

Whatcom Dispute Resolution Center

360.676.0122 | whatcomdrc.org | 13 Prospect Street, Ste. 201 | Bellingham, WA 98225



2014 Annual Report

PAVING A PEACEFUL PATH FOR THE FUTURE - CHEYENNE'S STORY

"I moved here during high school after a rough upbringing. My negative home life made me feel entitled to act out - I made some bad decisions and got in trouble with the law. At Teen Court, I was given the opportunity to take the WDRC Healthy Choices for Girls class. Making choices has always been a struggle, so I hoped that the class could help me grow.



It was the best decision I could have made. I learned what my triggers are and positive strategies I can use to express myself when I am angry. Getting in touch with myself and how I deal with conflict was empowering. Like many teens, I've struggled with avoiding problems, jumping to conclusions, and holding grudges towards people. I now have the confidence in my ability to deal with my emotions. Taking my experience home, I shared it with my grandparents - opening the door for conversation and strengthening our relationship.

I am very grateful for everything the WDRC has done to help me turn my life around and empower me to shape a peaceful future for myself. I really hope the WDRC Youth Program can continue to help others like me in our schools and in our community."

Committed to our Vision

News in this past year has brought far too many reminders of the need for more peaceful means to resolve disputes - school shootings, countries on the brink of war, neighbors bulldozing one another's property, and more. Regardless of geographic distance of these stories, similar iterations unfold every day in our community.

Fortunately, the WDRC plays an active community role in reducing conflict and building capacity to manage it proactively and productively, helping to improve our overall community health. **Our commitment to this critical work received special acknowledgement with recognition as the 2014 Bellingham/Whatcom Chamber of Commerce Nonprofit of the Year.**

Our Board and staff are continually assessing the nexus between community need and our services - improving our services and expanding access to those most in need. We have worked diligently to update our strategic plan, which serves as a guide as we further develop key initiatives, pursue emergent opportunities, and respond to community need.

Three of our primary goals for the next three years include:

1. Providing exemplary and comprehensive conflict prevention and intervention services,
2. Increasing the scope and volume of clientele, and
3. Diversifying and expanding our funding sources.

These goals are focused on our internal capacity, our external reach, and the resources needed to support these endeavors. We are confident in the strategic direction of our organization, and look forward to engaging with the greater community to build and sustain peace amongst us all. This year we launched a Giving Circle, and invite you to become an active contributor by pledging for peace in Whatcom County.



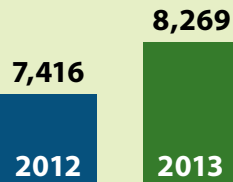
Warm regards,

Moonwater
Executive Director

2014 Numbers

People Served*

10,563



1,020

Adults served through conflict, communication & parenting workshops

Client Snapshot

694

Youth served through school, court, and custom workshops

71%

of family mediation & training clients are low-income

Thanks to community support 100% of our services are free or low cost

Highlights

- Awarded the 2014 Bellingham/Whatcom Chamber of Commerce & Industry Nonprofit of the Year.
- Provided scholarships to adult classes for bicultural & bilingual community members, thanks to a grant from the Whatcom Community Foundation.
- Certified 3 volunteer professional mediators and admitted a cohort of 10 students to our Practicum Program.
- Expanded our partnership with Shuksan Middle School, offering a Restorative Justice Training to help students take responsibility for their actions, in an effort to reduce out of school suspensions.

*This number reflects each time a person is served, individuals may receive multiple services at the WDRC.

Our Vision

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

Our Mission

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

Our Values

impartiality, accessibility, empowerment, collaboration, communication, & integrity.

Why We're Here

The WDRC is a 501(c)3 nonprofit, founded in 1992 by volunteers committed to "rehumanizing conflict." Whatcom County Council designated us as Whatcom County's Dispute Resolution Center under Washington State law in 1993, recognizing the WDRC to provide mediation services as an alternative to the court system. 24 years later, everything that we do is because we believe in constructive and collaborative approaches to conflict. We strive for a community in which:

- **Community members are empowered to reach lasting and amicable solutions to conflict and are equipped with skills to manage conflict productively,**
- **Resources exist for divorcing parents to encourage a thoughtful transition for parents and children, and**
- **Young people have access to workshops to build skills in approaching conflict in healthy and collaborative ways.**

While conflict and violence continues to permeate our community, we envision a community in which people approach conflict in creative and healthy ways and will continue to work to meet the evolving needs of Whatcom County.



