

# 2023-24 ANNUAL REPORT

40 YEARS OF SERVING FAMILIES AND COMMUNITIES



## Message from Miriam Frankl, Executive Director

When my predecessor, our former Executive Director **Donna Ramlow**, retired in March 2024, she left me with the gift of an organization and its existing programs in a strong place, with a capable and competent team of staff which continues doing the work and fulfilling the mission of DRC every day. This puts our organization in the perfect place to expand our services and resources and seek additional opportunities to serve the communities in our geographical region.

We recognize that our community's needs are evolving. In response, we are committed to building on our already successful programs by expanding services to more people and diversifying the types of resources we offer. By listening closely to the voices in our community, we can ensure our services are comprehensive, inclusive, and responsive to the challenges people face today.

Looking ahead, our focus is on collaboration and innovation to achieve this expanded impact. We are forging new partnerships with local organizations and institutions, harnessing technology to make our services more accessible, and developing outreach initiatives to ensure we reach those who need us most. Through these efforts, we aim not only to provide a greater number of services but also to empower our community members to lead conflict-free and more fulfilling lives. Together with your continued support, we are confident in our ability to make a lasting difference.

## Organization Spotlight

## Our Story

The DRC's mission is to provide a wide range of healthy and value-added services to the communities we serve, through education, prevention programs, dispute resolution support, and volunteer-led collaboration.

We accomplish this by providing resources that are accessible to all populations that we serve, regardless of income. We depend on the generosity of our extensive roster of volunteers and funders to keep most of our programs free or low-cost.

The DRC's roots are in providing mediation services and we continue to do so for the four counties that we serve - Orange, Putnam, Sullivan, and Ulster. Additionally, we have expanded our capacity and now run a CASA program in three of our counties, as well as parent visit coaching/supervised visitation, and parent education programs.

## Success Stories

"Educational neglect was one of the issues with the school-aged children from one of our families. CASA found many resources and advocated for services to improve the children's educational opportunities. Permanency was found for the children, with three being adopted in the same home with the oldest sibling joining them with a plan for future adoption. All children continue to thrive in this placement."

"In early 2024, DRC CASA closed a case that had been open for 9 years. The parents did their best to follow all court orders and were able to be reunified with their children after all this time of them being in foster care"

## Training and Professional Development

**Active Listening: Reflection and Summary Skills for Mediators - January 2023**

**IPV Awareness Training - February 2023**

**Anti-Bias Training - March & May 2023**

**Virtual Values - March 2024**

**Mediating with Attorneys at the Table - May 2024**

**Trauma-Informed Practices in ADR - July 2024**

**Effective Mediation in Small Claims Courts - September 2024**

**Mental Health and Mediation - October 2024**



# Our Supporters

Our supporters’ commitment to the DRC has been instrumental in the success of our programs. It is because of partners like these that we can continue making a difference in the lives of all who reach out to us and gain from our services. We are privileged to have them as partners in our journey towards peaceful conflict resolution and healthy families in our communities.

## FUNDERS

- CASA of New York State
- NYS Unified Court System, Office of Court Administration
- New York State Dispute Resolution Association
- Orange County Department of Social Services
- Orange County Legislature
- Sullivan County Department of Family Services
- Sullivan County Youth Bureau
- Ulster County Legislature
- Ulster County Youth Bureau

## CURRENT BOARD MEMBERS

James A. Rollins, Sr, President	Elizabeth Bruen	Jill Sanders-DeMott
Fran Melder, Vice President	Willia Frieband	Barbara N. Schmitt
Jennifer Traverse, Treasurer	Gregg Kronen	Katherine Smelter
Juan Carlos Salcedo, Secretary	Michael Marks	Jill Varricchio
	John Ramos	L. Simone Washington

## CURRENT STAFF MEMBERS & EDUCATORS

Miriam Frankl	Theresa Escobar	Tika Patterson
Elizabeth Alvarez	NG Fructuoso-Vasquez	Donna Ramlow
Teresa Arluck	Jessica Harris	Sharice Randall
Tisha Anderson-Emery	Brenda Jobe	Rodney Rogers
Dawn Colby	Nancy Kanan	Paula Spector
Ron Devine	Kevin Kelly	Alexa Sullivan
Jolynn Dunn	Carol Murray	Deborah Flippin

## VOLUNTEER MEDIATORS

Amanda Sen	Gregory Tucker	Marie Laura Hawthorne
Andrew Berman	Howard Smith	Michael Hartner
Ariadne Green	Ingrid Beer	Niki Rowe
Christine Tucker	John Johansen	Peter D. G. Brown
Faith Supple	John T. O'Malley	Terry Raskyn
Fran Rosenberg	Julius Sas	William Paskey
Geraldine Kelly	Kara Snyder	
Greg Gilman	Margaret Yonco-Haines	

