



Turning Conflict into Solution

2018 Annual Report
Jan 1—Dec 31



A Message from the Executive Director

Dear Friends,

Since 1983, the Dispute Resolution Center (DRC) has been working with individuals, schools, families, and businesses to build peaceful communities throughout Washtenaw and Livingston counties.

I've had the great pleasure of working with the DRC for the past 15 years, seeing first-hand the incredible impact our staff and volunteers make.



In 2018 alone, we mediated 427 cases, touching the lives of 1,246 community members. We also trained 40 students to be peer-mediators in two high schools.

The DRC was founded in 1983 with a strong organizational focus on affordable conflict resolution. We have only become stronger since. Today, the DRC is evolving into a broader organization that works diligently to ensure that our youth in schools, the juvenile justice system, and their communities are equipped to manage conflict peacefully. I feel this is particularly important during a time of unrest and concerns of safety in our schools, communities, and our nation.

I hope this annual report will help you appreciate our longstanding commitment to serving the communities of Washtenaw and Livingston Counties, particularly those facing significant inequities—and most of all, inspire you to be a part of the work that lies ahead.

Thank you for being a part of the DRC.

Forever grateful,

A handwritten signature in black ink that reads "Belinda".

Belinda Dulin
Executive Director

Listening turns into Understanding

Oftentimes, the DRC helps provide a facilitated session between staff members who are experiencing conflict with one another in the workplace. In a recent situation, two parties were struggling with racial micro-aggressions and racially insensitive comments with each other. The relationship deteriorated to the point where both parties could not work with each other anymore. The DRC's mediation services helped to provide a safe space for them to come together and talk through their issues. Both parties eventually came to an understanding and even an agreement of apology.