Staff & Board

Staff

Moonwater, *Executive Director*
Cynthia Moore, *Lead Case Manager*
Calhan Ring, *Program Manager*
Luke Weisner, *Case Manager*
Iris Maute-Gibson, *Development & Outreach Coordinator*

Emily Wilson, *Youth Program Coordinator*
Marya Kampmann, *AmeriCorps Youth Program Specialist*
Leah Macaluso, *Administrative Coordinator*

Board of Directors

David Doll, *President*
Andrew Olive, *Vice President*
Randy Doucet, *Secretary*
Margo Hammond, *Treasurer*
Kacey Alleman
Joan Cervisi
Jacqueline DeLaruelle
David Grant

Karla Hall
Debra Young
Advisory Board
Nancy Blume
Marian Exall
Leon Henley
Carlton Nathan
Mary Sass

Programs & Services



Conflict Intervention Services

Recognizing that conflict is a natural part of life, the WDRC is committed to providing intervention services when individuals need assistance with conflicts they are experiencing. We provide **mediation**, **facilitation**, & **conflict coaching** for a variety of cases, including: dissolutions, parenting plans, elder care, small claims, neighbor, victim-offender, workplace, landlord-tenant, foreclosure and more.

Conflict Prevention Services

On a prevention level, the WDRC seeks to build the capacity of community members to better manage conflict as it arises, and to learn ways to minimize the possibility of it occurring. We offer **adult** & **youth** workshops, all in an effort to build skills and reduce unproductive conflict.



Mediation

Empowering clients to reach mutually beneficial, lasting solutions through challenging conversations guided by a professionally trained mediator.

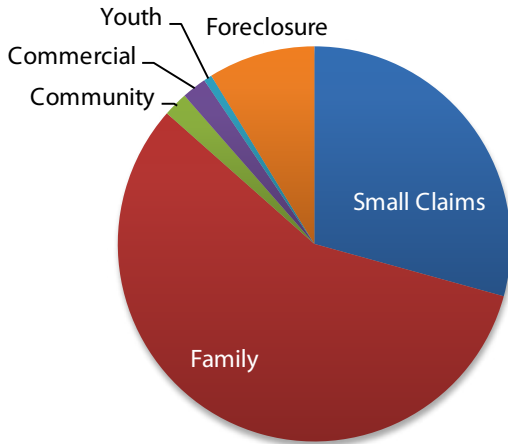
297
Cases

817
Clients

38% Increase in cases since 2011

80%
resulted in resolution

Types of Mediation Cases



1/3
of the Small Claims
Court Docket resolved
through mediation



Compassionate Communication

Shortly after marriage, Rick and Alice* brought a baby into the world. Life was joyous and full. Yet, there was a darker side to their partnership, they wrestled with alcohol addiction, and conflict was a constant in their lives-as were hot tempers. Not long after, Alice was in an accident that led to a traumatic brain injury. They divorced; and using attorneys, developed a parenting plan with limited visitation for Alice. Both partners went their separate ways and slid into unhealthy cycles.

The next few years were hard. Alice's pain management medication caused sleeplessness, forgetfulness, and a host of other difficulties, contributing to inconsistencies in her visitation, and safety concerns for their daughter. A poor choice and significant misunderstanding led to a restraining order against Alice - eliminating their ability to coordinate visitation. Despite the hurdles, a constant remained. They are thoughtful and loving parents. Rick soon made a commitment to being sober, as did Alice. Written in to the restraining order was the exception of mediation.

After careful intake, they arrived at the WDRC for mediation. It would be the first time they'd spoken in months. Their first session resulted in plans for how they would communicate and a temporary schedule for Alice to see her daughter.



There was a marked difference in the second mediation session. They were relaxed, communicating openly, and focused on their daughter and how they could co-parent effectively. Alice expressed her bewilderment for their pre-teen daughter's behavior and mood swings. She was at a loss for how to parent, felt isolated by the restraining order, and needed support. **Upon genuinely listening to Alice for the first time in years, Rick shared what she was experiencing at home was not unlike his interactions with their daughter. Rick shared strategies, they commiserated, and they agreed to be consistent.** At the end of the session, **Rick and Alice agreed that they'd successfully communicated more effectively during the past three hours than they had during their entire marriage.**

Data Collected from our 2,718 family mediation clients like Rick & Alice over the past 5 years shows that 91% were able to reach agreement, 91% indicated their situation was improved, and 99% found the process fair and equitable.

