weaver Hines, a current Board member who was also one of our first peer mediators!

As we move into the final year of our current strategic plan, we look forward to the next 30 years of peacemaking. Thank you for your support, and for participating in this rich and life-changing mission with us.

Sincerely,

John Buggy
Board President

Cheryl Cutrona, Esq.
Executive Director

Remembering 30 Years

Coming Full Circle, Paying It Forward

Elisa Weaver Hines, a current member of GSMP's Board of Directors, has literally grown up at Good Shepherd.

In 1986, as a junior at Martin Luther King High School in Philadelphia, Elisa (then just Weaver) was an outspoken student. That's the main reason, she says, that she was tapped to participate in Good Shepherd's newly launched peer mediation program.

"I have always liked being in the know," she says jokingly.

Staff and VISTA volunteers worked with Elisa and other student leaders in four different schools, offering an hour of training each week. Though she graduated before the program really got off the ground, Elisa was instrumental in its development and implementation at

her school. Her graduation, however, did not mean the end of her involvement with Good Shepherd. "By staying involved with GSMP I had the opportunity to participate in the many projects and events of the program," Elisa recently reflected.

She served as a youth mediator from 1988 to 1992 while she was studying psychology at Temple University, and eventually joined the staff in 1993 as a mediation trainer. In that role, she conducted alternative dispute resolution,

diversity awareness, communication and anger management trainings in schools throughout Philadelphia, as well as in New York, Boston, South Carolina and elsewhere. She honed her mediation skills through everything from family-based and landlord-tenant mediation to small claims cases.



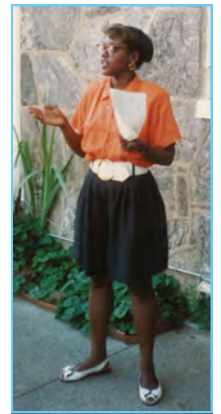
Elisa Weaver Hines, pictured top right, with GSMP's Youth Advisory Council in 2003.

Elisa helped start GSMP's innovative *Peace Theater*, a unique program teaching children conflict resolution and peacemaking skills through drama, interactive skits and cooperative games (GSMP ran *Peace Theater* from 1991 to 2003). She also helped start *Youth Mediators of Philadelphia*, which – among other accomplishments – launched a free mediation training for youth which GSMP continues to offer every summer. She remained on staff at GSMP until 1999, and

recently left her position at the Pennsylvania Human Relations Commission, where she worked for 14 years.

"Mediation has had a major impact on my life," she says. "It has allowed me to learn the skills necessary to understand one's interest as it relates to his/her position on an issue, and not simply react to overt behaviors. Mediation has helped shape me personally and professionally."

Elisa came back to Good Shepherd as a Board member this past September. "Over the years the staff, volunteers and Sisters of Good Shepherd became my extended family," says Elisa, whose own family includes two sons – Dashene, 19 and Durell, 21 – and her husband of 21 years, Steven. "Coming back to GSMP as a Board member is my way of paying forward the grooming and training provided to me. I look forward to another 30 years of showing others that the 'win-win' solution is possible!"



Elisa, at GSMP's first-ever Youth Mediator Appreciation Picnic in 1991.



Elisa, pictured 2nd from left, at the 30th Anniversary Reception in May.

see our Board of Directors and Staff listings on page 11

Programs & Services

by Clymer Bardsley, Program Director

Community Mediation

At its roots, Good Shepherd is a community mediation center (also the only one in Philadelphia, and the largest in Pennsylvania), meaning that we are here to help people in conflict from the greater Philadelphia area.

A continuing challenge for us is to educate people on what mediation is and how it can benefit people more than the traditional legal system. We meet this challenge with frequent outreach to block captains, community relations officers in each district of the Philadelphia Police Department, and by networking with other community-based organizations.

In 2013-2014, Good Shepherd worked on 17 different matters in the community, ranging from **intra-family disputes** (not counting divorce and custody), **neighborhood conflicts**, **special education cases**, **small claims cases**, **employment discrimination matters** and **fee disputes between lawyers and clients**. Seventy-eight percent of these mediated matters resulted in agreements between the parties.

