



2017 IMPACT REPORT

Greetings friends,

This past year was truly remarkable. We had a wonderful experience looking back at our history in honor of our 25th anniversary, while concurrently looking forward with our new strategic plan. We worked diligently over the course of the past year to gather Board, staff, and community input into our future direction. The result is a powerful commitment to advancing this work. Three themes emerged from these collaborative sessions: *Relevancy*, *Relationships*, and *Resilience*. As we continue our work to strengthen the social fabric that binds our community, we have committed to:

- 1) Increasing our visibility and accessibility as a community resource,
- 2) Maintaining exemplary services and strong partnerships to magnify our impact, and
- 3) Strengthening our internal and external resources to ensure a vibrant future.

We believe strongly in the power of individuals to shape the communities in which they live, and we remain firmly committed to helping people across Whatcom County nurture and sustain a culture shaped by curiosity and civility.

Thank you for joining with us,

Moonwater
Executive Director

Catherine Riordan
Board President

2017 Numbers

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

3 New mediators certified
9 New mediators in training

8,798 Direct services provided

81% Of mediation cases resolved successfully

7,273 Volunteer hours

753 Mediation participants

2,772 Whatcom County youth served

20 Types of services

42% Of our budget depends on community contributions

Our Impact

Our free and low-cost dispute resolution services allow community members to avoid the costs associated with, and debts incurred by, court, attorneys, and protracted conflict.



"I really appreciate that the Whatcom Dispute Resolution Center makes it accessible, regardless of income, through their sliding fee scale. I really think that's not just charitable, but I think necessary, for a lot of people."

- Family Mediation Participant

\$13,400 Average cost of divorce per party

\$270 Average paid for mediation

\$2,153,320 Estimated savings to families who participated in mediation

By enabling clients to resolve conflicts outside of the courtroom, our mediation services allow the County Court system to redirect resources and utilize taxpayer dollars more efficiently.

\$1,052,250 Value in court time of services diverted to mediation

199 Court cases resolved through mediation

"The dispute resolution services provided by the Whatcom Dispute Resolution Center have consistently provided our Small Claims court clients a chance to resolve their conflicts in a way that preserves the possibility for future positive relationships."

- Bruce VanGlubt, Whatcom County District Court Administrator



“This Is Why We Are Here” A Story from our Youth Program

In the spring of 2017, our Youth Program staff facilitated an eight-week boys group at a local high school. The eight students' participation was voluntary; they chose to be there because their anger was uncontrolled. When asked “Why are you here?” the participants shared the same sentiment: to manage their emotions and stress, and to deal with their anger.

One student stood out from the rest for his strong voice in the group. Will* was insightful and thoughtful, and his comments provoked powerful discussions. For example, when Will confessed to using drugs to relieve stress, the group came up with a long list of alternative choices for stress relief, like working out, running, talking to a friend, and playing video games.

On another occasion, class time had ended but Will's peer was still sharing a story. Will stated firmly, “We can't cut him off. This is why we are here. This is more important than anything else right now.” Other group members agreed, and the discussion continued.

After the end of one session, Will approached our staff, and began to praise their teaching style. He said, with appreciation, “You don't give answers; you ask questions instead.” He enjoyed that the concepts presented in class inspired group discussions, and he said this made the curriculum relevant to his relationships. Will became a motivating influence on the group and often weaved in great insights for deeper thinking.

As a result, the group had stimulating discussions about effective communication, power and violence, vulnerability and courage, and creative anger management. They explored how to make conflict more constructive and less destructive, and how to increase the positive outcomes of conflict like friendship, intimacy, new perspectives, and personal gains.

At the end of the sessions,

- 66% of the boys reported a positive increase in their understanding of the relationship between conflict and needs,
- 83% indicated an increase in their ability to recognize the physical signs of stress and anger, and
- 83% showed an increase in their ability to use “I” statements.

At the beginning of class, these young men's first choice for conflict resolution was fighting. Now, each of them knows they can communicate more effectively and choose to deal with their anger in non-violent ways.

