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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>New mediators certified</td>
<td>3</td>
</tr>
<tr>
<td>New mediators in training</td>
<td>9</td>
</tr>
<tr>
<td>Volunteer hours</td>
<td>7,273</td>
</tr>
<tr>
<td>Mediation participants</td>
<td>753</td>
</tr>
<tr>
<td>Whatcom County youth served</td>
<td>2,772</td>
</tr>
<tr>
<td>Types of services</td>
<td>20</td>
</tr>
<tr>
<td>Direct services provided</td>
<td>8,798</td>
</tr>
<tr>
<td>Of mediation cases resolved successfully</td>
<td>81%</td>
</tr>
<tr>
<td>Of our budget depends on community contributions</td>
<td>42%</td>
</tr>
<tr>
<td>Estimated savings to families</td>
<td>$2,153,320</td>
</tr>
<tr>
<td>Average paid for mediation</td>
<td>$270</td>
</tr>
<tr>
<td>Average cost of divorce per party</td>
<td>$13,400</td>
</tr>
<tr>
<td>Estimated savings to families who participated in mediation</td>
<td>$2,153,320</td>
</tr>
</tbody>
</table>

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
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**

<table>
<thead>
<tr>
<th>Mediation Cases</th>
<th>Of mediation cases reached resolution</th>
<th>Of clients recommend mediation</th>
</tr>
</thead>
<tbody>
<tr>
<td>270</td>
<td>81%</td>
<td>94%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>64%</td>
</tr>
<tr>
<td>Small Claims</td>
<td>21%</td>
</tr>
<tr>
<td>Youth</td>
<td>8%</td>
</tr>
<tr>
<td>Community</td>
<td>4%</td>
</tr>
<tr>
<td>Foreclosure</td>
<td>2%</td>
</tr>
<tr>
<td>Commercial</td>
<td>1%</td>
</tr>
</tbody>
</table>

“**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

“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

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

97 Classes 1,829 Participants

Shuksan Service Learning students

Youth Program

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.”

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

2017 Income: $621,007

2017 Expenses: $614,129

Dec 31, 2017 Balance Sheet

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

Pledge for peace by making a tax-deductible donation

Contribute

$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
Thank you to all of our 2017 donors!

Foundation & Grantors
501 Commons (Satterberg Foundation) 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

Event Sponsors, In-Kind, & Other Donors

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

Greeting Circle Donors


Friends of the WDRC Adam & Megan Lervik Adam Atman Alex Fedden Allan & Susan Richardson Andrea & Mike Cunningham April & John Baker Barbara Brenner Beverly Jones Bonnie Breitmood Brandi Braley Brian & Kay Hirschy Brian & Wendy Lynch Brittany & Luke Sulktasseck Bruce Van Glub CJ Seitz Craig Schutz Dan Hammill Danielle Peterson Debbie & Gary Bornzin Debra Young Denise Plaisier

The Washington State Foundation Donors

Bellingham Athletic Club Bellewood Acres Birch Equipment Boundary Bay Brewing Co. Boundary Bank Brewing Co.

Thank you to all of our 2017 donors!
**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

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**Our Team**

**Staff**
- Moonwater Executive Director: Cynthia Moore
- Lead Case Manager: Luke Wiesner
- Mediation Program Manager: Gayle LaCroix
- Training Program Coordinator: Britt Sullateskee

**Advisory Board**
- David Doll, Bellingham Police Department
- David Grant, Whatcom County District Court
- Carlton Nathon, Tax advisor, retired

**Board of Directors**
- Catherine Riordan (President), Western Washington University
- Tim Schermetzler (VP), Chmelik, Sitkin and Davis
- Christian Christensen (Treasurer), Bank of the Pacific
- Morgan Sicilia (Secretary), Bellingham Public Schools

**Practicum Students**
- Matthew Beaty
- Sarah Bond-Yancy
- Mary Burchard
- Lisa Chandler
- Devin DiBernardo
- Lily Dittrich
- Vermeda Fred
- Steven Hetchter
- Maria Jones
- Nancy Joseph
- Gayle LaCroix
- Lily Lewison
- Donna Loken
- Jacquie MacConnell

**Mediators**
- Pat Anderson
- Joel Bergsbaken
- Vanessa Bronsema
- Kris Bundy
- Kaitlin Davis
- Hope Dean
- Randy Doucet
- Mary Dumas
- Rose Anne Featherston
- Doug Fenton
- Deborah Forgays
- Alice Gustafson
- Kay Haaland
- Kathy Hilmoe
- David Imburgia
- Jason Kanov
- Robert Kelly
- Sarang Khalsa
- Michael Kleps

** Practicum Students**
- Leon Henley, Whatcom Co. Superior Court
- Marian Exall, HR Attorney, Retired
- Mary Sass, Western Washington University

**Educator, Trainer, Facilitator**
- Masa DeLara, Blackbaud-Microedge
- Andrew Olive, Coastal Insurance Group

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