## CASA VOLUNTEERS

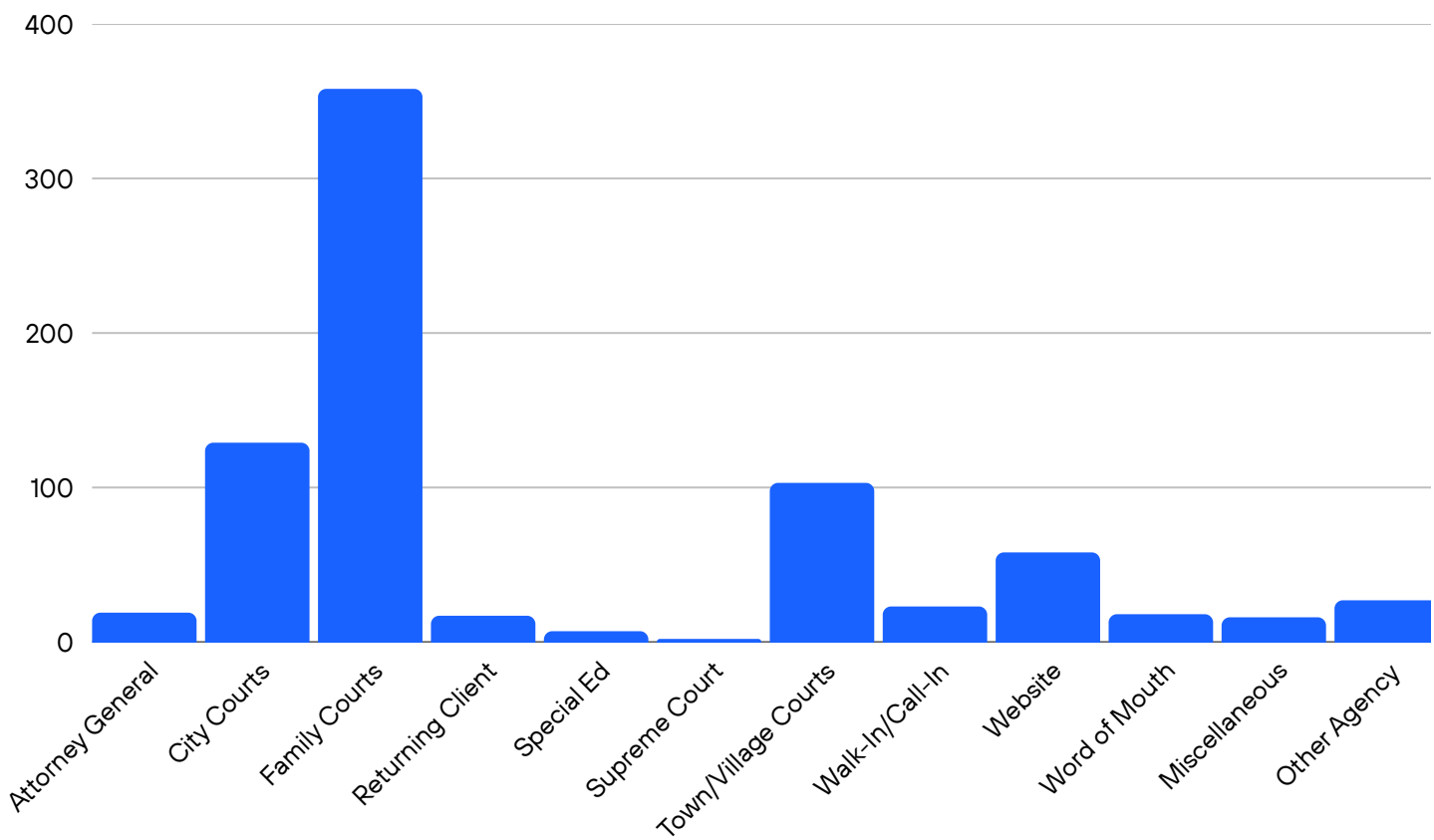
Tamar Anitai	Mary Ann Giorgio	Eva McLaughlin
Dori Buchalter	Natalie Karl	Erika Poston
Jane Carey	Maria Kastan	Eileen Tenore
Julie Carter	Lise Kennedy	Patricia Tieger
Vincent Crescenzo	Allen Konikwski	Lauren Whalen
AnnaMarie DellaChiesa	Chantal Martineau	Jay Wood
Pamela Deman		