** Name changed to protect confidentiality*

Conflict Intervention

We all experience conflict. The WDRC provides *interest-based, facilitative* assistance through **Mediation**, **Facilitation**, **Conflict Coaching**, and **Supervised Visitation**.

Mediation

Empowering clients to reach mutually beneficial and lasting solutions guided by a professional mediator

270
Mediation Cases

81%
of mediation cases
reached resolution

94%
of clients recommend
mediation

64% **Family**

21% **Small Claims**

8%
Youth

"This was a great venue for discussing our struggles and seeing where each other was coming from. It really helped us come to a fair agreement and preserve our friendship. Thank you!!"

- Community Mediation Participant

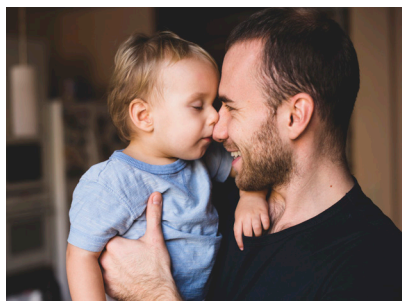
4% **Community**

2% **Foreclosure**

1% **Commercial**

"The staff took the time to get to know me, as well as my son and his mother, and respectfully help a father reconnect with his son."

- Supervised
Visitation Client



Supervised Visitation

In our second year providing free Supervised Visitation to Whatcom County families, **55** parents spent a combined **554** hours reuniting with their kids in a safe, friendly environment.

Other Services

Facilitation

10 local businesses and organizations participated in custom facilitation services, serving a total of **128** people.

Conflict Coaching

277 adults and youth received confidential, individual conflict support.



"I was happy with my decision to mediate as opposed to dealing with a lawyer. It was smooth and I am completely satisfied."

- Family Mediation Participant

Conflict Prevention

The WDRC offers **adult** and **youth Conflict Resolution Education** to build the capacity of community members to better manage conflict when it arises, and to learn ways to minimize its occurrence.

Adult Classes



Spring 2017 Professional Mediation Training Cohort

Equipping people with the skills to communicate effectively and resolve conflict peacefully

Workshops for Parents

93% of co-parenting communication workshop participants reported that they learned useful strategies for working through conflicts with the other parent in a productive way. **100%** would recommend the workshop to others.

Community Workshops

"After just the first day of this 6-hour class, I had a very clear, fresh perspective on what I could've done differently in some of the most damaging conflicts I've had in life. The new information brings me much hope for the future."

- **Understanding Conflict Participant**

Workplace & Professional Mediation Trainings

"Being a part of this workshop was very powerful. I feel that the skills I learned will benefit me not only in my professional life, but in my personal life as well."

- **Professional Mediation Training Participant**

97
Classes

1,829
Participants

Inviting young people to build healthy relationships by resolving conflict without violence

Juvenile Justice Workshops

93% of participants reported that they now know how to resolve conflicts in a peaceful way. One participant said, *"Whenever I'm in a situation that can escalate, I'll remember what Emily taught me."*

School Workshops

87% of students now know how to listen to someone even if they disagree with them. Students stated, *"I will think more about other people's needs"* and, *"I can remember how to stay calm in tough situations."*

Restorative Practices Training

Youth Program staff held **3** restorative practices trainings with **57** total participants. **90%** of participants reported gaining skills for handling conflict and building relationships.

Restorative Circles

Our Youth Program facilitated **9** restorative circles in schools with **220** total participants. One teacher reported, *"I felt we had time as a school community to bond and share, which helps us support our students."*

Youth Program



Shuksan Service Learning students

93
Classes

1,577
Participants

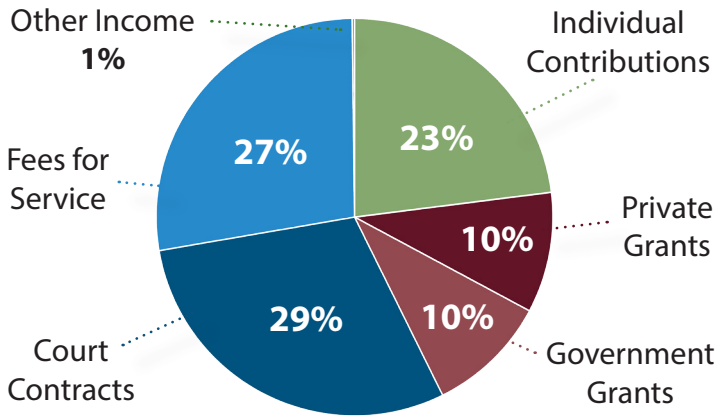
"Knowledge is power. The more you know, the better you can be for your kids. They are the important ones, so do it for them."

