



# 2008 Annual Report

## Overview

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

## 2008 Service Highlights

Resolutions Northwest experienced a year of growth and transition in 2008 and accomplished the following:

- ▶ Piloted a restorative justice school disciplinary program to reduce in-school and juvenile justice disproportionate minority referrals.
- ▶ Sponsored the 14<sup>th</sup> Annual Oregon Peacemakers Conference for middle and high school students which hosted over 500 students from 39 schools or programs.
- ▶ Facilitated a good neighbor agreement with stakeholders around the controversial opening of the Day Labor Hire Site.
- ▶ Established the UNITY program for youth interested in participating in community peacemaking projects.

## Cultural Community Outreach Highlights

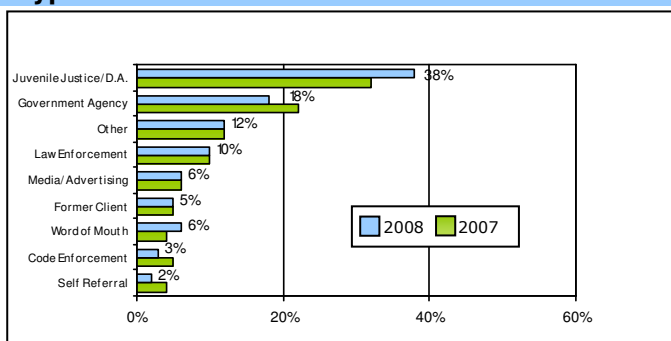
In order to foster equity, engage underserved communities and increase culturally appropriate programming, RNW:

- ▶ Received a mini grant to partner with IRCO/Africa House to explore appropriate dispute resolution models for the immigrant African community.
- ▶ Created the Diversity Infusion Committee to identify and implement cross cultural pieces into basic mediation training, mentorship and continuing mediation education.
- ▶ Recruited 32% volunteer mediators from communities of color, 9% immigrants, 35% Spanish speakers.
- ▶ Created a Spanish language mentorship shift for incoming 2009 volunteer mediators.

## Board Accomplishments

- ▶ Implemented RNW's first official annual fundraising campaign.
- ▶ Created a new, more user friendly RNW website.
- ▶ Created four strategic initiatives focusing on youth, restorative justice in schools, community diversity and fund development.

## Types of RNW Cases

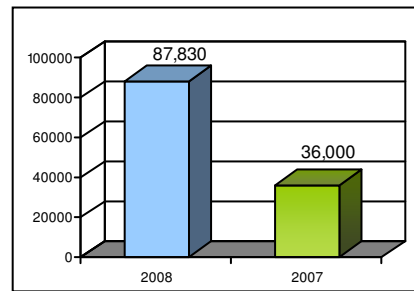


## The Impact of Resolutions Northwest

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

| Service Activity Data  | 2008  |
|--|-------|
| Total information & referral inquiries   | 267   |
| Total number of mediation cases worked   | 817   |
| Number of people receiving dispute resolution services                             | 2,263 |
| Percentage of clients reaching agreement through mediation or conciliation efforts | 96%   |
| Number of volunteers   | 126   |
| Number of volunteer hours  | 2,847 |
| Number of conflict resolution citizen/school education programs                    | 37    |
| Number of participants in conflict resolution education programs                   | 1,354 |
| Percentage of clients expressing satisfaction with mediation process               | 96%   |
| Number of cases with identified Hispanic/Latino party as participant               | 91    |

## Leveraged Resources through Volunteers



In 2008, the value of the hours contributed by volunteers to the community more than doubled—a savings equivalent to two full time staff positions.

## Client Quotes

"Will recommend mediation to other people -- at least to try. I am grateful for this free and helpful service."

*Party in Neighborhood Mediation*

"People left feeling better. Great, safe place (to express) honest feelings."

*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*

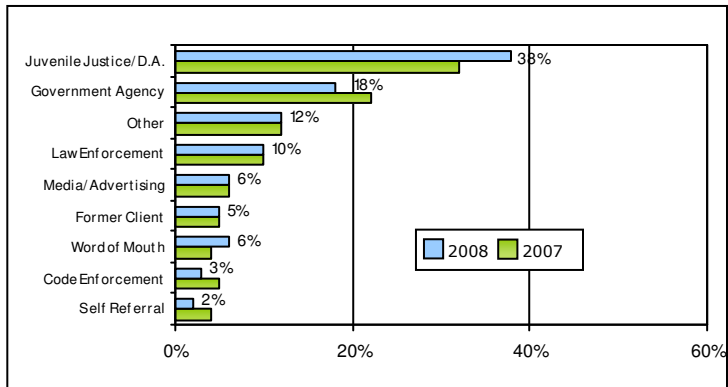
"It has reaffirmed my own value that most problems can be worked out if people are willing to take the time to problem solve."