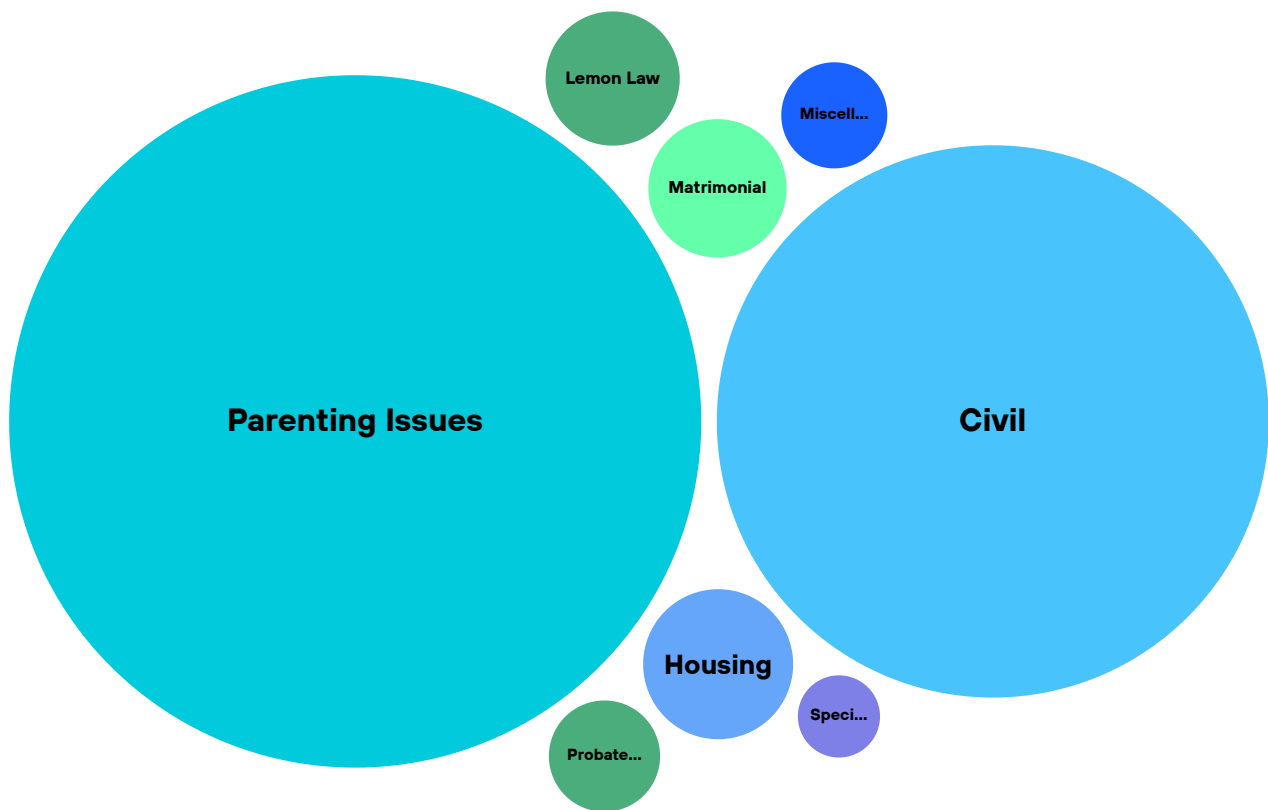
## Our Impact - FY2023-24

### Mediation Metrics

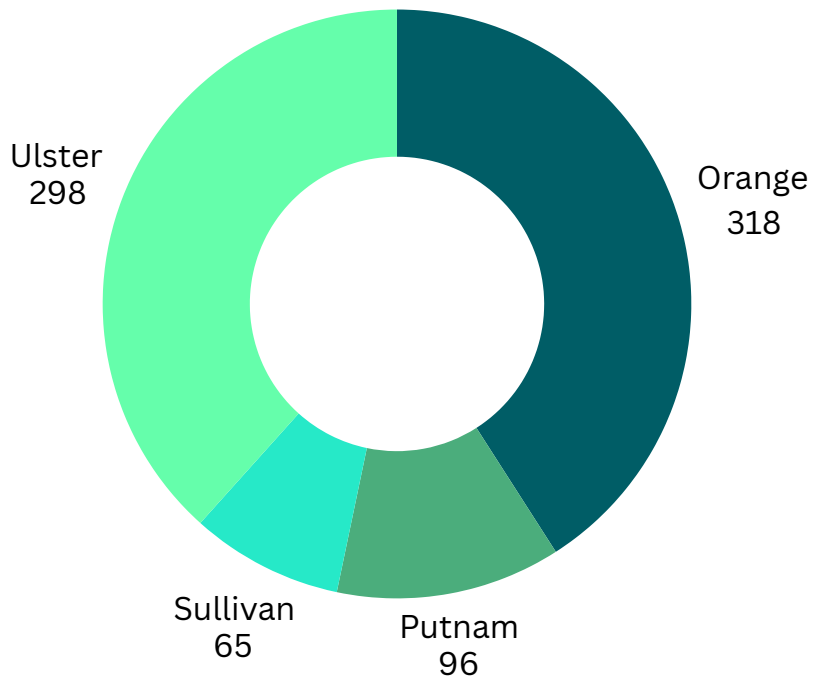
Total Number of Cases - 777



Case Types



Cases in Each County



## DRC'S MEDIATOR FACT SHEET

For the fiscal year 2023-24