- **Family Training Participant**

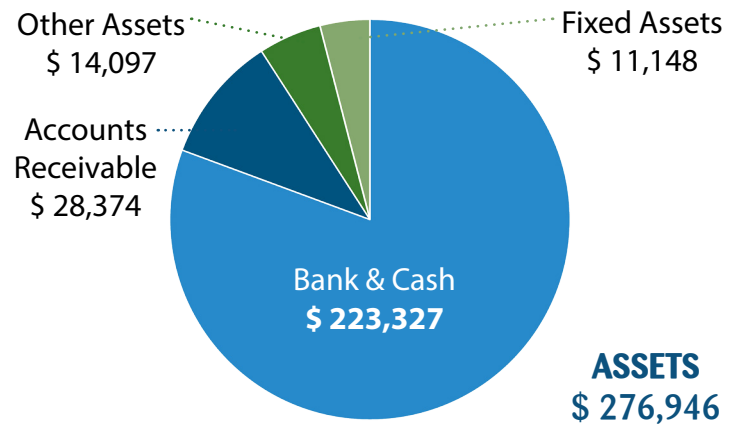
Financials

Stewarding your contributions and our community resources to ensure effective and efficient service delivery

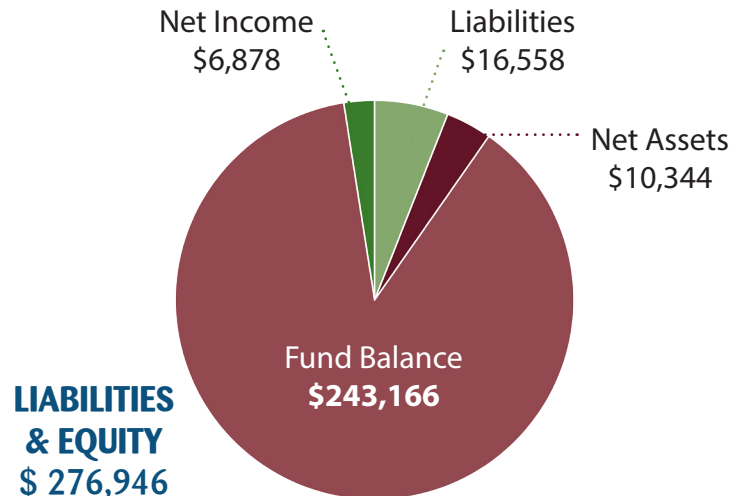
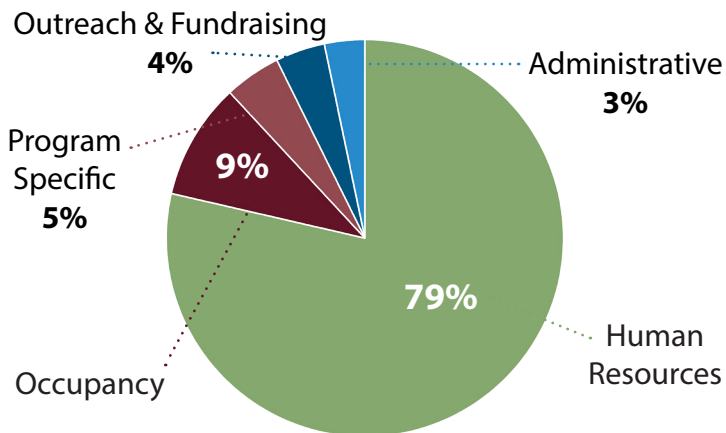
2017 Income: \$ 621,007



