

MULTI - OPTION ADR PROJECT, M.A.P.

Dear Fellow Citizen,

MAP is a partnership of the court, the San Mateo County Bar Association and the Peninsula Conflict Resolution Center. MAP's vision is to have high quality dispute resolution services increase the public's access to justice, make the courts more efficient and user-friendly, empower more people to control the outcomes of their own disputes, and promote a more peaceful and civil society. MAP works with stake holders to establish, expand, evaluate, and support conflict resolution education and services in our courts.

The people of San Mateo County are increasingly using mediation and other alternative dispute resolution (ADR) processes to resolve their disputes. Mediation is a process in which a trained impartial person, a mediator, helps people in a dispute to communicate with one another, understand each other, and if possible, reach

agreements that satisfy everyone's needs. The mediators do not provide legal advice or recommend the terms of an agreement. Instead, mediators help people reach their own agreements, rebuild their relationships, and if possible, find lasting solutions to their disputes. In mediation, people speak for themselves and make their own decisions instead of turning that authority over to the courts.

San Mateo County's courts make mediation available in a wide variety of civil, family, juvenile, small claims, and probate cases. San Mateo County is home to many skilled mediators and to an effective community-based mediation program, the Peninsula Conflict Resolution Center. We are very thankful for all the bar and community assistance our court receives from neutrals and advisory committee members.

The San Mateo County judiciary recognizes that courts should be a place of last resort for dispute resolution. Through MAP's work, the judiciary supports advancement of mediation and other dispute resolution programs to meet local needs and to provide more options for people in conflict. This report describes our efforts to increase the use of appropriate dispute resolution and highlights our fiscal year 2004 accomplishments. For more information, visit MAP online at www.sanmateocourt.org/adr, or call MAP at 650-599-1070.

Very Truly Yours,

The Honorable
George A. Miram
Presiding Judge

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✦ MAP Director's Corner - Sheila Purcell

The San Mateo County court's Multi-option ADR Project was established as a partnership of the San Mateo County Bar Association, SMCBA, and the Peninsula Conflict Resolution Center, PCRC, in 1996. We provide San Mateo County residents with ADR options for resolving cases.

Programs are generally voluntary, aimed at assisting the parties in finding the most appropriate process and the most qualified neutral to fit each unique case. The project has grown since its inception- starting with a generous SMCBA grant and the critical help of our community partner the PCRC. The initial focus was on civil cases but the program has matured into a wide-ranging project serving the Family Law, Juvenile, Probate, Judicial Arbitration and Small Claims calendars.

The project is now considered a model for others interested in starting ADR programs and we thank the community of supporters and providers, as well the court administration and judiciary, for allowing the project to blossom.

ANNUAL REPORT

INTERNATIONAL VISITORS



On June 22nd, we had judges from Oman observe CMC/ADR referrals with Judge Mittlesteadt and they subsequently met with Presiding Judge Miram, Assistant Presiding Judge Robert Foiles, Judge Quentin Kopp, Sheila Purcell, and Valerie Berland.



On June 29th, we had the Undersecretary of the Ministry of Justice of Turkey and an attorney observe CMC/ADR referrals with Judge Joseph Bergeron and they met later with Presiding Judge George Miram, Judge Bergeron, Judge Foiles and Sheila.

RUSSIAN VISIT TO JUVENILE PROGRAMS:

In October of 2004 Russian Juvenile Judges, corrections administrators and attorneys had interactive meetings with Judge Forcum, Judge Miram, Judge Diaz and Judge Livermore, tours of the juvenile and adult facilities, presentations of the Juvenile Delinquency and Dependency Programs, the Bridges Program and many of the service programs addressing kids at risk, such as alcohol and drug, mental health and other social services occurred. The Board of Supervisors made an official welcome as well.

ARAB GULF VISITORS JOIN OTHER INTERNATIONAL VISITORS TO LEARN ABOUT SAN MATEO'S PROGRAM:

Over MAP's nearly ten years of existence we have hosted individuals and delegations from over a dozen countries including Bangladesh, Peru, Germany, Pakistan, Russia, Jordan and China.