*Names and identifying details have been changed to protect confidentiality

Adult Classes

Building skills that all adults need to reduce unproductive conflict, communicate effectively, and resolve conflict proactively and peacefully.



Giving Hope

Carol* and her husband decided to divorce and wanted to peacefully co-parent their children. Unfortunately, their decision was not supported by friends and family. Carol felt as if no-one believed she deserved to feel good about her decision to consciously uncouple.

In *Helping Children Through Family Changes*, instructors affirmed she wasn't alone; and her situation could be dealt with in a positive way. **"Hearing the trainers say that a divorced family isn't a broken family it's just a reorganized family was music to my ears."**

93% of parents reported our *Helping Children Through Family Changes* class was helpful



50
Workshops
1,020
Participants

Youth Program

Empowering youth in schools, organizations, and the juvenile court system to build healthy relationships and resolve conflict without violence.

88%

Learned ways of solving problems without hurting others

100% of our core youth services are free



Expressing Empathy

Joel* was referred to *Facing Conflict without Violence*. He was wonderful to work with; kind, smart, and engaged - finding connections between the curriculum and his life. His biggest challenge was conflict between him and his mom. He explained that they escalated into intense arguments with accusations and verbal "jabs" in both directions.

We spoke about conflict cycles and how a triggering event or phrase affects well-being. This led to brainstorming strategies for dealing with anger and talking about his feelings and needs without attacking. He hoped for a relationship with his mom where they could handle conflict by talking it out and actually listening to one another.

"The WDRC helped our students learn about their emotions, triggers, & handling anger. Our incidences of physical aggression have diminished greatly."

-Aaron, Counselor, Kulshan Middle School

Days after Joel's final class, I received a call from his mom, who told me, **"He hasn't been screaming at me anymore."** She went on to say that her son recommended she take a class from us too. Upon learning about parent-teen mediation and our adult workshops she made plans to get involved. As we said goodbye she remarked that, "The WDRC is doing important work." I couldn't agree more.

-Emily Wilson, Youth Program Coordinator



According to the Bellingham School Dist, in 2013-14 out of school suspensions decreased 44%

High Impact Services - Low Impact Budget

Funding

Total Income:\$389,290

Assets:\$209,398

Checking/Savings:\$136,168

Accounts Receivable:\$41,247

Fixed Assets:\$17,869

Other Assets:\$14,114

Liabilities:\$10,460

Equity:\$198,938

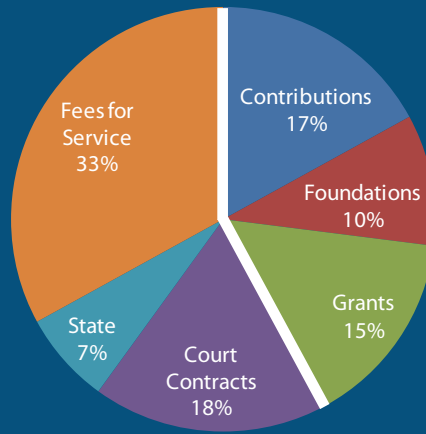
Fund Balance:\$163,402

Net Income:\$32,075

Net Assets:\$3,460

Liabilities & Equity:\$209,398

Revenue Sources



42%

of our budget depends on community support

\$577,500

cost savings to Whatcom County Court System as a result of mediation services

Since 2010:
Service Provision Increased

140%

Income Increased

46%

Strategic Plan Priorities for the Next 3 Years

1

Providing comprehensive & exemplary services

2

Increasing the scope & volume of clientele

3

Diversifying & expanding funding sources

Magnify the Impact - Join the WDRC Giving Circle

Make a tax-deductible donation at whatcomdrc.org or by mail to 13 Prospect St. Suite 201 Bellingham, WA 98225



"As a lawyer, I became convinced there was a better way to resolve disputes than litigation. The WDRC's mediation services and training programs offer creative alternatives that preserve relationships, foster collaboration, and reduce the emotional and financial costs of conflict. I am proud to support the Center as a donor and a volunteer. If you want to help build a community that approaches conflict in constructive and healthy ways, please join me."

