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*We deeply appreciate all of our supporters and regret any omissions.

Special thanks to

The Ciel Foundation, David and Jayme Curley, The Mary Redman Foundation, The RiverStyx Foundation, The Whatcom Community Foundation

Thank you to our volunteers

Arthur Abrahamson, Kevin Allex, Brenna Anderst, Sam Axelrath, Grace Bandolon, Chris Beers, Nancy Blume, Jacquie Braden, Kris Buettner, Michael Cain, David Donohue, Greg Elgee, Abigail George, Jaina Gemin, Ryan Goelzenleuchter, Elizabeth Hart, Andrew Holcom, Emily Humphrey-Krigbaum, Kristin Jager, Leon James, Joel Litwin, Lindsay Mann-King, Tom McNutt, Emily Nevels, Amanda Pile, Bernice Rappaport, Ellie Rogers, Micah Shanser, John Summerson, Nicole Theberge, Justin Therrien, Dave Thorngren, Edmund Trangen, Jannae Vergith, Erika Werdal, James Whisenhunt, Emily Wilson, Carolyn and Dean Withrow, Wes Withrow, Zhigou Zhang

Thank you to our mediators and practicum students

Joel Bergsbaken, Rachel Brown, Jeanne Chadwick, Sophia Davies, Kaitlin Davis, Randy Doucet, Mary Dumas, Rose Anne Featherston, Doug Fenton, Deborah Forgays, Sandra Fusman, Kathy Hilmoie, David Imburgia, Nancy Joseph, Jason Kanov, Robert Kelly, Michael Kleps, Jessica Lee, Michael Light, Don Lotze, Howard Lowe, Jacqui MacConnell, Jean MacGregor, K. Ann McCartney, Angus McLane, Moonwater, Cynthia Moore, Alice O'Donnell, Mark Ortman, Bill Palek, Mark Polin, Jeff Rice, Calhan Ring, Barbara Rofkar, Ellie Rogers, Mark Rogers, Ann Russell, Sheri Russell, Felicia Staub, Nancy Waters, Leah Wefer, Emily Wilson, Cheryl Wolfe-Lee, Irene Wysocki, Cat Zavis

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Kris Buettner, Erin Corday, Kaitlin Davis, Moonwater, Cynthia Moore, Calhan Ring, Ellie Rogers, Rosanna Wadkins



Whatcom Dispute Resolution Center

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2011 Annual Report

Empowering community members to resolve conflict peacefully

February, 2012



Executive Director's Report

As our fellow community members continue to grapple with these challenging times, the WDRC is increasingly finding ways to make a positive impact. Whether through cutting edge use of mediation in foreclosure matters, or ensuring our young people have the skills they need to be successful in school, we are here to support.

Not surprisingly we continue to see increasing demand for our services. In 2011 we were able to meet these rising needs by mediating 215 cases and training nearly 1,400 individuals. We wouldn't be able to accomplish all of this if not for the amazing volunteers that help on a daily basis. Last year more than 80 volunteer mediators, board members, office support, youth program facilitators and more contributed over 5,600 hours.

Highlights from the past 12 months include:

- Launching a new foreclosure mediation program in partnership with the Department of Commerce and Resolution Washington
- Increasing our mediation cases convened by 13%
- Expanding our capacity by hiring a new Office Coordinator and new Program Assistant
- Hosting our largest and most successful Peace Builder Awards Gala
- Partnering with a local elementary school to train their entire 5th grade in conflict management and communication skills
- Creating new and deliberate administrative and program efficiencies
- Revising our strategic plan and adopting a new mission statement

This past year also marked the continuation of a 7 year trend of growth in programs, staff, and revenue. This positive trajectory is validation of the continuing need, the critical nature of our services, and community recognition that the WDRC is an important and necessary service provider.

The coming year marks the 20th anniversary of the WDRC. I invite you all to mark your calendars now for Wednesday, June 20th. We'll have a special celebration luncheon and will welcome your attendance and support.

I look forward to the upcoming year with a renewed sense of trust and belief in our mission. I am deeply thankful for the opportunity to lead this wonderful organization.

With warmth,
Moonwater

Our Mission
To provide and promote constructive and collaborative approaches to conflict through mediation, training, facilitation and community education.

Our Vision
For Whatcom County to be a community in which people approach conflict in creative and healthy ways.