Recently we had a series of high-level international visitors who were guests of the State Department funded Institute for the Study and Development of Legal Systems, ISDLS. Their other primary stops were in Washington D.C. where they meet with State Department representatives and with our US Supreme Court Justices O'Connor and Breyer. This is part of a large "Arab Gulf Rule of Law Project" that ISDLS has initiated with State Department funding.



On May 28th, we had high court judges from Qatar and a former Supreme Court Justice from Egypt observe ADR referrals off the Case Management calendar conducted by Judge Carol Mittlesteadt. They later met with Presiding Judge George Miram, Sheila Purcell and Valerie Berland.



On a related note Sheila and Monica recently reviewed and commented on a proposal to the US Agency for International Development for an extensive 5 city, 3 year ADR Family Law Pilot for the country of Egypt.

TECHNICAL ASSISTANCE

MAP AND THE ABA PROVIDE TECHNICAL ASSISTANCE TO COURT ADR EFFORTS

The American Bar Association Dispute Resolution Section now has a Court ADR Technical Assistance Committee that was initiated by MAP Director, Sheila Purcell. She currently co-chairs this effort which recruits experienced Court ADR administrators, academics and judges who will assist courts wishing to start or expand their court ADR programs. The project is called "Court ADR Program Advisors" (CAPA). This ABA project is being funded by the Hewlett Foundation and is part of a broader effort at the ABA supporting the development of court ADR. Sheila has fielded and triaged calls from throughout the country and has helped match experts with those seeking guidance. She also frequently offers lessons learned from San Mateo.

Closer to home Sheila and Valerie met with Contra Costa Superior Court ADR Director, Mimi Lyster and ADR Program Specialist, John Hellie. They came to observe our ADR/Case Management referral process and to discuss program issues in a technical assistance site visit held on May 17, 2005. While Contra Costa has a well-established program, they have encountered challenges in updating the program to reflect the need for sufficient training of panelists and other issues that they felt San Mateo had addressed well.



Bombay High Court and National Supreme Court Judges and Sheila Purcell at a conference in Bombay, India.

MAP ON THE ROAD

With our court's permission, Sheila presented on the MAP program and Court ADR to representatives from several South Eastern European countries at a US Agency for International Development, US AID funded conference held in Sarajevo, Bosnia in late October 2004. This was a follow-up to work Sheila began with the same organization at a conference in Ljubana, Slovenia the prior October.

She also spoke at a conference of judges from the India's national Supreme Court, the High Court of Bombay, and the Maharashtra State court. This trip was sponsored by the Institute for the Study and Development of Legal Systems, a State Department funded non-profit. Fellow American presenters were attorney Claude Stern and U.S. Northern District Judge Charles Breyer. Here in California, Sheila has spoken about the MAP program at local law schools (Hastings and Stanford), the California Dispute Resolution Council's Conference and the ABA's Dispute Resolution Conference in Los Angeles in April of 2005.

ANNUAL REPORT

CIVIL ADR PROGRAM HIGHLIGHTS

In 2004, the American Bar Association's Dispute Resolution Section singled out San Mateo Superior Court's ADR Program as a model state court ADR program to be featured in written materials being developed by the ABA. With the number of general civil filings down, the number of civil cases referred to ADR has decreased slightly. However, our program's settlement rates remain high (62%) as do satisfaction rates with the court's program (86%) and with individual ADR providers (78%).

In 2002, the Judicial Council passed CRC §1622, requiring courts to develop complaint procedure protocols for investigating and resolving complaints made against court panel mediators. MAP staff, in consultation with local bar members, other court ADR program coordinators and general counsel for the Administrative Office of the Courts, has been working to develop complaint procedures guidelines that do not conflict with Evidence Code provisions protecting mediation confidentiality. How this tension between investigating complaints and protecting mediation confidentiality gets resolved in the civil arena could have far reaching implications for how complaints are handled in other non-civil, court ADR programs (e.g., family law, juvenile dependency, juvenile delinquency, small claims, probate, etc.).