Family Mediation - Family Passages Initiative

Custody Mediation Program - Domestic Relations Court

The legal landscape is bleak for indigent litigants seeking to resolve parenting issues. Between 85 and 90 percent of custody, support and domestic violence litigants are unrepresented by counsel. There is a profound shortfall of pro bono resources for indigent litigants in Philadelphia.

Good Shepherd has a mediator on-site each morning at the Domestic Relations Court Custody Masters Unit to mediate custody cases in an attempt to provide these unrepresented litigants with a process setting that keeps them in charge of the decision making power and allows them time to tailor an agreement that suits their needs and the needs of their children. Custody mediation, even in the court setting, is voluntary and confidential. The mediated settlements are reviewed by a Custody Master and approved agreements are entered as a court order.

Mediation in this setting is ideal for people who are not in an abusive relationship and can work together with some assistance to create a parenting plan.

This program has recently received some new funding but still requires more, and we continually seek it, from the courts and from grantors. Our mediators and law interns work on a voluntary basis. The masters consistently praise the work that we provide and the professional manner in which we provide it.

In 2013-2014, Good Shepherd conducted 139 mediations with a resolution rate of 89 percent. In other words, nine out of 10 cases mediated by our mediators resolved with no need for any further court action. Good Shepherd has consistently performed at this level since 2006, when the program began; we have mediated nearly 1,200 matters since then.

BY THE NUMBERS

Total Mediations: 139

Agreements: 124

Settlement Rate: 89%



'You cannot shake hands with a clenched fist.'

- Indira Gandhi



Comments from custody mediation participants:

"(Mediation) gave us a chance to come to an agreement on our daughter's well being."

"They helped me understand, as well as come to an agreement with my son's father on what works for us both."

"I am very nervous in court rooms and this was the best experience. I was very comfortable."

"Mediation is a much better atmosphere then going to court it gives you a chance to be adults and come to an agreement about the children in a peaceful way."

"Everything was explained and I did not feel pressured into doing anything that I was not comfortable with."



A Closer Look

Elder Dispute Resolution Services (ELDRS)

Since May 2013, Good Shepherd has provided direct services to elderly clients, fielding 11 cases and inquiries involving more than 20 individuals. We have met with leaders in the elder services community and sought advice from experienced associates. We work with the First Judicial District's Residential Mortgage Foreclosure Diversion Program to implement mediation for elders facing conflict while going through the mortgage foreclosure process. We have also created and met with an Elder Dispute Services Steering committee which advises us as we continue to gain more experience in this arena.

In Spring 2014, Good Shepherd had a Conwell Fellow, Anastasia DePaz, Esq., who, endeavoring to create a mortgage foreclosure mediation program, continued outreach to elder service providers, and scheduled and screened elder dispute mediation inquiries. With her background in elder law, trusts and estates, and a previous internship with the Honorable Judge Annette Rizzo, she was perfectly suited to enhance our elder dispute resolution services. She developed relationships in the First District's Residential Mortgage Foreclosure Diversion program to create a source of continual referrals for elders facing conflicts during the process of foreclosure.

Victim Offender Conferencing (VOC)

VOC is Good Shepherd's flagship restorative practices program. It is a process which allows juvenile offenders to avoid the retributive justice that is generally meted out in Family Court in delinquency matters. Instead, they enter a process which focuses on the repairing of harm, a central tenet of restorative justice.

Juvenile offenders are diverted to Good Shepherd from Philadelphia's Juvenile Justice Services Center. Our trained VOC facilitators work with the offender, parents and the victims of these offenses to address the harm that was done and consider ways for that harm to be repaired. The offenders participate actively in the process and are empowered to take meaningful actions, including apologizing, reimbursing the victim for any loss or doing community service that is responsive to the harm done. The offender is not shamed or punished in the more traditional sense.

BY THE NUMBERS

Total Cases: 85

Youth Offender Meetings: 45

Parent-Youth Meetings: 40

Victim Offender Conferences: 4

Even when the victim declines to participate in the process, a reality we confront regularly

and continually try to change, the offender is still

able to move through the process by attending a Parent-Youth Meeting, and attempt to repair the harm s/he created by taking some of the same actions identified above. Many offenders leave the VOC process with new goals, and a better understanding of how their actions affect the community around them.