-Marian Exall, Donor & Advisory Board Member



Other Ways to Help

Fundraising Events

- Bocce Tournament, April 18
 - Cribbage Tournament, September
 - Wander to Wander 1K, September
 - Peace Builder Awards Gala, Nov. 13
- Find details at: whatcomdrc.org

Fred Meyer Rewards & Amazon Smile

Earn the WDRC donations at no cost to you. Link your Fred Meyer Card at fredmeyer.com/communityrewards. Link your Amazon account at smile.amazon.com

In-Kind Donations

We gratefully accept donations for our programs so we can focus our budget on providing services to those most in need. Find donation needs at: whatcomdrc.org/donate

Thank you to all of our 2014 Financial & In-Kind Donors

3 Oms Yoga	Pam Brady	Jacie DeLaurelle	Robert Gruen	Kulshan Brewing Co	Todd McGovern	Robey Namba Law	Kroger Co.
3 Sixty Day Spa	Maggi Breckenridge	John Dickerson	Carly Gustafson	La Quinta Inns & Suites	Tom & Erin McNutt	Craig Robinson	Theatre Guild
A Lovely Day	Barbara Brenner	Dick's Drive-in	Haggen	Valerie Lagen	Sue & Ed Mills	Wendy & Jeff Robinson	The RiverStyx Foundation
Acupuncture Health Ctr	Andy Brew	David & Andrea Doll	Lynette Hale	Clay Lanson	Colleen Mitchell	Barbara Rofkar	The Unity Group
Jan Adams	Terri Briant Booth	Randy & Elizabeth Doucet	Ann Hall	Scott Lamontagne	Mark Moder	Robert Jobs Motors	Teresa Thornberg &
Susan Alderton-Bingham	Max Bronsema	Theresa Dougan	Karla Hall	Jamie Lawson	Haley Mountain	Rotary Club Bellingham	Ken Carpenter
Deb Alleman	Andrea Browne	Tim & Joanne Douglas	Hammerhead Coffee	Marie Little	Mt. Baker Theatre	Peter & Gabe Ruffatto	Dave Thorngren
Kacey Alleman	Jerry & Beth Brownfield	Drizzle	Margo Hammond	Little Caesars Pizza	Naked Clothing	Sheri & Keith Russell	William Timpton
Wendy Alex	Kathleen & Wyatt Brugge	Mary Dumas	Rose Hammond	Lovette Lopez	Carlton & Margaret Nathon	Samson Estates Winery	Jeffery Tom
Cheryl Alvis	Buri Funston Mumford	Craig Dunn	Richard Hammond	Don Lotze	Steve Nelson	Kristen & Greg Sargent	Totally Chocolate, Inc.
Amazon	Philip Buri	Dan & Courtney Dunn	Hampton Inn	James Loucky	Danny & Kim Newell	Paul Sarvasy &	Trader Joe's
American Nettings &	Olivia Burkland	Kathleen Durkee	Gene Hanacek	Jack & Cindy Louws	Leah O'Bryant	Sheila Sondik	Dave & Tucker Tupek
Fabric	Jamia Burns	Todd Eastman	Steven Harper	Nathan & Rachel Louws	Andrew & Amy Olive	Paul Schissler	Turner Photographic
Appliance Depot	Henry Burwell	Ecig Express	Lucas Hendickson	Lulu...Wonderful Things	Shirley Osterhaus	Dave Scott	Upfront Theatre
Alfred & Harriet Arkley	Mary Burwell &	Catharine Eley	Dave Hewlett	Lummi Indian Business	Our Saviour's Lutheran	Seattle Symphony	Uptown Art
Aslan Brewing Co.	Scott Hartwich	Eterna Studios	Linda Hochreiter	Council	Church	Sehome Classic Car Wash	Alicia Valencia
Rick Atkins	Amy Carder	Shannon Eubank	Michael & Janet Hodgkin	Lynden Tribune	Mark Owings	Semiahmoo Resort	Bruce & Becki Van Glubt
Avenue Bread	Danielle Carlson	Evolve Truffles	Catalina & Greg Hope	Leah Macaluso	Bill & Janie Palmer	Teanna Shanahan	Vis Seafoods
Randi & Eric Axelsson	Cascadia Weekly	Marian & Graham Exall	Barbara Howard	Douglas MacDonald	Craig Parkinson	Edwin & Lori Shannon	Rose Vogel