PROBATE ADR PROGRAM HIGHLIGHTS

The number of probate ADR referrals tripled in 2004 and has continued to increase significantly during the first half of 2005. Settlement rates in probate cases have also been quite high. Although the Probate ADR Program Coordinator has been working since 2000 to increase the use of mediation on the probate calendar, it was not until the court's probate department was reorganized in 2004 that will contests, trust, and conservatorship disputes began to get referred to the program on a regular basis. The local probate bar has been receptive to the court's recent efforts to send more probate matters to mediation. Some members of the local probate bar also have expressed interest in having the court host a special probate mediation training for section members.

In response to the increase in probate referrals, the Probate ADR Program Coordinator is recruiting additional probate mediators from other state trial and appellate court ADR programs to join San Mateo Superior Court's Probate ADR Program.



In 2004, Local Rule 4.1(D) was adopted requiring that unless otherwise ordered, "any contested probate matter set for an evidentiary hearing or trial shall be referred to ADR as soon as the Probate Department is aware the contested matter will not be resolved by declaration on the regular Probate Department Calendar."

✦ Coordinator: Valerie Berland, (650) 363-1962

The Civil and Probate ADR program was founded in 1996 based on the idea that many civil disputes can be resolved without going to trial. It is a voluntary, market-rate program providing counsel and litigants with a panel of mediators, arbitrators, and neutral evaluators to help with legal disputes. Parties use the list of panel members to select an ADR provider and schedule the session directly with the provider. Parties may also choose an ADR provider not on the panel, as long as parties agree to that provider. Pro bono and modest-means arrangements are also available for those who qualify.

JUDICIAL ARBITRATION PROGRAM HIGHLIGHTS

Communication with the arbitrators and attorneys involved in arbitration cases has ensured that all statutory deadlines are met and enforced.

The addition of the setting of cases for an Order to Show Cause hearing has made the attorneys responsible for making sure their cases are heard within the arbitrator's jurisdiction unless an Ex Parte Motion and Stipulation for Continuance of the Arbitration Hearing is submitted and granted by the judge.

The parties and arbitrators are remaining within the jurisdictional time frames and using the Ex Parte Motion and Stipulations when necessary. The cases remain on track.



Throughout the period of July 1, 2002 to June 30, 2004, **2,700 hours** have been volunteered to the Judicial Arbitration program.



First-Ever Evaluation Yields Positive Results:

The Judicial Arbitration program conducted a first-ever evaluation in an effort to receive feedback from arbitrators, attorneys, and/or the parties about their satisfaction with the process. The report covering the time frame of October of 2003 to January of 2005 indicates positive results with high levels of satisfaction by all involved in the Judicial Arbitration process. For example, over 90% of respondents thought the arbitrator understood key issues and was fair and impartial. These are cases where an award for one side or the other has to be issued. It reflects very well on our court's arbitration program that even a large number of clients who lost their case still give high marks to their arbitrator. For more information regarding the evaluation report, visit the project web site at: www.sanmateocourt.org/adr



Program Goal:

The goal of non-binding Judicial Arbitration is to provide parties with a less formal way of resolving their case using court appointed attorney arbitrators rather than judges. The service is offered free to the parties.

✧ Coordinator: Sharron Gallant, (650) 363-4896

The Judicial Arbitration program, coordinated by Sharron Gallant, began in the 1970's and went through a significant overhaul in 2001-2002. These changes included extensive automation, which allows for better case tracking, as well as a retraining of the judicial arbitrators. The redesign of the Judicial Arbitration program was completed with the help of the Judicial Arbitration Advisory Committee, comprised of judges and attorneys, who have served as arbitrators, ADR staff, and the Information Technology staff. Revisions to documents, changes to procedures and automation of the program are in effect.

