



## Empowered Pathways

Mediation & Alternative  
Dispute Resolution Services  
502 Court St., Suite 234  
Utica, NY 13502

[info@empoweredpathwayscnyc.org](mailto:info@empoweredpathwayscnyc.org)

### OFFICE HOURS

Monday – Friday: 8:30 am - 4pm  
Evenings as available



### AGENCY CONTACT INFO:

Main: 315.724.1718 Fax: 315.724.1375  
[info@empoweredpathwayscnyc.org](mailto:info@empoweredpathwayscnyc.org)

**Regina Brown (Probation/Family Ct.)**  
Youth Services Specialist  
ADR Supervisor: 315.210.9460  
[regina@empoweredpathwayscnyc.org](mailto:regina@empoweredpathwayscnyc.org)

**Lu Blanchard (Small Claims)**  
Restorative Justice/Community Services  
Coordinator: 315.351.2757  
[lblanchard@empoweredpathwayscnyc.org](mailto:lblanchard@empoweredpathwayscnyc.org)

**Tim Lyon (Family Court)**  
Restorative Justice/Family & Youth  
Services Coordinator: 315.351.2496  
[tlyon@empoweredpathwayscnyc.org](mailto:tlyon@empoweredpathwayscnyc.org)

**Stephanie Dulak Eghigian**  
Executive Director: 315.941-2230  
Office: 315.724-1718 ext. 201  
[stephanie@empoweredpathwayscnyc.org](mailto:stephanie@empoweredpathwayscnyc.org)

### INFORMATION FOR PARTIES

**Mediation:** A voluntary process with neutral, independent mediator(s) who will assist you in working out a resolution to your conflict/dispute. Mediation is your opportunity to create your own solutions.

**Scheduling:** Once we receive the referral for your case, our staff will contact you to schedule a time that is convenient for all parties. **Staff will assist you with video or phone conferencing options.**

**Intake:** We will conduct a brief intake process over the phone to make sure mediation is the right process for your dispute.

#### ADR PROCESSES:

- Mediation  
(small claims, family, divorce, workplace, school)
- Conflict Coaching
- Restorative Justice Circles
- Community Circles
- Family Group Conferencing
- Child Custody Advocacy Program
- School attendance mediation
- Landlord/Tenant Disputes

#### PLATFORMS

- Virtual/Remote (1 party or all parties)
  - Zoom video/phone conferencing
  - Facebook Video Messenger
  - DocuSign or Mail for signatures
- Conference Call Line
- In Person (temporarily unavailable)
- **Staff will assist clients with technology/phone options**

*The mission of Empowered Pathways is to help people create self-directed solutions and move forward in their lives through education, advocacy, and empowerment.*

## EMPOWERED PATHWAYS

### Presumptive ADR and Referral Procedures

#### LANDLORD/TENANT - SMALL CLAIMS:

- City of Utica Housing or Apartment Managers may offer disputants (referred to as “parties” in this document) mediation and make referrals to Empowered Pathways. Parties may also be offered mediation services at their first appearance in court.
  - If referring, please email the following to [info@empoweredpathwayscny.org](mailto:info@empoweredpathwayscny.org)
    - Court petition OR referral from Housing, if available.
    - Any accompanying documentation and contact information.
- Parties may contact Empowered Pathways directly to initiate intake and mediation.
  - Please email [info@empoweredpathwayscny.org](mailto:info@empoweredpathwayscny.org) or call 315.351.2757.
- We do not mediate cases where there has been domestic violence *between the parties*, or where there is an existing order of protection between the parties, as these cases are ineligible for mediation.
- As a backup, you may fax the information to us: 315.724.1375
- After receipt of the documents, we will hold the referred case for 5 days to allow enough time for respondent(s) to receive court or notification of referral. Then all parties will be contacted for intake and processing.
- The referring entity (the Courts or City of Utica Housing or Apartment Managers) will be notified of the case outcome including the mediated agreement should one be reached.
- If self-referred, the parties will receive a copy of their signed agreement to present in court as a binding agreement should one party fail to complete their commitment.

#### FAMILY ISSUES:

- Parties may be offered mediation services at their first appearance in court.
- Parties may contact Empowered Pathways directly to initiate intake and mediation.
- Cases with CPS involvement, cases with domestic violence between the parties, or where there is an existing order of protection are ineligible for mediation.
- Please email [info@empoweredpathwayscny.org](mailto:info@empoweredpathwayscny.org) or call 315.351.2496

#### OTHER ADR SERVICES:

- Parties may contact Empowered Pathways directly to initiate intake and mediation.
- Cases with CPS involvement, cases with domestic violence between the parties, or where there is an existing order of protection are ineligible for mediation.
- Please email [info@empoweredpathwayscny.org](mailto:info@empoweredpathwayscny.org) or call 315-724-1718 and leave a message with contact information.