

2010 Annual Report

Empowering Whatcom County Community Members to Resolve Conflict Peacefully



Donors

Many thanks to the following individuals and organizations: 3 Oms Yoga, 4th Corner Network, Adventures Northwest, Alfred and Harriet Arkley, Angus McLane, Anne Brown, Anonymous, Avellino, Avenue Bread, Barbara Rappaport, Barbara Rofkar, Barkley Boulevard Dental Care, Bellevue Vision, BelleWood Acres, Bellingham Cold Storage, Bellingham Food Coop, Bellingham Grocery Outlet, Bellingham Physical Therapy, Bellingham Unitarian Fellowship, Bellwether Builder, Beth Insera, Betsy Gross, Big Dog Freight, Birch Equipment, Blessings Salon Spa, Blue Dog Construction, Boccecom, Boundary Bay Brewery, Buri Funston Mumford, Carlton Nathon, Carolyn and Dean Withrow, Carolyn Withrow Counseling, Cascadia Weekly, Chocolate Necessities, Chris Moench, Chrysalis Inn and Spa, Chuck and Johanna Snyder, Community Food Co-op, David and Jayme Curley, David Donohue, David Grant, David Imburgia, David Pillinger, Debbie and Gary Bornzin, Deer Harbor Inn, Dicks Drive Inn, Dorie Belisle, Dr. Tara Hughes, Dutch Mother, Ellie Rogers, Erika Werdal, Ernest Swordmaker, Fairhaven Toy Garden, Fino Wine Bar, Fourth Corner Network, Frank Walker, Gold's Gym, GoodSearch, Graham and Marian Exall, Icing on the Cake, James C. Hollingsworth, Jane Vawter, Jefferey Brown, Jenn H'ahn, Jerry and Beth Brownfield, Joan Cervisi, Joan Hall, John and Marcia McWilliams, K. Ann McCartney, Kacey Alleman, Kara Black, Karl and Edwina Kleeman, Keith Cox Autobahn, Kelly Wienski, Kenn Mann, Kristin Jager, La Fiamma, Linda Burgess, Lisa Brown, Lynn Ringstad, Margo Hammond, Marie and Dryw Marchand, Maya Hartford, Michael Cain, Michael Heatherly, Michael Light, Michael Newlight, Moshi Moshi Sushi, Mount Bakery, Nancy and David, Nate Langstraat, Nicholas Bond, North Bellingham Golf Course, Old Town Café, Pacific Martial Arts, Pastazza, Paula Berg, Peacehealth St. Joseph Medical Center, Phil Montgomery, Pickford Theater, Play-aboule, Prentiss and Lee Cole, Prince Chubby, Ralf's Bavarian Bakery, Randy and Elizabeth Doucet, Restore, Rice Insurance, Riverstyx Foundation, Robert Rieke, Robert Ward, Robin Mullins, Rocket Donuts, Roundtable Pizza, Rudy's Pizza, Sandra Portz, Sarah Jacobson, Semiahmoo Resort, Skylark's Hidden Café, SPIE, Starbucks, Sunset Carwash, Susan Wood, Take Four String Quartet, Talbot Real Estate, Tango Popolare, The Bellingham Herald, The Creative Frog, The Inn at Mt. Baker, The Mary Redman Foundation, The Northern Light, Tom Anderson, Tom McNutt, Tony's Coffee, Tree Frog Night Inn, Vartanyan Estate Winery, Village Books, Walton Beverage, Whatcom Community College, Whatcom Community Foundation, Whatcom County Association of Realtors, Whatcom Educational Credit Union, Whatcom Symphony Orchestra, Whidbey Island Bank, Woods Coffee.

Executive Director's Report

Creativity, growth, resourcefulness and flexibility marked the 18th year of the Whatcom Dispute Resolution Center's existence. At a time when community resources appear to be limited the DRC staff, volunteers, board, and supporters have increased their efforts – engaging the public and themselves in a quest further strengthen and grow our support, partnerships and services. I am grateful for their efforts and appreciative that I was able to comfortably step away for an entire quarter to focus on my new daughter! I am amazed but not surprised with the impressive accomplishments 2010 held for us. This past year the Center:

- Engaged 62 active volunteers who contributed more than 5,000 hours of service.
- Hosted a community dialogue with local law enforcement, other public servants and peace activists to create opportunities for shared understanding of interests, values, perspectives and concerns when considering citizen activism.
- Hosted our first Family Mediation training in more than 10 years.
- Had our most successful Peace Builder Awards event in its 8 year history, raising 50% more than previous years.
- Hired a new permanent small claims case manager.
- Hired a temporary youth program assistant to strengthen our boy's program curriculum and build our volunteer capacity for boy's groups.
- Received a grant for two AmeriCorps positions, including a new Outreach Specialist.
- Hosted several meetings with local civil legal aid organizations and courthouse staff to clarify service offerings and improve support for low-income clients.