MAP ADR INTERPRETER VOLUNTEERS

In 2003, MAP staff recruited volunteer interpreters to assist with the growing needs of Spanish-speaking program participants and to address the shortage of bilingual volunteer mediators. MAP staff recruited graduates or people close to graduation from local interpreter programs. These volunteers possess the necessary skills to provide accurate interpretation. Graduates from the San Francisco State University Court Interpreter Program and The Hispanic University Spanish Interpreter Program comprise our volunteers' roster. This opportunity is of dual benefit. Our volunteers have the chance to acquire the necessary experience for passing the state certification exam. At the same time, MAP can now offer, free of charge, interpretation services to the growing Spanish speaking community.

Other programs that benefit from our Interpreter Volunteer Services include: our partner, the Peninsula Conflict Resolution Center (PCRC); the Family Law Facilitators Office (where our volunteers work on Thursdays and Fridays); the Family Law Court; Small Claims Court; Legal Aid and The District Attorney's Office. Our volunteers have also assisted with court and community outreach events such as Community Law Night, The Day of the Child and Landlord and Tenant Rights presentations.

SMALL CLAIMS HIGHLIGHTS

Five new neutrals were added to the panels for Redwood City, and San Mateo.

The Oakland/Berkeley Mediation Program has looked to San Mateo's program and has utilized our Small Claims Mediation Manual as they begin a Small Claims Mediation Program of their own.

On January 25, 2005 the Small Claims Mediation Annual Training took place with a special topic of "Diversity". Nancy Yeend, a nationally respected trainer, presented and facilitated a discussion. The evaluations indicated participants found it thought provoking and felt it gave them new views on how to approach the mediation process and participants. We extended the invitation to hear Nancy's presentation to mediators from Menlo Park and Mountain View. Participants gave the training high marks.



Satisfied Users:

The last evaluation report (2002-2003) showed that approximately 95% of Small Claims Mediation respondents were satisfied or very satisfied with the mediation process, the volunteer neutrals and the program.



Volunteer Hours:

We estimate that the current group of 17 Small Claims volunteers has donated in excess of 1500 hours in the past year.

This program predates MAP and has a long history of utilizing community volunteers. For example, Dennis Kay has volunteered for the program for over 22 years and staff member Ana Navarro will soon celebrate 30 years with the county!

✧ Coordinator: Ana Navarro, (650) 573-3907

The County of San Mateo began a community mediation program in 1982. In 1994, mediation became a court program with one staff person providing coordination of an on-site mediation program with volunteer mediators. The Multi-Option ADR Project assumed leadership for the Small Claims program and supervision of its staff person, Ana Navarro, in 2000.

The Small Claims Mediation Program is a helpful alternative to Small Claims Court. Services are voluntary and free. The program uses volunteer mediators to help parties resolve their cases. On-site mediations are held at two locations: the San Mateo Central Courthouse and Redwood City Southern Branch.

FAMILY LAW PROGRAM HIGHLIGHTS

Referrals to the panel ballooned after the transition to the direct calendar system in family law. A court and private bar committee met frequently to draft changes to the local rules, which included developing a new local form named "Notice of ADR Options."

The Family Law program reviewed and expanded case assessment procedures. The program now provides enhanced background information about each case to neutrals. A Domestic Violence Protocol and Screening Guidelines were developed by the program to ensure appropriate referrals and the safety of all participants.

The Family Law program coordinator provided a presentation on new local rules to the Family Law Section of the Bar Association and the SMCO Legal Secretary's Association.

The Family Law Program Coordinator assisted with the development of the new version of "EZLegalFile" for family law, which now includes a Domestic Violence component and is beginning an expansion to Domestic Partners.



Statistics:

The program has seen an increase in cases completing case development and being assigned to the Family Law panel.

In fiscal year 2003-2004, panel referrals increased 200% from the prior year.

64 cases were assigned compared to 21 the year prior. Numbers continue to rise, with 99 cases being assigned in 2004-2005.



During the same period 2004-2005, on-site cases increased 15% from the prior year, with 59 cases completing mediation compared to 51 the prior year in 2003-2004.