The Year in Numbers

Total People Served Directly:	4510
Total Mediation Cases Opened:	775
Total Mediated Cases:	215
Total Mediation Participants:	575
Total Mediation Sessions:	261
Small Claims Mediations:	98
Family Law Mediations:	102
Other Mediations:	15
Total Workshops Provided:	85
Total Training Participants:	1375
Total Volunteer Hours:	5655

Balance Sheet

December 31, 2011

Assets

Total Checking/Savings:	\$78,326
Total Accounts Receivable:	\$13,606
Total Fixed Assets:	\$14,813
Total Other Assets:	\$22,953
Total Assets :	\$129,698

Liabilities

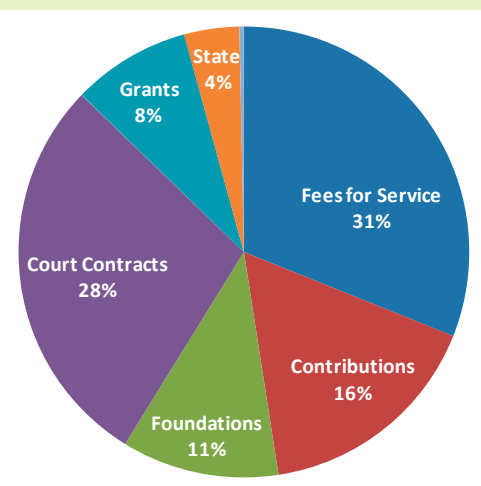
Total Liabilities:	\$5,624
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Equity

Fund Balance:	\$123,879
Net Income:	\$194
Total Equity:	\$124,073

Total Liabilities and Equity:	\$129,698
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Revenue by Source



■ Fees for Service	■ Court Contracts
■ Contributions	■ Grants
■ Foundations	■ State

Overview of Services

Conflict Prevention

The WDRC is committed to building the capacity of community members to better manage conflict as it arises and to teach them skills to prevent it from escalating. In 2011, the WDRC trained 933 adults and 442 youth through school, community, and workplace workshops.

Conflict Intervention

Recognizing that conflict is a normal and natural part of life, the WDRC is committed to providing intervention services when individuals need assistance with conflicts they are experiencing. To that end, last year the Center provided mediation services for a variety of cases including dissolutions, parenting plans, small claims, neighbor-to-neighbor, victim-offender, workplace, union/management, landlord-tenant, and more. In doing so, the WDRC served our local courts, schools, businesses, families, neighborhoods, and governmental agencies.

In 2011, the WDRC had an overall 83% success rate in helping parties reach comprehensive resolutions. The majority of the remaining 17% found the session(s) to be helpful and valuable despite not reaching a formal resolution.

Mediation Services

As part of our commitment to continuous improvement, we distribute exit surveys to each of our mediation clients. Of the 384 mediation clients surveyed in 2011:

- 99% Found the mediators fair and impartial
- 88% Reported the situation was improved by mediation
- 82% Said mediation helped them communicate with the other party
- 84% Said mediation helped them better understand the issues
- 92% Would recommend mediation to others
- 93% Were satisfied with the process



“I was very apprehensive leading/coming to this place because all I [could] think [was] that I don’t want to be judged, but the WDRC made a way for me to find my voice and [be] able to say things I want to say. They made me feel comfortable and free to talk.”
Family Mediation Client

“A lot of tension was diffused which will lead to more good will between us in the future. Thank you so much.”
Commercial Mediation Client

“Didn’t expect much to come of it, but now I feel like a big weight has been lifted! Thank you very much to the mediators for their service!”
Small Claims Mediation Client

“Excellent service. Thank you very much for the professional work. I really, really appreciated this service—saved both parties thousands of dollars and months of time.”
Community Mediation Client

Adult Trainings

We offer our Understanding Conflict workshop quarterly to the general public. Of the 30 course participants surveyed in 2011:

- 97% Have a better understanding of triggers, needs, and positions
- 97% Have a better understanding of different conflict strategies
- 93% Have new effective communication skills they can use
- 100% Have a better understanding of the root of conflict

We also conducted workplace trainings. In 2011, we collected 59 surveys from our off-site workshops. In these classes, percentages affirming the above statements were all 95% or higher.

“(This class was) the best \$60 I ever spent.”
Understanding Conflict Training Participant

“This workshop should be required training in every business or organization.”
Workplace Training Participant

“(I learned how) truly listening to the children helps them to cope with the (divorce) process.” **Helping Children Through Family Changes Seminar Participant**

“Moonwater and the staff at the WDRC provide an amazing resource to residents of Whatcom County. The knowledge they impart during this course is invaluable.”
Professional Mediation Training Participant

“It changed the way I look at my own ways of dealing with conflict and opened up my eyes to a hopeful way forward for our community.”
Professional Mediation Training Participant

Youth Programs

We conducted 43 workshops for 442 elementary, middle, and high school youth in 2011. Of the 76 youth surveyed in 2011:

- 79% Learned ways of solving problems without hurting or scaring others
- 79% Have new skills they can use to listen to others
- 81% Have new skills they can use to tell others how they think and feel
- 93% Have a better understanding of the root of conflict

“This workshop helped me think twice about what I’m going to do before I fight.”
Adolescent Girl

“(This class) taught us how to stop conflicts before they happen.”
Dealing with Conflict Participant

“I used (the) ‘cool down’ (technique) and it helped so I didn’t overact about a conflict.”
Adolescent Boy

“I’ve used the ‘I-Statements’ with my mom and dad.”
Adolescent Boy



In 2011, the WDRC served 4,510 people directly.