*Victim in Victim Offender Meeting*

"Wonderful experience, broke through some barriers, feels like we are in a better place now. I feel so positively about our future with our kids. Thank you!"

*Mom in Family Mediation*

## RNW Case Referral Sources



## RNW's December 31, 2008 Position Statement

| Assets                               |                   |
|--------------------------------------|-------------------|
| Cash Assets                          | 120,215.12        |
| Accounts Receivable                  | 14,268.50         |
| <b>Total Assets</b>                  | <b>134,483.62</b> |
| Liabilities                          |                   |
| <b>Total Liabilities</b>             | <b>(597.60)</b>   |
| Capital                              |                   |
| Beginning Net Assets                 | 126,485.50        |
| Retained Earnings                    | (33,603.12)       |
| Net Income                           | 42,198.84         |
| <b>Total Capital</b>                 | <b>135,081.22</b> |
| <b>Total Liabilities and Capital</b> | <b>134,483.62</b> |

## RNW's Staff

Betsy Coddington, *Executive Director*  
 Christina Albo, *Director of Mediation Services*  
 Renée Bové, *Temporary Mediation Specialist*  
 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*  
 Carol Remington, *Administrative Assistant*  
 Carrie Jo Stairs, *Interim Restorative Justice Specialist*  
 Stuart Watson, *Neighborhood/Family Program Co-Coordinator*

## RNW's 2008 Board of Directors

Bernie Casey, *Casey ADR Services*  
 Dale Dickenson, *Senior Professional in Human Resources*  
 Mark Fulop, *Multnomah County Dept. of Health*  
 Greg Gonzalez, *Doug Bean and Associates*  
 Karen Hannan, *Collaboration Works, Inc.*  
 Maurita Johnson, *DHS Child Welfare*  
 Sara Kobak, *Schwabe Williamson and Wyatt*  
 Madeleine Mader, *BHCD, City of Portland*  
 Aaron Matusick, *Attorney*  
 Joice Taylor, *Global Management Strategies, LLC*  
 Carol Weigler, *Mediator*

## 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  
 Jubitz Family Foundation  
 Multnomah County Adult and Juvenile Community Justice  
 OnPoint Community Credit Union  
 Oregon Office for Community Dispute Resolution  
 Portland General Electric  
 Rose E. Tucker Charitable Trust

|                             |                      |
|-----------------------------|----------------------|
| Tommy Albo                  | Claire & Greg Bell   |
| Meg Bowman                  | Barbara Blackstone   |
| Marie A. Cassell            | Parker L. Coddington |
| Thomas Coleman              | Brendan Dummigan     |
| Mark Fulop                  | Linda & LeRoy Goertz |
| Greg Gonzalez               | Karen Hannan         |
| Andrea Hanson               | John Horvick         |
| Maria Iwasyk                | Maurita Johnson      |
| Nina Johnson                | Sara Kobak           |
| Jan Liss & James Coddington | Madeleine Mader      |
| Jay Marcotte                | Aaron Matusick       |
| David & Gloria Maynard      | Sue McNelly          |
| Adam Menendez               | Bernardine Niece     |
| Ruth Nisly                  | Sue Pickgrobe        |
| Jerry Porter                | Marie Rust           |
| David Saltzman              | Elayne Shapiro       |
| Charles Smith               | Eli Spevak           |
| Phil Stenstrom              | Linda Stoltz         |
| Joice Taylor                | Jon Townsend         |
| Carol & Jerry Weigler       | Paulette Wittwer     |
| Christopher Woo             |                      |

Contributions in Memoriam of Peter Serrell  
 Allen & Mindy Berkowitz  
 Grace E. Guyer  
 Suzanne Hanchett  
 Georgia & Chris Harker  
 B. Serrell  
 Bonnie Slavitt and Jack Moore  
 Harriet & Lawrence Stone

## 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*

## Contact Us

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<http://www.resolutionsnorthwest.org>

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