3 new panel members were added in late 2004.



The estimated value of the donated time that neutrals provided this past year is \$40,600.

Family law attorneys provided services to mediation and arbitration participants at a reduced rate of \$100 for the first 90 minutes, a fraction of their usual fees (average \$300/hr).

✦ **Coordinator: Monica Rands-Preuss (650) 599-1238**

The Family Law program initially began in May of 1996 as part of the Family Law Section of the San Mateo County Bar Association. The Multi-Option ADR Project assumed leadership of the program in February of 2000. The program coordinator, Monica L. Rands-Preuss, oversees the program, which provides an opportunity for parties to use mediation or arbitration as an alternative to going to court. The Family Law program has two components: a panel of private neutrals providing mediation and arbitration, as well as on-site staff mediation and settlement conferencing.

JUVENILE DEPENDENCY PROGRAM HIGHLIGHTS

It has been a busy year for Dependency Mediation as the program caseload increased approximately 70% from 2002-03 to 2003-04. In addition, new developments at the Administrative Office of the Courts, AOC, have required special staff and Advisory Committee attention.

New AOC efforts at Statewide Uniformity for Dependency

New Rule of Court 1405.5 for Dependency Mediation went into effect in January of 2005. This Rule includes substantial training requirements that impact our volunteer driven program quite differently than it impacts programs using paid, full-time court staff mediators. Program Coordinator Honora Miller and her Advisory Committee worked hard at tracking and commenting on these rules so that they could reflect San Mateo's unique model. We truly appreciate the extra hours of training that volunteer Dependency Mediators are now committing themselves to in order to comply with the rule and to continue to help these families in need.

Honora also served on an AOC Data Collection Committee, again trying to ensure that San Mateo's unique volunteer driven Dependency Mediation model could continue even as the AOC moves towards greater uniformity.

Sharing Training Resources to Work More Efficiently

Honora serves on the steering committee of an innovative "Training Collaborative." Federal funds were pooled to train those working in community agencies involved with child welfare. Six of nine Dependency Mediation Training sessions held throughout the fall were done in collaboration with Court Appointed Special Advocates (CASA) volunteers who have similar training requirements.

Honora Miller spoke about the unique San Mateo Court volunteer-driven Dependency Mediation model while on a panel at "Beyond the Bench" Conference in San Jose, California in December of 2004.

Honora was also hosted by the New Mexico Dependency Mediators in the summer of 2004 where she conducted a training.

✧ Coordinator: Honora Miller, (650) 312-5270

The Juvenile Dependency Mediation Program began in 1998 in an effort to provide families at all stages of involvement with the dependency process a neutral setting to resolve issues affecting the safety and well being of their children. This program is a collaboration between the Multi-Option ADR Project of the San Mateo County Superior Court, Peninsula Conflict Resolution Center, and the San Mateo County Human Services Agency. Cases are referred to the program coordinator, Honora Miller, through Juvenile Court, the Human Services Agency, lawyers, child advocates and family members.

JUVENILE DELINQUENCY PROGRAM HIGHLIGHTS

The number of referrals has increased each year of operation with a 45% increase this year over last year. Participant satisfaction with program services and the mediation process remains high.

The program coordinator applied for and received a grant to fund the San Mateo Victim Impact Awareness Class (VIA). This collaboration with probation, the private defender panel and community based non-profits provides classes that teach minors about the impact of criminal behavior on their victims. Class participants are required to contact the Mediation Program to consider mediating with the victim of their offense.

The new Juvenile Services Center (JSC) is expected to be completed in 2006. It will include a space for Juvenile Hall, the County Probation, Juvenile Courts, and office space for the Delinquency and Dependency Mediation Programs. The delinquency coordinator worked on the design team.

500 hours have been contributed by volunteer mediators during the past two years toward the success of the program. 40 plus mediators have received advanced mediation training. Law students contributed an additional 400 plus hours working on special projects and conducting administrative services.