Dec 31, 2017 Balance Sheet



2017 Expenses: \$ 614,129



Contribute

Pledge for peace by making a tax-deductible donation

\$1,000

Join us in addressing emergent community needs

\$500

Provide workshops for students in local schools to build skills in managing conflict

\$250

Ensure clients' access to family mediation regardless of their ability to pay

\$100

Enable neighbors to resolve disputes without resorting to costly litigation

\$50

Help parents learn how to support their children through family changes

2018 Fundraising Events

- Bocce Tournament, April 21
- Cribbage Tournament, Sept. 8
- Wander to Wander 1K, Sept. 9
- Peace Builder Awards Gala, Nov. 16

Fred Meyer Rewards & Amazon Smile

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/wishlist

Thank you to all of our 2017 donors!

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501 Commons (Satterburg Foundation)
Chuckanut Health Foundation
City of Bellingham
Community Food Co-op

Corp. for National & Community Service
Department of Social & Human Services
James R Boskey Memorial Foundation
Skipping Stone Foundation

Superfeet Worldwide LLC
The Mary Redman Foundation
The RiverStyx Foundation
Washington Attorney General's Office

Washington Service Corps
Whatcom Community Foundation
Whatcom Family & Community Network
Whatcom Women In Business

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3 OMS YOGA
AB Crepes
Acupuncture Health Center
Alaska Gold Seafood
Alfred & Harriet Arkley
Alivia Jelinski
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Anthony's at Squalicum Harbor
Aslan Brewing Company
Avenue Bread
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Fairhaven Toy Garden
Fairhaven Village Inn
Ferndale Grocery Outlet
Fitness Gear & Training
Fringe Boutique
Garland Richmond
Garrick Plumbing LLC
Gato Verde Adventure Sailing
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Kulshan Brewing Company
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La Quinta Inns & Suites
LaserPoint Awards
Laura Lugnbill
Laura Todd
Leslee Probasco
Linda & Colin Stewart
Little Caesars Pizza
Louis Auto & Residential Glass
Lovitt Restaurant
Margaret's Window Cleaning
Marian & Graham Exall
Mary Jo Maute
Mediterranean Specialties
Melissa's Holistic Skin Care
Menchie's Frozen Yogurt
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ModSock
Mount Baker Distillery
Mount Baker Theatre
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Village Books
Vis Seafoods
Vital Climbing Gym
Wal-Mart
Wander Brewing
WECU
Wendy & Jeffrey Robinson
Wes Withrow & Moonwater
Whatcom Co, Fire District No. 7
Whatcom Museum
Whatcom Symphony Orchestra
Whole Foods
Windward High School Boosters

We sincerely regret any errors or omissions. Please inform us of any errors by contacting outreach@whatcomdrc.org

Our Vision

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



Our Mission

Provide and promote constructive and collaborative approaches to conflict through mediation, training, facilitation, and community education

Our Values

Impartiality, accessibility, empowerment, collaboration, communication, and integrity

Our Team

Staff

Moonwater

Executive Director

Cynthia Moore

Lead Case Manager

Luke Wiesner

Mediation Program Manager

Gayle LaCroix

Mediation Case Manager

Britt Sullateskee

Training Program Coordinator

Devin DiBernardo

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Community Engagement Manager

Sarah Jenkins

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Wesley Wright

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Educator, Trainer, Facilitator

Phil Montgomery

Blackbaud-Microedge

Andrew Olive

Coastal Insurance Group

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Joel Bergsbaken

Vanessa Bronsema

Kris Bundy

Kaitlin Davis

Hope Dean

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Mary Dumas

Rose Anne Featherston

Doug Fenton

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Alice Gustafson

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Luke Wiesner

Irene Wysocki

Rhonda Younker

Practicum Students

Matthew Beaty

Sarah Bond-Yancy

Mary Burchard

Lisa Chandler

Devin DiBernardo

Lily Dittrich

Vermeda Fred

Steven Hetcher

Maria Jones

Nancy Joseph

Gayle LaCroix

Lily Lewison

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Susan Marks

Roy Martin

Iris Maute-Gibson

Sarah Murphy-Kangas

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Eric Yurk

A special thanks to all of our 203 volunteers, who contributed 7,273 hours in 2017!