Our VOC numbers are significantly up from fiscal year 2012-2013. In the coming year, 2014-2015, our goals are to expand our referral sources, train youth mediators to co-facilitate parent-youth meetings with adult mediators and continue to get more victims to participate in the process.

"Life is a learning experience. Young people are going to make mistakes, but we have to allow them to make those mistakes and be there to help them through those mistakes. Conflicts are always going to be there. It's how we manage them that matters."

- Vanessa Stevens

former VOC client and current volunteer mediator

Shakeya Currie Foreman (left), GSMP's Restorative Justice Specialist, with former VOC client and current volunteer mediator, Vanessa Stevens.



Programs & Services

Juvenile Offender Diversion Program

Young people often grow up with the belief that conflict is a bad thing and that there can be no good outcomes. Every Saturday, Good Shepherd works with young people who have been arrested for the first time to teach them a different way of thinking about conflict. During our one-day intensive program, these youth offenders learn how to manage anger effectively, how to take responsibility for their actions and how to see conflict as an opportunity for growth, change, reconciliation and progress.

Our facilitators, all experienced and trained in working with at-risk youth, may be the first people these youth interact with post-arrest who are not shaming them or telling them what to do. We work hard to engage them in dialogue so they can tell their stories, share their worries and become more skilled conflict managers. As part of our Saturday conflict resolution workshop, we also do a special program-within-a-program for youth who have been arrested for retail theft, and another for those who have been involved in auto-theft related offenses—thanks to a grant from Pennsylvania’s Auto Theft Prevention Authority.

The youth leave with new tools to navigate the various challenges that await them beyond our walls.

Our research shows that the recidivism rate for youth who come to GSMP is only 15 percent, compared to 29 percent for youth who go through the traditional juvenile court system. In fiscal year 2013-2014, we worked with 502 young

people, mostly referred to us from the Philadelphia District Attorney’s Youth Aid Panels, Philadelphia Family Court and the community.

Pre-Hearing Conferences in Philadelphia’s Family Court

Sadly, not all parents in our community provide a safe and secure home environment for their children. Philadelphia’s Department of Human

Services (DHS) works with these parents, and other family members, to make sure that the children are not abused or neglected. Sometimes, court intervention becomes necessary when it is deemed that a child may be “without proper parental care or control, subsistence, education as required by law, or other care or control necessary for his physical, mental, or emotional health, or morals.” 42 Pa.C.S.A. §6302.

When the court does get involved, children may become “adjudicated dependent,” meaning that DHS becomes responsible for ensuring that the needs of the children are being met. This is a critical moment in the life of a family and the decisions made need to be thoughtfully considered.

Prior to every adjudicatory hearing, Good Shepherd facilitates what is called a “pre-hearing conference” that provides an opportunity for all of the parties involved, together with social workers and attorneys, to gather and discuss the matter to see if they can reach consensus on issues such as whether to adjudicate or not, if the child should be placed, visitation schedules and whether any additional services are needed to help the family achieve reunification.

Good Shepherd has provided this service since 2004 and staffs it with members of the full-time staff and contract facilitators. Facilitators have to conduct conversations about very sensitive and delicate matters involving physical abuse, medical neglect, drug addiction and the harsh conditions of poverty. Good Shepherd has built a reputation over the years in Family Court of providing a respectful and professional neutral presence.

BY THE NUMBERS

Youth served through JODP workshops: 502

Youth served through Impact of Auto Theft Road Shows: 433

“Good Shepherd helped me open my eyes to see I don’t want to keep being a loser all my life. I’m smarter than that, but I tend to make the wrong decisions. Good Shepherd also taught me that life is too short and life is not a game. The more you try to do better, the better you will do.”

- Impact of Auto Theft workshop youth participant

BY THE NUMBERS

Conferences Facilitated: 1,018

Achieved consensus on all issues: 669 (69%)

Achieved consensus on some issues: 160 (16%)

A Closer Look

Training and Consulting

Training and consulting continues to provide a critical revenue stream. We work with many different organizations and audiences, from youth to adults, and from experienced lawyers and other professionals to social workers who live and work in the community.