What Our Users Tell Us: Offender responses on program evaluation forms:

“Mediations are really good for the teen. I recommend others to go through with it also.”

“The mediators really helped keep the flow going and made me feel comfortable.”

“All I got to say is just keep up the good work. Now, I’m doing much better in school and with my parents.”



What Our Users Tell Us: Victim responses on program evaluation forms:

“This is a great program that should continue.”

“I would like to see this used more.”

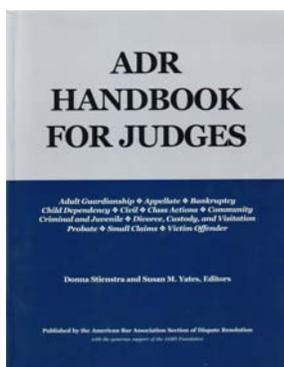
“I think that it’s a great program for youth who want to be on the right track. It was very comfortable and easy to speak.”

✧ Coordinator: David A. Cherniss, (650) 312-5269

The Juvenile Delinquency Mediation Program has been offering an opportunity for victims of crime to meet face to face with their youth offender in a neutral setting since April of 2001. The program is overseen by its coordinator, David A. Cherniss, and is administered by the San Mateo Superior Court and it works closely with the Peninsula Conflict Resolution Center (PCRC), which provides trained volunteer mediators.

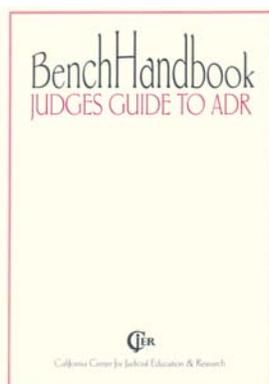
Peninsula Conflict Resolution Center and MAP Director Receive CDRC Award

The California Dispute Resolution Council (CDRC) Founders Awards were given both to Sheila Purcell and the Peninsula Conflict Resolution Center on November 5, 2004 in Los Angeles at a special 10th Anniversary dinner. PCRC is a community based non-profit that offers trained community mediators who help with a range of disputes and who promote collaboration and active engagement in the community. PCRC has been an instrumental partner providing community volunteers for both the MAP Juvenile Dependency and Delinquency mediation programs. Congratulations to PCRC for all they do for this community and the statewide community mediation world. The CDRC tracks and comments on ADR policy and legislative developments statewide.



MAP Staff Published Again

In 2004, Sheila Purcell, the ADR Director, and Valerie Berland, the Civil & Probate ADR Program Coordinator, acted as consultants to the Center For Judicial Education & Research's BENCH HANDBOOK; JUDGES' GUIDE TO ADR. The updated Guide provides a procedural and statutory overview of ADR processes used in civil cases. It is made available to trial court judges throughout the state. Sheila Purcell co-authored the original CJER Guide in 1996.



In addition, the two co-authored a chapter on Probate Mediation for the American Bar Association Section of Dispute Resolution's "ADR HANDBOOK FOR JUDGES" published this summer. The book acts as a guide to the development of court ADR programs in different practice areas. Sheila previously guest edited an issue of the ABA Dispute Resolution Magazine Court ADR Issue and authored an article on "Court ADR Funding."

Advisory Committees Help Develop Safety Protocols

Each program coordinator has a bench/bar/community advisory committee that works through implementation issues. This year coordinators worked with their committees on many issues, including developing program specific safety protocols.



The Women in County Government select MAP Family Law Coordinator Monica Rands-Preuss for their annual award.

For example, the Family Law program reviewed the intake and screening for domestic violence. The goals are: to develop a standardized system for intake and screening; to put procedures in writing; to articulate the partnership for screening between the Court, attorneys, and program staff; to provide guidance for the panel and family law Bar; and to ensure the safety of all ADR participants. A comprehensive overview of protocols being used around the country was undertaken, as well as a literature search. The subcommittee identified the need for specialized training around domestic violence and safety planning for neutrals.