**481**

Hours Spent  
Mediating



**1,480+**

People Served



**25+**

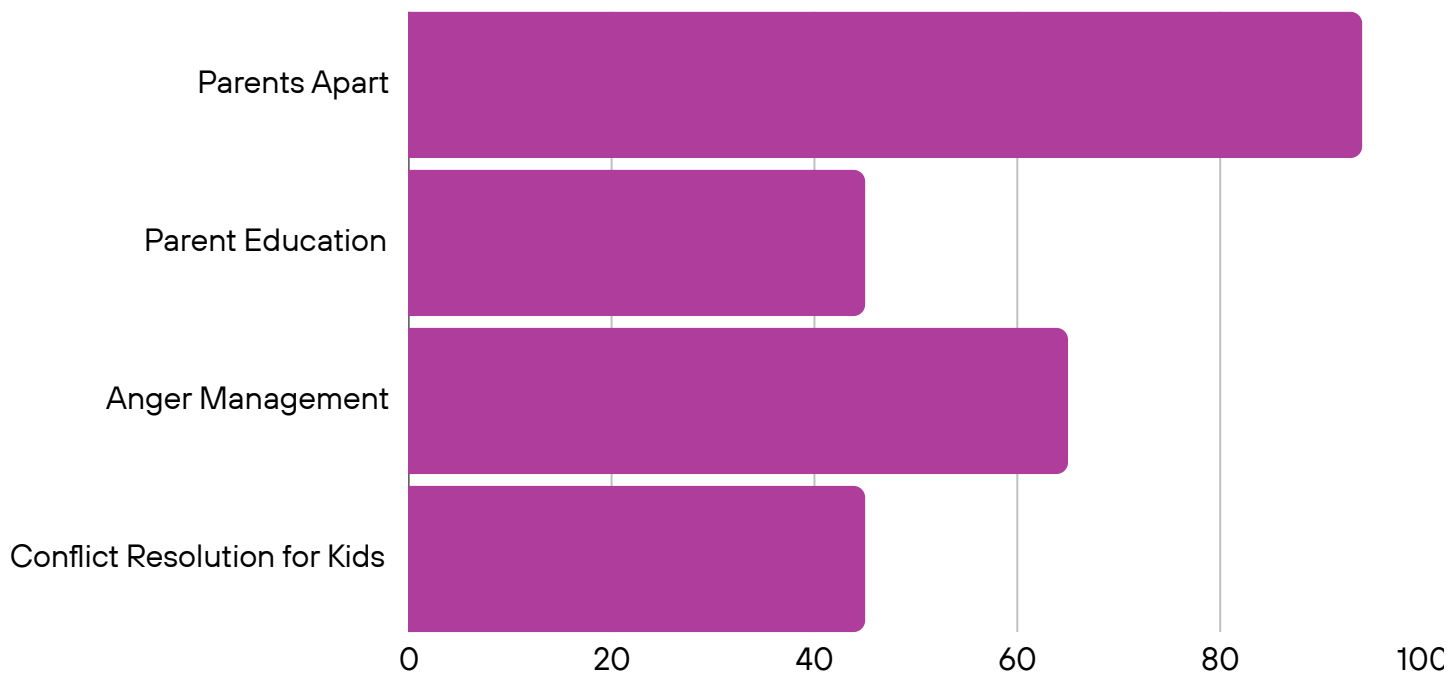
Active volunteer  
mediators



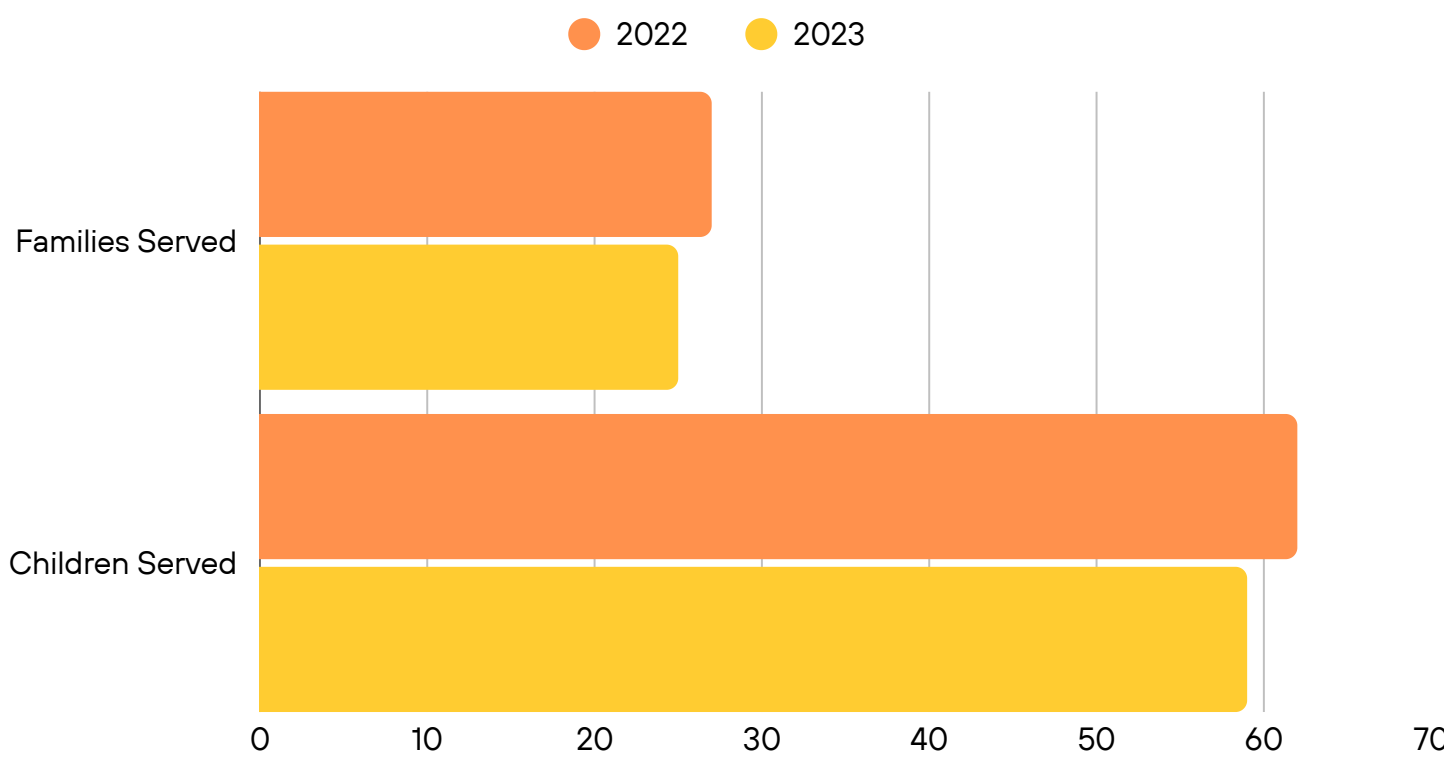
**132**

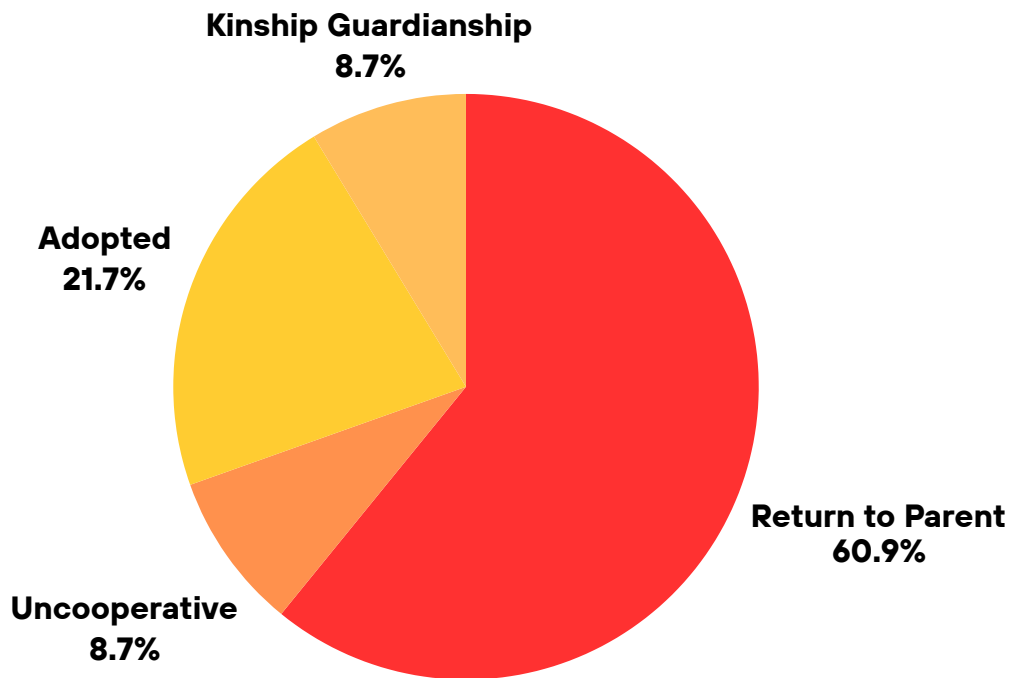
Hours of  
Training

