THANK YOU!

CONFLICT RESOLUTION CENTER

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MINNEAPOLIS | ST. CLOUD | DULUTH

Web conferencing has become more and more commonplace. In 2017 we worked with other mediation service providers to offer web-based online mediations, bringing services to individuals in greater Minnesota and those with accessibility challenges. Working together, we are improving and expanding the use of mediation in Minnesota.

M.J. Bauer, Executive Director.

INCOME

- Contributions .................................. $ 29,448
- Grants/Contracts ......................... $ 352,424
- Fee for Service/Misc .................. $ 86,135

Total Support & Revenue .......... $ 468,007

EXPENSES

- Youth OST/IST .............................. $ 134,670
- Community ................................ $ 190,203
- Training ................................... $ 120,934
- Fundraising ................................. $ 52,357

Total Expenses ...................... $ 498,164

CRC’s work continues to evolve and expand to reflect the changes in our communities. Market factors have decreased the availability of affordable housing especially for low income families, creating a compelling need to help families at risk of eviction stabilize their housing. In 25 years in Housing Court, CRC has worked with over 10,000 people facing eviction. Now we are bringing that work upstream to engage landlords and tenants in mediation prior to an eviction filing. Supported by a grant from the McKnight Family Foundation and working with our partners in Legal Aid and various social service agencies, we are making a difference in helping families avoid the negative impact of an eviction.

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Ahmed, the apartment manager, inadvertently threw John’s possessions away while cleaning. The items had great sentimental value and when John learned they were gone, he was angry, blamed Ahmed, and they had a heated argument. In mediation, John told Ahmed how much the lost items meant to him. Ahmed, who was truly sorry, talked about how difficult his job was. They both apologized and left with better understanding and respect for each other.

After their executive director and founder retired, a mid-size nonprofit found themselves in conflict. Accustomed to clear top-down direction, staff agreed that they wanted a new approach to working together. There were, however, widely differing ideas about what that meant. CRC created a half-day workshop in which staff experienced a facilitated operational assessment using a collaborative problem solving process. Staff and leadership now use this template for their decision-making.

Crystal bullied Asiah at school and following a confrontation, Asiah hit Crystal. The girls and their mothers ended up at Harassment Court. During mediation, Asiah expressed the impact of Crystal’s bullying, and Crystal’s mother voiced her frustration that Asiah’s mother had not talked to her before seeking a restraining order. The HRO was dismissed and both mothers agreed that in the future, they would speak with one another first.

St. Cloud students in Words Can Work:
“"I learned that perspective is important. Viewing a conflict from a different point of view, you see the whole story."
"I learned to be more patient. Being patient helps me understand and gives me time to think. Being patient helps me resolve my issue peacefully. Being patient teaches me that I am a calm person and not an angry one."

A key board member of a nonprofit felt mistreated and resigned. The resignation created a rift in the board. Remaining board members had distinct differences in communication and conflict styles which strained their working relationship. CRC facilitated a meeting helping the group to confirm the shared values that had brought them together, create a plan for how to treat each other and recognize their treatment of each other was foundational for their work together.

The St Cloud office continues to deepen the work we are doing with young people in conflict in junior high and high schools in St Cloud. In addition to Mediations, Conflict Coaching and Circles, we are offering Conflict Resolution Education classes to youth who have experienced the trauma of homelessness. These powerful classes, taught in circle, teach social and emotional learning skills as well as modeling conflict resolution techniques.
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Thank you for investing in lasting solutions to conflict.

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