ANNUAL REPORT

JUDICIAL ARBITRATION

Arbitrators Panel

Michael Adams
Steven Agosta
P. Terry Anderlini
Robert Andris
Bruce Bailey
William Bauld
Richard Baum
Dick Bennett
Joshua Bentley
Richard Berra
John Blackman
David Blinn
Roger Bolgard
Mark Bonino
Pamela Bower
Michael Bracco
Michael Brady
Fred Brinkop
Joern-Eric Brugger
Robert Burmeister
Michael Bursak
John Cahill
John Campo
Gregory Cattermole
John Clark
Katherine Clark
Raymond Coates
George Corey
Lisa Costello
Joan Cotter
Bernard Cotter
Cathleen Curl
Lee Danforth
Susan Davidson
Michael Descalso
Kenneth Dickerson
Reuben Donig
Donald Dowling
Thomas Dunn
Dennis Durkin
Charles Dyer
Boris Efron
Martin Eisenberg
Todd Emanuel
Merrill Emerick
George Eshoo
Michael Farbstein
Diane Finkelstein
David Finkelstein
Chuck Finney
Elaine Ryzak Fraser
David Friedenber
Donald Galine
Michael Galligan

Katherine Gallo
Richard Gardella
William Garrett
Anthony Gibbs
William Ginsburg
Portor Goltz
I. R. Goodman
Richard Grotch
Lawrence Guslani
James Haigh
Ted Hannig
Donald Hanson
Harry Hanson
Norman Harris
Stephen Hayes
Stevan Henrioulle
Carla Henry
Randolph Hicks
Walter Hitchcock
William Holsinger
Douglas Holt
Joseph Howard
Mark Hudak
Brian Irion
Judith Johnson
William Johnston
John Jorgerson
Michael Kallis
James Kauffman
Kevin Kelly
Richard F. Kelly
Richard M. Kelly
Melvin Kerwin
David King
Vivian Kral
John Krug
Robert La Franchi
Larry Langley
Robert Lanzone
William Last
Robert Lee
James Lee
Deborah Leibman
David Levy
Michael Liberty
H. Ann Liroff
R. Wardell Loveland
Bruce Lubarsky
Robert Lubin
James Madison
James Mahon
Jerry Manos
Ronald Marblestone

Dierdre O'Reilly Mar-
belstone
Glenn Martin
Niall McCarthy
William McDowall
Michael McKenna
David McKim
David McLaughlin
Brian McSweeney
Conor Meyers
David Micheal
Bonnie Miller
Cameron Miller
Lawrence Miller
Ruth Miller
Sally Mitchell
Mark Molumphy
Chester Moore, III
Carl Moroney
William Nagle
Jerry Nastari
Norman Newhouse
James Nichols
H. Kelly Ogle
Peter Olson
Terry O'Reilly
Frank Pagliaro
Rolando Pasquali
Melvin Patterson
Karen Platt
Edward Pliska
Arthur Pollock
Stanley Pond
Salomon Quintero
Thomas Reese
Judith Rentschler
Charles Rible
Shawn Ridley
Charles Riffle
Ralph Rizzo
Todd Roberts
Donald Roesch
Richard Romanski
Henry Rome
Mario Rosati
David Rosentum
Gary Royce
Gregory Rubens
Jean Savaree
Steven Schiaman
P. Christian Scheley
Vincent Scotto, III
James Sevey
Terence Shannon

Sadra Shapiro
Philip Shecter
Walter Shjeflo
John Shupe
Alan Simon
John Simonson
Charles Smith
Mark Solomon
Steven Solomon
David Stemberg
Joel Straus
David Strong
Kevin Taheny
Mary Tantillo
James Thompson
John Till
Carlos Tinsley
Jeffrey Tsu
Desmond Tuck
Robert Vale
Michael Valencia
Jefrey Vucinich
Paul Walti
Arden Weinberg
Harry Weistrop
Albert Wenzell
David Wessel
Rand White
Richard Wilson
Donald Wilson
Neal Winchell
Daniel Winters
Randall Witte
Timothy Wright
Niall Yamane
Marc Zafferano
Gerald Zanzinger
Theodore Zayner
Joseph Zoucha