## Educational Programs

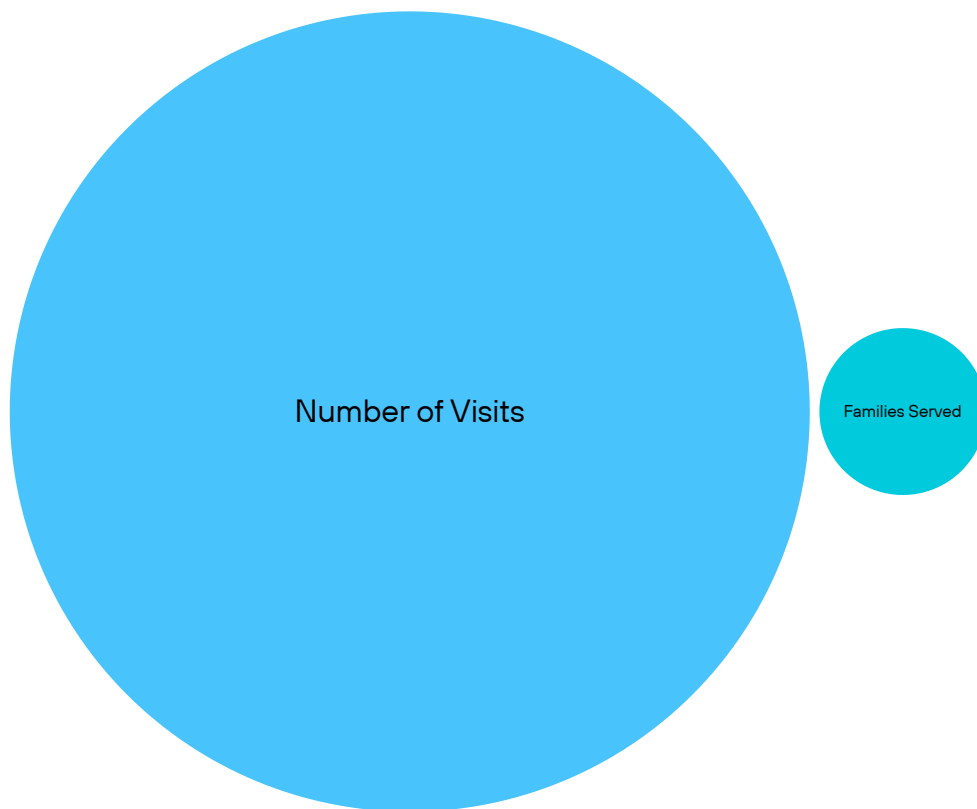


**CASA**





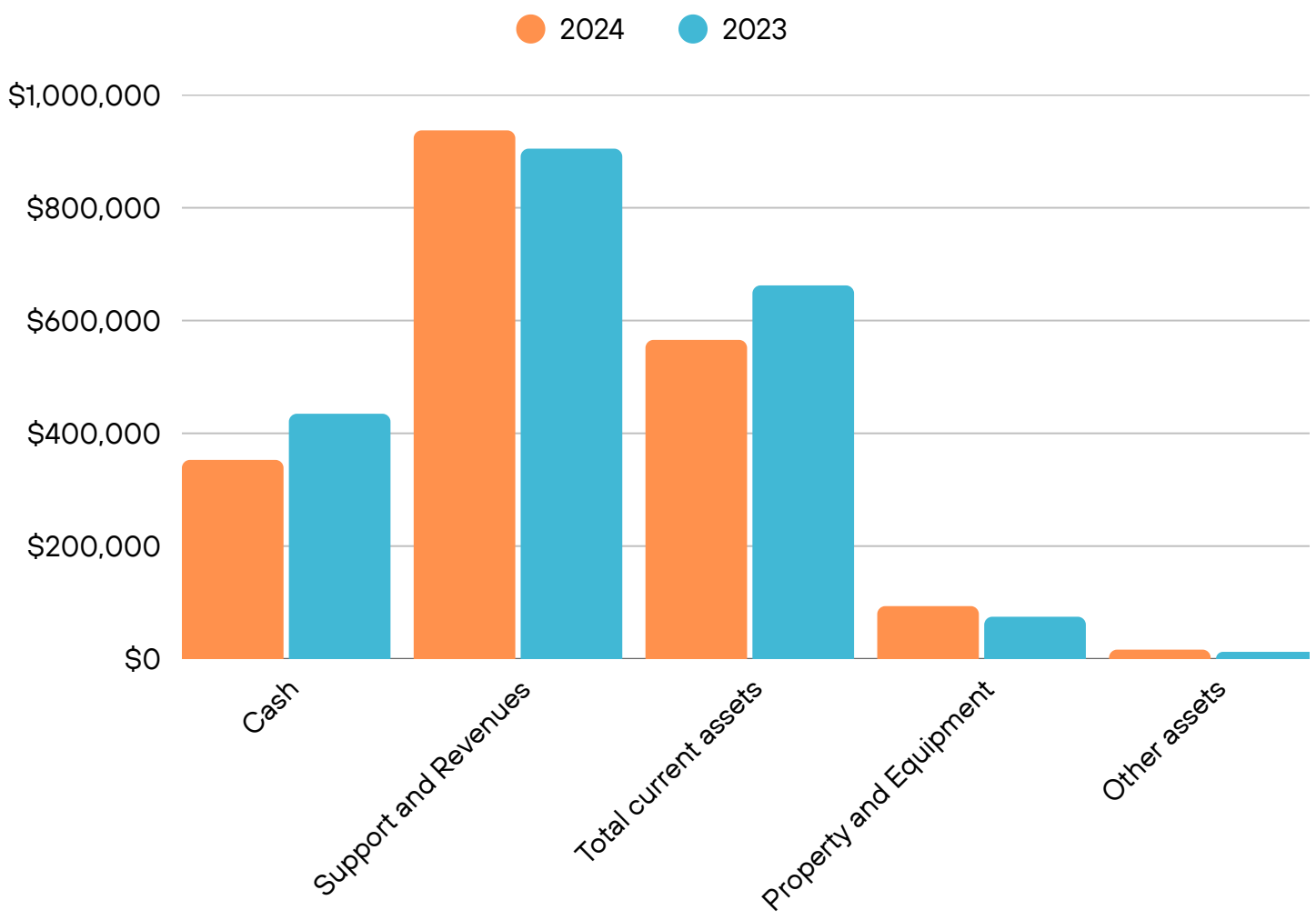
## Visit Coach Programs



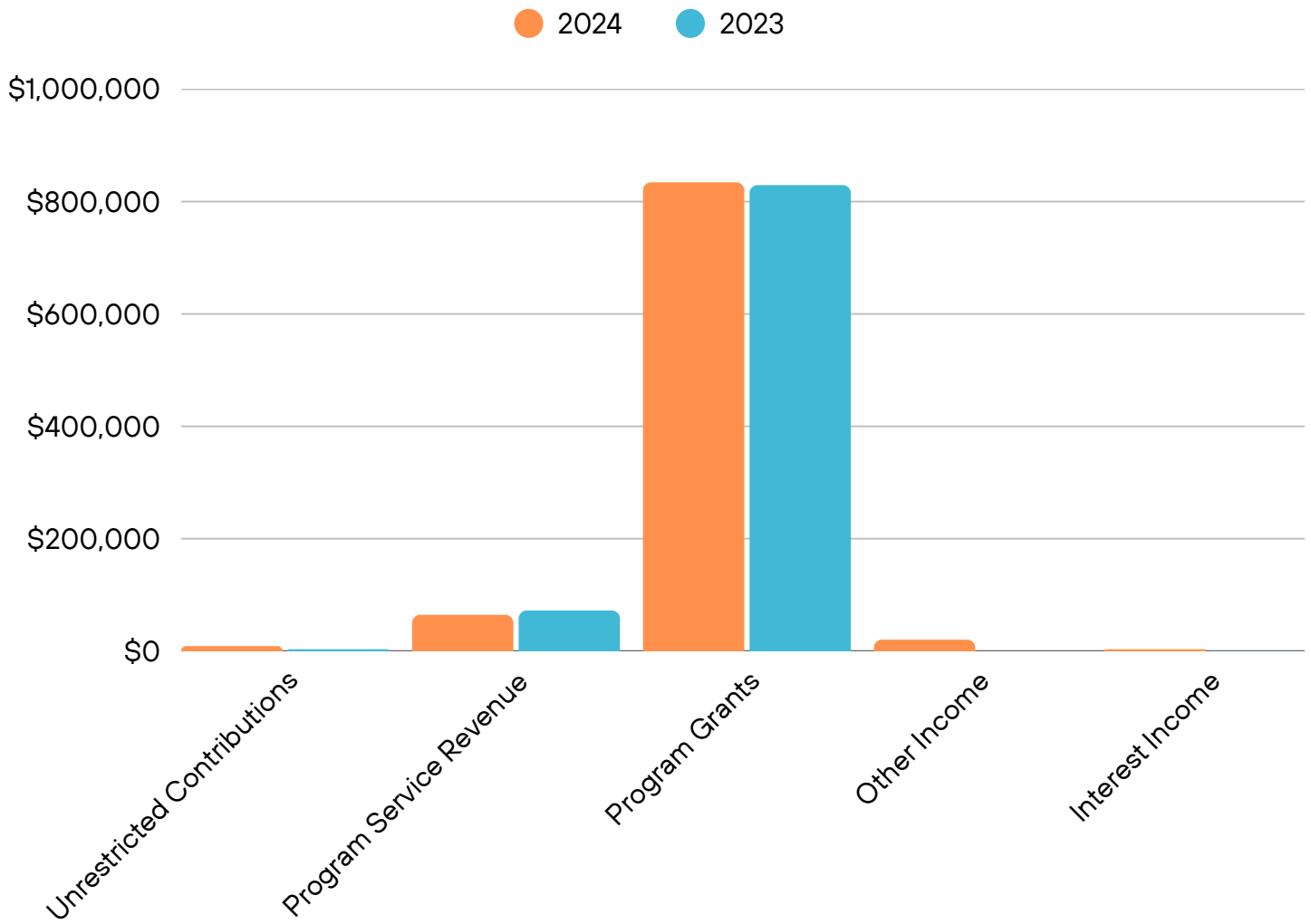
## Financials



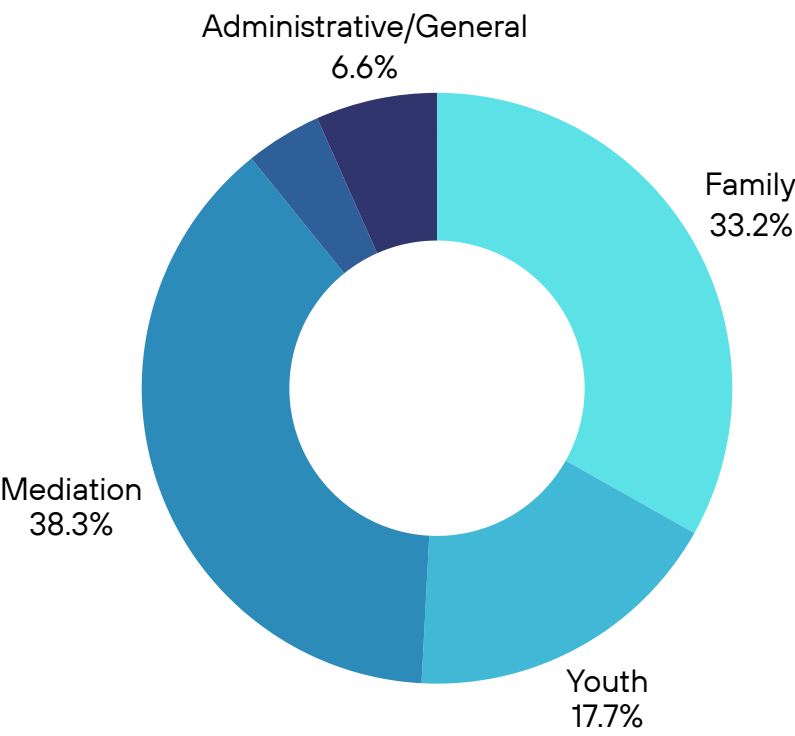
Assets



Revenue and Support



Expenses



# How You Can Contribute

In addition to program funding and grants, DRC depends on the contributions and generosity of the people in our communities, whether in monetary donations or giving of their time.

Please consider joining our mission by donating of your time or resources.

Click [here](#) to submit an application to become a volunteer mediator or CASA volunteer.

To make a donation, follow [this link](#) to the page on our website.



## Contact

For further information, please reach out to us.

### Dispute Resolution Center

**Address:** 210 East Main Street, Middletown, NY 10940

**Phone:** 845-372-8771 For a list of our team members and their phone extensions, [click here](#).

**Website:** [www.drcservices.org](http://www.drcservices.org)