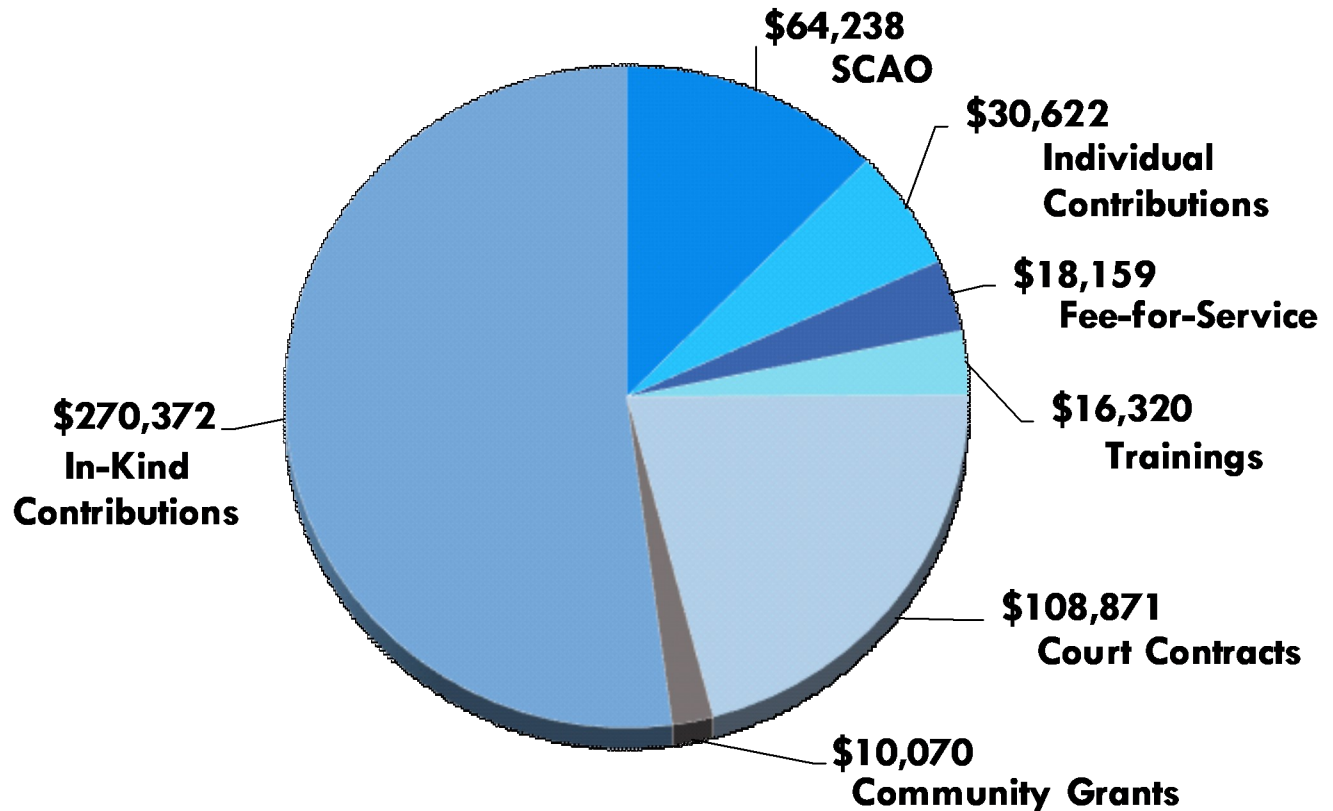


“The facilitators provided a space for my co-worker and I to feel heard and skillfully guided the conversation when moments got tough. It felt like the facilitators were trying to show that I was hurt, and to have the other party address that hurt (which they did). I feel like mediation was beneficial to us both and I am happy we had the session.”

-Past participant



2018 Financial Health Overview



Total Revenue: \$248,875.44

State Court Administrative Office (SCAO) Grant	\$64,238.81
Funds from the State of Michigan, Office of Dispute Resolution	
Individual Contributions	\$30,621.50
Private funders	
Fee-For-Service	\$18,158.61
Mediation, Special Education, and Peacemaking cases	
Trainings & Workshops	\$16,319.61
Mediation Trainings, Restorative Practices workshops with schools, businesses, and private groups	
Court Contracts	\$108,871.00
Ann Arbor, Ypsilanti, Saline, Peacemaking Court	
Community Grants	\$10,070.15
Washtenaw Coordinated Funders, First Unitarian Universalist Congregation of Ann Arbor	
In-Kind Contributions	\$270,372.00
Equals the SCAO dollar value of volunteer hours contributed	

We directly impacted **1,314** individuals in Washtenaw County & Livingston Counties

& mediated ...

427
cases
in 2018

Small Claims
76%

**Family &
Domestic
Relations**
8%

**Child
Protection**
6%

Schools
3%

Other
7%

Small Claims includes: property, real estate, landlord/tenant, neighborhood, community

Family & Domestic Relations includes: adult & child guardianship, post-judgement domestic, divorce no children, divorce with children, other probate matters

Child Protection includes: abuse, neglect, reunification

Schools includes: special education cases through the Michigan Special Education Mediation Program (MSEMP)

Other can include: business-to-business, labor relations, employee relations, consumer relations, and more

We Shine because our Volunteers Shine

"I decided to learn to mediate when I transitioned into retirement. I was intrigued with the concept that a conversation between opposing sides could lead to understanding and perhaps a resolution of differences.

Since 2008, I have been trained as a mediator for a variety of types of cases, including small claims, general civil, school attendance, adult guardianship and probate, peacemaking, and restorative justice. I continue to enjoy the challenge of each case, appreciate the opportunity to improve my skills, and to build friendships with wonderful co-mediators.

Because I truly value the mission and achievements of the DRC, I feel that my volunteer efforts are really worthwhile."

~DRC Volunteer Mediator, Phyllis Herzig



"I was trained as a mediator seven years ago because I was amazed to find that this training was available!

As a recent retiree, I thought this would be a way to give something of value to my community while expanding my personal horizons in a brand new direction. It has definitely been more of a challenge than I first expected, but the diversity of people and issues to mediate keeps me coming back.

The cases always provide new surprises, and my fellow DRC mediators are always a source of new viewpoints and tweaks to my mediation skills."

~DRC Volunteer Mediator, Craig Harvey



Hope in our Youth

In 2018, the DRC helped develop a restorative justice program designed to demonstrate the values of equity and inclusion. These efforts were developed and implemented in partnership with the Washtenaw Intermediate School District and Community High School Counselor, Amy McLoughlin.

**Restorative
Justice Youth
Leadership
Council
2019-2020**

In implementing this program, we worked with 40 students from Skyline High School and Pathways. Over the course of three days, students learned the philosophy behind restorative justice practices, established values of understanding and communication and designed a program to be implemented at their own school.

The DRC's vision for the youth training includes:

- Increasing points of access for more students to get training in restorative justice
- Coach the students on problem solving process
- Help them be part of a larger supportive facilitator community

In the fall of 2019, we plan to take this training to the next level by establishing a Restorative Justice Youth Leadership Council. Our vision is to build the next generation of emerging restorative justice youth leaders that can participate and be part of changing systems that incorporate the values of compassion, equity, and inclusion for all.



Mission:

The Dispute Resolution Center offers affordable, constructive, restorative and healing approaches to conflict resolution.

Vision:

We partner and collaborate with individuals, families, schools and businesses to build peaceful communities.

Values:

Respect, Integrity, Accessible, Restorative Justice, and Diversity & Inclusion

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Mediation Services Coordinator

Miles MacDonald

Family Mediation Services Coordinator

Carmelita Mullins

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