Advisory Committee

Judge Robert Foiles
John Blackman
Pamela Bower
Bernard Cotter
Joan Cotter
Donald Dowling
Charles Dyer
Elaine Ryzak Fraser
Ruth Glick
Richard F. Kelly
David Levy
Cameron Miller
Alan Simon



Neutral & Pro Tem Recognition: Ice Cream for All

On May 21, 2004, the program held an Ice Cream Social to thank the many ADR neutrals, judicial arbitrators, and pro tems for their hard work and assistance over the past years. A Certificate of Appreciation was mailed to all volunteers in advance. The Honorable Mark R. Forcum and Court Executive Officer Peggy Thompson expressed their thanks and appreciation to all those present.

ANNUAL REPORT

CIVIL AND PROBATE

Civil Panelists

Leslie Airola
Daniel Alberti
Terry Anderlini
Elana Auerbach
Eileen Barker
Keith Bartel
Florence Beier
Ellen Beilock
Dick Bennett
Robin Berry
John Blackman
Judge Allan Bollhoffer
Marc Bouret
Ken Bryant
Fred Butler
Justice Walter Capaccioli
Richard Caputo
Michael Carbone
Harve Citrin
Steve Cohen
Judge Melvin Cohn
Bernard Cotter
Robert Cullen
Dana Curtis
Nancy de Ita
Thomas Denver
Michael Dickstein
M. Scott Donahey
Michael Duncheon
Dennis Durkin
Charles Dyer
Philip Fagone
Donald Farbstein
Kenneth Gack
Katherine Gallo
John George
Ruth Glick
Judith Gordon
Richard Gould
Judge Dale Hahn
Arnold Haims
Robert Hamilton
Judge Walter Harrington
Robert Hinton
Doug Holt
Judge Ellen James
Karen Joffe
William Johnston
Harold Justman
Robert Kahn
Michael Kasperzak
Mark Katz
Dennis Kay
Philip Keith
Judge Margaret Kemp
Gail Killefer
Barbara Kong-Brown
Vivian Kral
Urs Lauchli
Judge David Lee
B. Scott Levine
David Levy
Joseph Loomis
Justice Harry Low
Selina Low
Robert Lubin
Robert Luft
Jim Madison
Robert Maines
Jonathan Margolis
Judge John Marlo
Carol Marshall
Glenn Martin
Michael McCabe
Gordon McClintock
Judge V. Gene McDonald
William McDowall
Linda McPharlin
David Meadows
Bonnie Miller
Cameron Miller
Carol Webster Millie
Richard Minkoff
Theresa Driscoll Moore
Bill Nagle
Beverly Narayan
Michael Nave
Jessica Notini
Morton Orenstein
Michael Ornstil
David Packard
Jeff Park
Daniel Pearlman
Martin Quinn
Thomas Reese
Charles Riffle
Cathy Rincon
Todd Roberts
John Rosenberg
Steve Rosenberg
Donna Salazar
Marvin Schwartz
Elisabeth Seaman
John Segall
Judge Aram Serverian
Malcolm Sher
Alan Simon
Robert Smith
Stanley Smith

Patrick Streb
Chris Tarkington
Paul Taylor
John Till
Jack Tjeerdsma
Charlotte Venner
Dinah Verby
Bruce Wagner
W. George Wailes
Judge Rebecca Westerfield
Rand White
Donald Wilson
Catherine Yanni

Probate Panelists

Eileen Barker
Keith Bartel
Ellen Beilock
Dick Bennett
Robin Berry
Judge Allan Bollhoffer
Justice Walter Capaccioli
Michael Carbone
Judge Melvin Cohn
Dana Curtis
Dennis Durkin
Ruth Glick
Judith Gordon
Judge Walter Harrington
Doug Holt
Judge Ellen James
Robert Kahn
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