Volker & Karen Baensch	Carrie Coppinger Carter	Fabulous Healthy Hair	Ben Howard	Leslie MacDonald	Mary Passmore	Silver Reef Casino & Spa	Bailey & Robert Walston
Janis & Steve Ban	Casa Que Pasa	Fairhaven Village Inn	Robert Howe	Lindsay MacDonald	Melony Patterson	Flo Simon	Wander Brewing
Bank of the Pacific	Susan Cedergreen	Ferndale Record	Ideal Carefully Curated	Lynne & Mark MacDonald	Noel & Steve Paus	Greg Singleton	Linda Ward
Barkley Company	Joan Cervisi	Mandy Feutz	Goods	Eli Mackiewicz	Pediatric NDT & SI	Skylarks Hidden Cafe	Nancy Waters
Steven Barnett	Jeanne & Gary Chadwick	Bill & Julia Findley	Beth & Victor Insera	Mad Batter Cupcakes	Therapy Services	Smith & Just, P.S.	WECU
Linda Barsalou	Chicaaji	Myron & Elka Fink	Micki Jackson	Mallards Ice Cream	Ray Pelletti	John & Michelle Smith	Whatcom Museum
Alex & Judy Bartl	Garrett Chomka	Renee Firos	N.F. & Eric Jackson	Anita & David Mapes	Peter Pellerin	Doran & Julie Smolkin	Whatcom Women's Ntwk
Jennifer Bean	Chuckanut Bay Distillery	Heather Flaherty	Jensen's Ferndale Floral	Margaret's Window	PetStop	Something Different Salon	Heather Whitaker
Bellingham Bells	Chuckanut Brewery	Flower Power Fundraising	Joe & Cora's U-Cut	Cleaning	Phil Rose Photography	Peggy Souza	Derek White
Bellingham Blazers	Alice Clark	Deborah Forgays	Jogo	Margobianca	Pickford Film Center	Spark Museum	Luke Wiesner
Bellingham Cold Storage	Meaghan Connell	Katy Forrest	Julie Johnson	Susan Marks	Pooch Palace	SPIE	Rebecca Wilder
Bellingham Flat Bread	Costco	Nick & Julie Foster	Tory & Jessica Johnson	Gary Martinkus	Vernon Point	Byron Sprague	Suzy & Joe Willhoft
Bellingham Herald	Grain & Shine Countertops	Justin Frausto	Catharine Bree Johnston	The Mary Redman	Sandra Portz	Rick & Nancy Steele	Cary & Art Williams
Bellingham Police Assoc.	Rusty Crawford	Robert Gaeta	Lewis Jones	Foundation	Robert Powell	Jen Stephens	Teresa Williams
Best Western Inn	Frank Cristofaro	Alan & Barbara Gardner	Tallie Jones	Massage Envy	Barbara Rappaport	Linda Stewart	Tim & Hilary Williamson
Amy & Merrill Bevan	Culinary Creations	Deborra Garrett	Nancy Joseph	Alexarc Mastema &	Bernice Rappaport	Li Moon & Jason Stillwater	Shultzie & Spencer Willows
Bio Bug Pest Mgmt	Andrea Cunningham	David Gonzalez	Lisa Kauffman	Teri Bryant	Myron Redford	Scott Stokes	Willows Inn
Birch Equipment	Cupcakes Like it Sweet	Richard Gordon	Sarang K.Khalsa	Iris Maute-Gibson	Red Mountain Wellness	Hannah & Brad Stone	Whatcom Community
Kara Black & Kurt Vandell	David & Jayme Curley	Scarlett Graham	Daniel Kirkpatrick	Mary Jo Maute	James Reider	Belinda Stratton	Foundation
Nancy Blume	Kristina & Matt Dahein	David & Linda Grant	Barbara Klein	Staci May	Janiece Reilly	Jacquelyn Styrna	Carolyn & Dean Withrow
Wade Bobb	Norman & Pat Dahlstedt	Greenhouse	Janna Klein	Paula McCandlis	Jeanne Richardson &	Superfect Worldwide LLC	Moonwater & Wes Withrow
Boccecomon	Tracy Dahlstedt	Lindsay Grindy	Chris Kobdich	K. Ann McCartney &	David Cunningham	The Creative Frog	Susan Wood
Debbie & Gary Bornzin	Date & Paint	Grocery Outlet	Katherine Koruga	Norm Lindquist	Susan & Allan Richardson	The Ferndale Record	Yeager's Sporting Goods
Boundary Bay Brewery	Dan & Katherine Deets	Betsy & John Gross	Jordana Kroft	Kristin McDade	Catherine & Phil Riordan	Fountain Bistro	Debra Young