I look forward to 2011 with enthusiasm as we work together to continue providing Whatcom County with high quality and affordable mediation, training and facilitation services.

With warmth,

Moonwater

Our Mission

The mission of the Whatcom Dispute Resolution Center is to promote understanding, tolerance, and healing in the community by helping people transform conflict into creative and harmonious outcomes. To this end, the center will work to increase community understanding of the processes and alternatives to peaceful conflict resolution, educate and train people to the purposes of such conflict resolution, and provide for competent and neutral third parties to mediate or otherwise assist or empower disputants to resolve conflict in just, equitable, and cooperative ways.

Our Impact

"(Prior to this course) I hadn't analyzed my approach to conflict very deeply. This gave me insight into my actions I hadn't been conscious of before." - Understanding Conflict Training Participant

"This training was incredible! It was the best (and) most powerful professional development experience I've participated in...ever" - Professional Mediation Training Participant

"Thank you very much for meeting the needs of our situation. Communicating can be very challenging when two parties are unable to see eye to eye, this service is amazing!" - Family Mediation Client

"The process was fair, impartial and met the needs of our organization. I feel like we took a giant step forward." - Commercial Mediation Client

"The WDRC and all of its staff were very professional, unbiased and courteous. We appreciate your time and effort." - Small Claims Mediation Client

"Mediation was a good thing for us. It opened up good lines of communication with our neighbors, which is something we did not have before." - Community Mediation Client

The Year in Numbers

Total People Served Directly:	3,819
Total Mediation Cases Opened:	788
Total Mediated Cases:	190
Total Mediation Sessions:	213
Small Claims Mediations:	97
Family Law Mediations:	73
Other Mediations :	20
Total Workshops Provided:	97
Total Training Participants:	1,504
Total Volunteer Hours:	5,134

Balance Sheet

December 31, 2010

Assets

Total Checking/Savings	\$60,730
Total Accounts Receivable	\$23,597
Total Fixed Assets	\$19,255
Total Other Assets	\$20,000
Total Assets	\$127,937

Liabilities

Total Liabilities	\$4,203
-------------------	---------

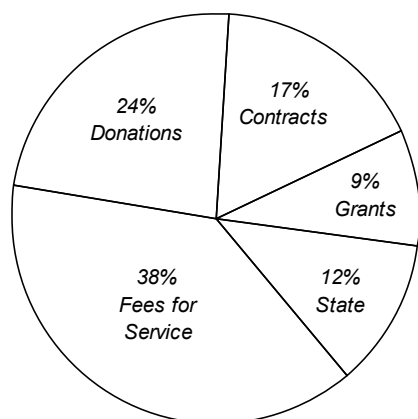
Equity

Fund Balance	\$122,410
Net Income	\$1,323
Total Equity	\$123,734

Total Liabilities and Equity	\$127,937
------------------------------	-----------

Revenue by Source

253,510



Our Impact

As part of our commitment to continuous improvement, we distribute exit surveys to each of our mediation clients. The responses to the questions below represent the percent of clients that answered "yes" or "somewhat". There were 416 surveys collected.

Were the mediators fair and impartial? **99%**

Was the situation improved by mediation? **81%**

Did mediation help you communicate with other party? **83%**

Did mediation help better understand the issues? **87%**

Would you recommend mediation to others? **97%**

The following results are from participants who have taken our "Understanding with Conflict" workshop. We collected 130 surveys. Percentages indicate affirmative responses:

Did the workshop help you understand how you approach conflict? **93%**

Do you have a better understanding of different conflict strategies? **99%**

Do you have new skills you can use for effective communication? **95%**

Do you have a better understanding of the root of conflict? **89%**

We conducted 52 workshops for 455 elementary, middle and high school youth in 2010. Those youth self reported the following:

84% Learned ways of solving problems without hurting or scaring others.

72% Have new skills they can use to listen to others.

78% Have new skills they can use to tell others how they think and feel.

"(This training helped me) to understand the true meaning of my words ." – Adolescent boy

"I learned a lot about self control, stress, anger management, communication." – Adolescent girl

Overview of Services

Conflict Prevention Services

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. To that end, in 2010, the WDRC trained 1049 adults, and 455 youth through school, community and workplace workshops.

Conflict Intervention Services

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, in 2010, 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 2010, the WDRC had an overall **80%** success rate in helping parties reach comprehensive resolutions. The majority of the remaining **20%** found the session (s) to be helpful and valuable despite not reaching a formal resolution.