



# 2007 Annual Report

## Overview

Resolutions Northwest (RNW) is a 501(c)(3) non profit which provides mediation, facilitation, training, and coaching services for neighbors, families and businesses in our community. Our mission is to strengthen personal and community responsibility by providing constructive conflict resolution services and education.

## 2007 Highlights

Resolutions Northwest experienced a year of growth and transition in 2007 and accomplished the following:

- ▶ Expanded our work with the Multnomah County Juvenile Justice contract to include a dedicated focus on conflict prevention in schools and hired a Restorative Justice/School Mediation Specialist.
- ▶ Sponsored the 13<sup>th</sup> Annual Oregon Peacemakers Conference for middle and high school students which hosted nearly 500 students from 45 schools.
- ▶ Added a Youth Mediation Specialist to coach youth mediators in our family mediation program, assist in planning the Peacemakers Conference, and serve as trainer for school peer mediation programs.
- ▶ Established a Facilitation Program Coordinator position to more effectively meet the rising demand for our facilitation services.

## Cultural Community Outreach Highlights

In order to foster equity, engage underserved communities and increase culturally appropriate programming, RNW:

- ▶ Increased its cultural and bi-lingual competencies through hiring practices, training and outreach.
- ▶ Provided a continuing education workshop for statewide community mediation centers on Latino-specific mediation.
- ▶ Developed, with the Oregon Mediation Association, a 30 minute Spanish radio interview and follow-up Public Service Announcement aired statewide to promote Spanish language mediation services.
- ▶ Provided conflict resolution and communication workshops for Latino students in PCC Rock Creek's CAMP mentoring program and OCHA's Latino leadership program students.

## Board Accomplishments

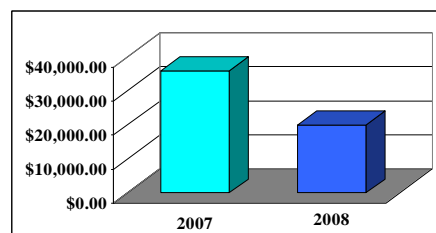
- ▶ Completed an external organizational assessment and implemented recommendations.
- ▶ Completed a fiscal software and fiscal year transition.
- ▶ Revised the job classification system.
- ▶ Revised the employee handbook and administrative policies.
- ▶ Approved a reorganization to support the prevention work in schools, youth programs, and enhanced ability to provide culturally competent neighborhood services.

## The Impact of Resolutions Northwest

The following table summarizes aggregate data for this year's service activities.

	2007	2006
<b>Total information &amp; referral inquiries</b>	<b>577</b>	<b>434</b>
<b>Total number of mediation cases worked</b>	<b>823</b>	<b>909</b>
<b>Number of people receiving dispute resolution services</b>	<b>3,193</b>	<b>2,569</b>
<b>Percentage of clients reaching agreement through mediation or conciliation efforts</b>	<b>81%</b>	<b>81%</b>
<b>Number of volunteers</b>	<b>112</b>	<b>95</b>
<b>Number of volunteer hours</b>	<b>1,962</b>	<b>1,037</b>
<b>Number of conflict resolution citizen/school education programs</b>	<b>146</b>	<b>105</b>
<b>Number of participants in conflict resolution education programs</b>	<b>1,807</b>	<b>1,513</b>
<b>Percentage of clients expressing satisfaction with mediation process</b>	<b>99%</b>	<b>94%</b>
<b>Number of cases with identified Hispanic/Latino party as participant</b>	<b>129</b>	<b>57</b>

## Leveraged Resources through Volunteers



In 2007, the number of hours contributed by volunteers to the community nearly doubled. The estimated value of their donated time is over \$36,000.

## Client Quotes

"Simply THANKS! I hope this continues to improve our relationship with our neighbor."

*Party in Neighborhood Mediation*

"I learned a great lesson not to do those things anymore and that mediation was a good choice to do."

*Youth in Victim Offender Mediation*

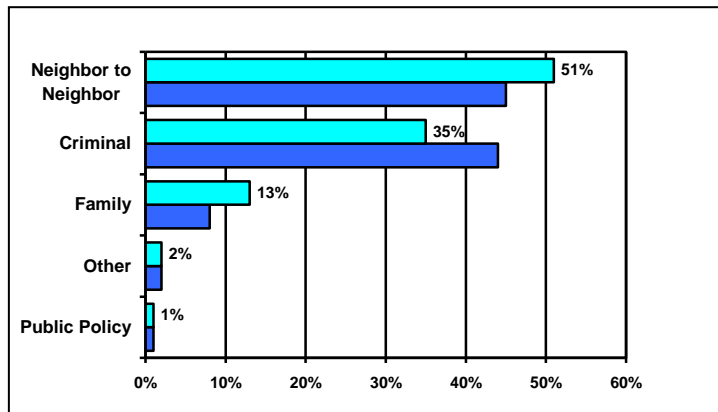
"It was good for the offenders to see and face the victim and hear their point of view; to actually get a feeling from the victim how my sons' behavior/choice affected them."