We sincerely regret any omissions

Special Thanks to our 2014 Major Contributors

Boccecomon, Boundary Bay Brewery, Ecig Express, Marian & Graham Exall, Lummi Indian Business Council, Wendy & Jeff Robinson, Rotary Club of Bellingham, The Mary Redman Foundation, The RiverStyx Foundation, The Unity Group, Whatcom Educational Credit Union, Whatcom Community Foundation

Special Thanks to our Inaugural Members of the WDRG Giving Circle

Legacy Leaders (\$1000)

Marian & Graham Exall, N.F. & Eric Jackson, Wendy & Jeff Robinson

Champions of Collaboration (\$500-\$999)

Linda Hochreiter

Heralds of Harmony (\$250-\$499)

Joan Cervisi*, Tracy Dahlstedt, Alan & Barbara Gardner, Gene Hanacek

Proponents of Peace (\$100-\$249)

Bellewood Acres*, Nancy Blume, Kirsten Drickey & Kendall Whitney*, Deborah Forgays, Deborra Garrett, Daniel Kirkpatrick, Sandra Portz, Craig Robinson, Greg Sargent, Paul Sarvasy & Sheila Sondik, Paul Schissler, Linda Ward, Moonwater & Wes Withrow

Friends of the WDRG (\$25-\$99)

Susan Cedergreen, Jacie DeLaurelle, Myron & Elka Fink, Karla Hall*, David Imburgia*, Kulshan Brewing Company*, Barbara Matilski & Jyoti Duwadi*, Andrew Olive, Mary Passmore, Noel & Steve Paus, Bernice Rappaport, Jeanne Richardson & David Cunningham, Doran & Julie Smolkin, Jason Stillwater & Li Moon, Nancy Waters, Teresa Williams

* Indicates donors who joined in 2014 with pledges for 2015



100

Volunteers

5,753

Hours of Service



Mediators & Trainers: Kris Bundy, Jeanne Chadwick, Kaitlin Davis, Mary Dumas, Rose Anne Featherston, Doug Fenton, Deborah Forgays, Francie Gass, Kathy Hilmoie, David Imburgia, Jason Kanov, Mark Lazich, Don Lotze, Howard Lowe, K. Ann McCartney, Angus McLane, Moonwater, Cynthia Moore, Bill Paleck, Rebecca Pisciotto, Mark Polin, Calhan Ring, Vanessa Roebuck, Barbara Rofkar, Sheri Russell, Nancy Waters, Irene Wysocki.

Practicum Students: Pat Anderson, Austin Anderson, Mary Burchard, Hope Dean, Nancy Joseph, Lily Lewison, Jacqui MacConnell, Iris Maute-Gibson, Alice O'Donnell, Wendy Robinson, Ellie Rogers, Laura Singletary, Leah Macaluso, Luke Wiesner, Emily Wilson, Chyerl Wolfe-Lee, Eric Yurk.

Volunteers: Cheryl Alvis, Kendra Anderson, Michelle Baba, Nicole Banks, Chris Beers, Nancy Blume, Max Bronsema, Jamia Burns, Kyle Burt, Kris Buettner, Nolan Davidson, Katherine & Dan Deets, David Donohue, Megan Fowler, Jaina Gemin, Ryan Goelzenleuchter, Elizabeth Hart, Sarah Himycle, Libby Hodgkin, Ben Huges, Kristin Jager, Sarah Jenkins, Jessica Juarez-Wagner, Emmanuel Karras, Sarang Khalsa, Kevin Krump, Rifka MacDonald, Alex Machin-Mayes, Jennifer McGhee, Mary Jo Maute, Tom McNutt, Haley Mountain, Beca Parker, McKenna Paddock, Melony Patterson, Mariam Rashid, Catherine & Phil Riordan, Ellie Rogers, Astrid Sloan, Sharece Steinkamp, Jacquelyn Styrna, Dave Thorngren, Alicia Valencia, Wes, Carolyn & Dean Withrow, Haley White, Adella Wright

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