Thank you to our 2011 Donors

To our mediators and practicum students

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

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

Our Mission

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.

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.

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 and expansion.

Board and Advisory Board

February, 2012

Our Vision

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Staff

With warmth,
Moowater
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

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

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 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 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 overreact about a conflict.”
Adolescent Boy

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

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