*Parent in Victim Offender Mediation*

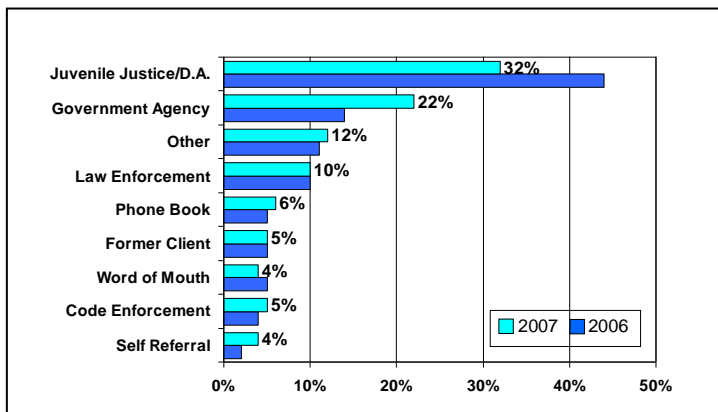
"Resolutions Northwest is great! They help me express myself."

*Teen in Family Mediation*

## Types of RNW Cases



## RNW Case Referrals



## RNW's December 31, 2007 Position Statement

Assets	
Cash Assets	160,196.99
Accounts Receivable	3,341.00
<b>Total Assets</b>	<b>163,537.99</b>
Liabilities	
<b>Total Liabilities</b>	<b>711.64</b>
Capital	
Beginning Net Assets	126,485.50
Retained Earnings	(18,367.75)
Net Income	54,708.60
<b>Total Capital</b>	<b>162,826.35</b>
<b>Total Liabilities and Capital</b>	<b>163,537.99</b>

## RNW's Staff

Betsy Coddington, *Executive Director*  
 Christina Albo, *Director of Mediation Services*  
 Amber Boydston, *Youth Mediation Specialist*  
 Sandy Bacharach, *Spanish Language Mediation Specialist*  
 Daniel Garcia, *Restorative Justice School Mediation Specialist*  
 Susan McDaniel, *Executive Assistant*  
 Teri Pierson, *Facilitation Program Coordinator*  
 Mark Prenovitz, *Restorative Justice Mediation Specialist*  
 Carol Remington, *Administrative Assistant*  
 Carrie Jo Stairs, *Neighborhood/Family Program Co-Coordinator*  
 Stuart Watson, *Neighborhood/Family Program Co-Coordinator*

## Value of Community Dispute Resolution

"With its emphases on individual self-determination, community self-reliance, and **equal** access to justice for all, community mediation is truly dispute resolution 'of the people, by the people, and for the people'"<sup>1</sup>

## RNW's 2007 Board of Directors

Sara Daley, *Windermere Commercial*  
 Dale Dickenson, *Senior Professional in Human Resources*  
 Mark Fulop, *Multnomah County Dept. of Health*  
 Greg Gonzalez, *Doug Bean and Associates*  
 Maurita Johnson, *DHS Child Welfare*  
 Sara Kobak, *Schwabe Williamson and Wyatt*  
 Aaron Matusick, *Attorney*  
 Michele Reeves, *Windermere Commercial*  
 Carol Weigler, *Mediator*

## RNW's Community Advisory Board Members

Scott Beard, *Vice President, Pacific Continental Bank*  
 Marcus Branch, *Community Activist*  
 Phil Keisling, Sr. *Vice President, Hepieric Inc.*  
 Hon. Kristena LaMar, *Multnomah County Circuit Court*  
 Ray Leary, *Principal Officer, ERL*  
 Angel Lopez, *Squires & Lopez, P.C.*  
 Jerald Weigler, *Lindsay, Hart, Neil and Weigler*

## Our Community Supporters

Alternative Dispute Resolution Section/Oregon State Bar  
 City of Portland Office of Neighborhood Involvement  
 OCF Joseph E. Weston Public Foundation  
 Juan Young Trust  
 Multnomah County Adult and Juvenile Community Justice  
 OnPoint Community Credit Union  
 Oregon Office for Community Dispute Resolution, U. of O.  
 Portland General Electric  
 Rose E. Tucker Charitable Trust  
 Anonymous Foundation

Parker L. Coddington	Adam Menendez
Sara Daley	Joan T. Moore
Eva and Daniel Fagan	Earl and Sheila Reeves
Kevin and Sue Glick	Michele Reeves
Greg Gonzalez	Melissa and Brian Sheets
Donna Hodgkin	Diane Sorensen
Nina Johnson	Aimee Virnig
Maurita Johnson	Carol and Jerry Weigler

## Contact Us

**Resolutions Northwest**  
 1827 NE 44<sup>th</sup> Suite 300  
 Portland, Oregon 97213  
 503-595-4890

<http://www.resolutionsnorthwest.org>

<sup>1</sup> Timothy Hedeon, *The Evolution and Evaluation of Community Mediation: Limited Research Suggests Unlimited Progress*, 22 Conflict Resol. Q., 101,101 (2004)