Good Shepherd trains people in basic conflict theory, how different people tend to manage conflict, how to drill down beneath positions to identify interests, and finally, how to resolve and manage conflict constructively. Our trainings come in many different formats, from one-hour workshops to five-day intensive trainings. Each training is customized and tailored to meet the needs of the client organization. Participants leave the training with an enhanced toolbox for handling their own problems and the problems of others.

Below is a list of organizations with whom we worked in fiscal year 2013-2014, doing outreach and workshops in communication and conflict resolution:

Agora Cyber Charter School / Neshaminy State Park (*children & families*)

Austin Meehan Middle School (*students*)

Beth Zion Beth Israel Synagogue (Public Conversation)

Brazilian Educators at Drexel University's BET-USA

Camden County Correctional Facility (*current and ex-offenders*)

Dechert LLP (*for Pro Bono Divorce Mediation Project*)

Drexel University, Earle Mack School of Law

Furness High School (*students*)

Habitat for Humanity Philadelphia (*future homeowners*)

Juvenile Justice Center, Philadelphia (*social workers*)

PA Council of Children, Youth and Family Services (*social workers*)

Philadelphia Parks and Recreation (*adult and youth employees*)

Philadelphia School District (*school secretaries*)

South Philadelphia Senior Center (*seniors*)

University of Pennsylvania Law School

Young Lawyers Division of Philadelphia Bar Association

Youth Aid Panels (*community members who volunteer for Philadelphia's District Attorney's Office*)



Participants in GSMP's annual free mediation training for youth. Check out our website for info about other trainings and consulting services: www.phillymediators.org

BY THE NUMBERS

Total Number of Workshop Participants: 1,671 (892 adults / 779 youth)



In April, the Association for Conflict Resolution approved **GSMP's 40-hour Divorce and Custody Mediation** training. Executive Director Cheryl Cutrona, who designed the training, facilitated the first offering in May, with **18** participants.

7th Annual Shepherds of Peace Dinner & Awards

October 16, 2013

Each October since 2007, in conjunction with International Conflict Resolution Day, Good Shepherd has recognized individuals who have been instrumental in encouraging peace and social justice in Philadelphia, and honors them as "Shepherds of Peace."

Our 2013 honorees were:

JOEL AUSTIN

Founder and CEO, *DaddyUniverseCity*

SHARON BROWNING, ESQ.

Founder and Principal, *JUST Listening*
Former Executive Director, *Philadelphia VIP*



Pictured, from left, are: Randy Duque, former GSMP Managing Director; Sharon Browning; Joel Austin; John Buggy, GSMP Board President; and Cheryl Cutrona, GSMP Executive Director.



GSMP Financial Statement

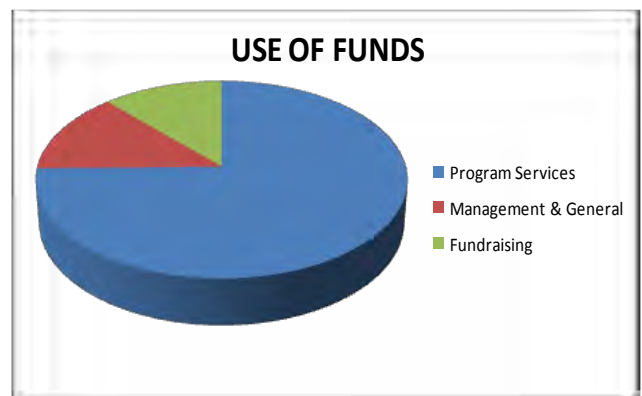
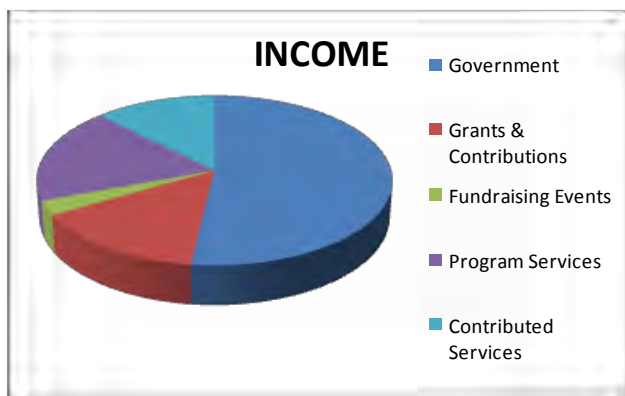
Fiscal Year 2013-2014

