CRC is powered by passionate volunteers who joyfully give their time. They help neighbors find ways to resolve disputes and live together more peacefully. They empower youth to discover ways to disagree without fighting. They help people navigate deep conflict and find their voice. I get to see the amazing work and commitment of our volunteers up close and am humbled by the care and skill they bring to their work every day.

We are fully committed to supporting our volunteers and connecting them to important and meaningful opportunities. The investments of our volunteers, donors, sponsors, and grant makers allow us to help people find lasting solutions to conflict.

*M.J. Bauer, Executive Director.*

### SUCCESS STORIES

A mother’s heartbreak over her troubled teen, turned to tears of joy. Alienating issues between neighbors, turned to neighborly cooperation. A toxic office environment due to poor communication, turned to an enthusiastic and inclusive work place.

These are the stories that the staff and volunteers at CRC help to write every day. This is Conflict Resolution Center.

### FINANCIAL RESOURCES

#### INCOME

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<tr>
<th>Item</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Contributions</td>
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<tr>
<td>Grants/Contracts</td>
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<td>Fee for Service/Misc</td>
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<tr>
<td>MRSC</td>
<td>$ 21,828</td>
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<td><strong>Total Support &amp; Revenue</strong></td>
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#### EXPENSES

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<th>Item</th>
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<tbody>
<tr>
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<td>Community/Courts</td>
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<td>Training</td>
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<td>Fundraising</td>
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<tr>
<td>MRSC</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$568,861</strong></td>
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</table>
"I wish we could have talked to each other before we needed mediation. Now we are definitely able to talk across the fence, so to speak." Steve said. Steve, a resident, and a nearby business owner came together in mediation and discussed their ideas about how to solve for the problem of traffic and noise in their shared neighborhood. They arrived at the mediation in a state of agitation, unwilling to talk, but left with a cooperative plan.

Alejandro was at a loss because his organization’s leadership team was riddled with conflict and it was clearly impacting staff and clients. Big change was needed, but where to start? His organization asked CRC for help. Alejandro and his team created a plan together with CRC facilitators that included conflict resolution and communication skills training. It’s just one example of how CRC brings training and education to bear on so many conflicts.

Sarah and John were a college aged couple who had broken up, but would still see each other around campus. John filed a harassment complaint. Sarah did not want to talk directly to John, so their mediation started with the two in separate rooms. Eventually, Sarah and John agreed that John would drop the harassment complaint with the understanding that Sarah would stay a certain distance away from John at common events. They began angry but came to a solution.

Employees were frustrated with how conflict was being handled in their organization. Much of the conflict occurred because employees were in offices located around the state, and not everyone felt like they were included in the decisions being made. They asked CRC to help. After uncovering the source of the conflict, we brought people together to talk. The organization now has a protocol for how they address conflict. "It felt so good to talk to each other," one employee commented.

Martin was struggling with substance abuse, mental health challenges and conflict with family when he decided to steal a backpack from someone at school. Through the restorative conferencing process, he had the opportunity to repair relationships with family, connect with a mentor and engage in a meaningful volunteer project to better his community. Repaired his relationships with his family and the greater community.
THANK YOU!

MINNEAPOLIS | ST. CLOUD | DULUTH
Thank you for investing in lasting solutions to conflict.

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