SOURCE OF FUNDS

Government	\$279,120	52%
Program Services	\$98,153	18%
Foundations / Grants	\$79,195	15%
Events & Contributions	\$14,729	3%
Contributed Services	\$66,800	12%
TOTAL INCOME	\$537,997	100%

USE OF FUNDS

Program Services	\$395,912	75%
Management & General	\$70,935	13%
Fundraising	\$63,113	12%
TOTAL USE OF FUNDS	\$529,960	100%



Good Shepherd Corporation is a 501(c)(3) nonprofit, charitable organization.
 A copy of the official registration and financial information may be obtained from the Pennsylvania Department of State by calling 800.732.0999.
 Registration does not imply endorsement.
 Statement audited by David G. Faw, Certified Public Accountant

Our deepest gratitude to all of our funders, donors and volunteers for their support! Good Shepherd Mediation Program appreciates each and every contribution of time, talent and money. We strive for accuracy in our donor lists; if you believe your name is missing, or you would like to make a change to your listing, please let us know.

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In-Kind Donations

John Buggy
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Dominique Harris
David Monahan
Brian Shaw
Temple University Football Team
The Reinvestment Fund

Volunteer Mediators

see listing on page 11



With help from members of the Temple University football team in March, we were able to claim a donation of office furniture from The Reinvestment Fund.

BOARD OF DIRECTORS 2013-14

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 Pat Griffin - *Vice-President*
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Mary Beth Flynn	Sena Owereko-Andah
Barbara Foxman	Chachira Smith-Robinson
Joshua Hill, Esq.	Elisa Weaver Hines

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Clymer Bardsley, Esq. - *Program Director*

Cynthia Blue - *Office Assistant*

Sharon Benner - *Bookkeeper*

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Randy Duque - *Managing Director**

Shakeya Currie Foreman, Esq. - *Restorative Justice Specialist*

Karen McArdle - *Office Manager#*

* left in May of 2014

left in November of 2013

Interns

Latarsha Butcher	Elliott Meredith
Anastasia DePaz	Tyler Wagner
Michaela McGlynn	Jacob Waldron

Juvenile Offender Diversion Program (JODP)

Workshop Facilitators

Dayo Adeyemi	Wanda Moore
Christopher Brown	Mai Spann-Wilson
Alex Dutton	Kristen Ware
Malika Hollis Holmes	DeVonne White

Pre-Hearing Conference Facilitators

Elaine Dushoff	Michelle Ringel
Lisa Isaacs	Jolene Tyson
Bill Jacobsen	

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Theresa Glennon	Michele Ringel
Lisa Isaacs	Emily Vener-Giszter
Nicole Ojo-Ohikuaire	Nanci Weber
Steven Raab	Hanne Wulp

Elder Dispute Resolution Services

Anastasia DePaz

Volunteer Mediators

Clymer Bardsley	Charles Phillips
Milt Cohen	Michelle Ringel
Anastasia DePaz	Jonah Roll
Ernie Devlin	Eric Rosenfeld
Barbara Foxman	Chris Rutledge
Byron Grayes	Tiffany Thornton
Shelby Haverson	Vincent Tkac
Derrick Jackson	Cara Rose Tratner
Stephanie Kindt	Michael Viola
Beverly Lucas	Tyler Wagner
Carol Murray	DeVonne White



Good Shepherd hosts **educational and social gatherings for volunteer mediators** throughout the year. Above, Kira Bellolio-Murillo (right), GSMP's Mediation Services Coordinator, talking with some of our volunteers during the Mardi Gras party in February.

For more information about becoming a volunteer mediator, call 215.843.5413.

At left, GSMP Board member Antoinette Robbins (right) presents flowers to Randy Duque in honor of his 10 years on staff, during the 30th Anniversary Reception in May.



Good Shepherd Mediation Program

5356 Chew Avenue
Philadelphia, PA 19138
www.phillymediators.org
215.843.5413 / (f) 215.843.2080