

## CRC STAFF

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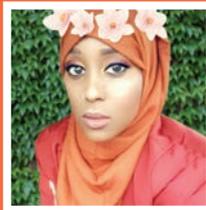
Ona Lawrence



Erica Backstrom



Greg McMoore

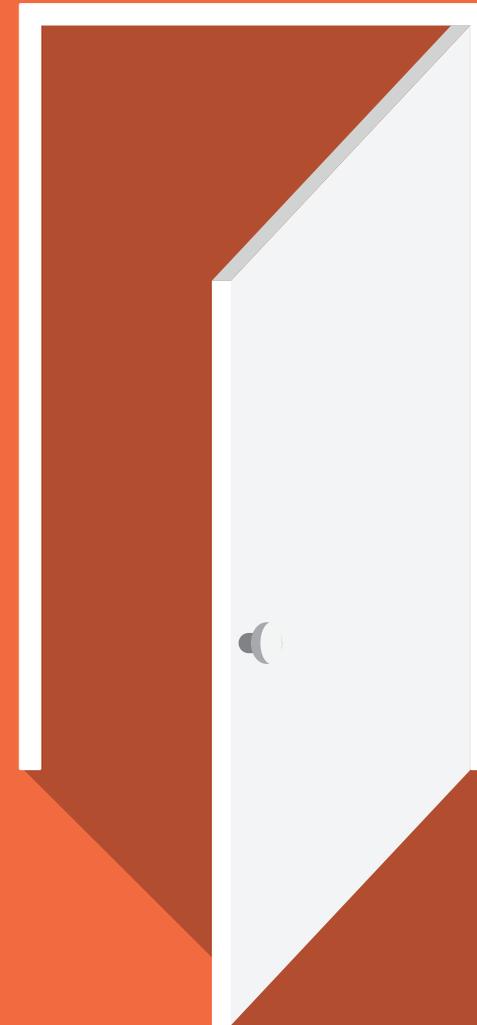


Saida Omar

THANK YOU!

## ANNUAL REPORT 2018

*keeping doors open*



Many of the conflicts CRC is involved in are rooted in racial inequities. Youth of color are involved with police at a much higher rate and students of color

are suspended at a much higher rate than students from the dominant culture. The services our mediators provide keep youth from getting a criminal record and students from getting suspended. CRC mediators work with adults in conflict from multiple cultures and backgrounds to help them navigate conflicts with neighbors, landlords and family members.

CRC also works with cities and counties to facilitate public discussions on controversial issues like the location of transit lines, where to build higher density housing and the use of natural resources. Many of these contentious issues are rooted in racial bias as well. Our mediators are skillful at listening and helping opposing parties see each other's perspective. I am grateful to our wonderful volunteers, staff, Board Members and funders for joining us and supporting us in this work.

**M.J. Bauer**, Executive Director.

### INCOME

• Contributions.....	\$ 45,290
• Grants.....	\$ 89,682
• Contributions.....	\$335,162
• Fee for Service/Misc.....	\$ 109,032

Total Support & Revenue..... \$579,168

### EXPENSES

• Youth OST/IST.....	\$ 160,221
• Community.....	\$230,518
• Training .....	\$ 95,898
• Fundraising .....	\$ 39,440

Total Expenses ..... \$526,077



MINNEAPOLIS | ST. CLOUD | DULUTH

▼ SERVED IN 2018



1,361

MEDIATIONS

The “drama” around Emily’s and Taaliah’s conflict had been fueled by social media messages that continued to amp up. In mediation, they talked about the impact of social media in their lives. Both wanted to repair their relationship and be friends again, but were concerned that the posts would not stop. They resolved to take a picture together right then, post it on social media with a message that said, “We Are Back”, and a note that said they wanted the drama to end.



2,008

TRAINING & EDUCATION

An industrial manufacturing business in rural Minnesota wanted their employees to handle difficult situations with clients and partners more productively and with greater ease. CRC created an interactive training for 250 employees about the dynamics of communicating effectively, why conflict escalates and how to effectively de-escalate. The training was adapted for different employee groups to address situations unique to particular job types. After the training, the business’ employees had a common understanding for how to manage in conflict situations.



784

COURTS

When Carol and Lydia met in Harassment Court, both were angry. Though they were neighbors, they had never really spoken. In mediation, they realized that they had gotten off on the wrong foot; they had never gotten the chance to get to know one another. “Why couldn’t we talk earlier?” Their agreement about their expectations as neighbors and how they would communicate about issues in the future gave them a chance to move forward and become better neighbors.



▼ CRC - DULUTH

In Duluth courts, we saw a 30% increase in the number of participants choosing to mediate their dispute this year. We have built strong relationships with local government, civil legal services providers and social services organizations raising awareness for community mediation as an option for resolving conflict.

CRC-Duluth expanded its presence at Denfeld High School through our partnership as a MN Model School, offering an increasing number of mediations, conflict coaching sessions, and restorative conversations. Through this collaboration, CRC staff provided Restorative Practices in Schools, Trauma & Behavior, and Understanding the Teenage Brain trainings for Denfeld staff. CRC-Duluth continues our work teaching CRC’s Words Can Work to Denfeld students.



923

YOUTH

When Ethan’s father was released from prison, they had been estranged for years and re-building their relationship was hard. In Words Can Work circle, Ethan talked about trying to have empathy for his father and not judge him for what had happened in the past. Using “I” statements to share his feelings, he talked to his Dad. When congratulated in circle for his success, he responded “Everything I learned in this circle class helped me”.



28

ORGANIZATIONS

A local non-profit was growing, the needs of their clients and community were changing and staff did not agree on how to respond. CRC developed a facilitation process using World and Pro-action Cafés to create space for staff to talk about how they could positively respond to changing needs. The daylong event resulted in an engaged staff working together to create changes they wanted to see in their organization.

▼ CRC - ST. CLOUD

CRC - St. Cloud programming offers District 742 students and staff an alternative to the negative consequences of suspension. Work with students includes mediation, conflict coaching, restorative facilitations and Circles. Services were expanded in 2018 to include the in-school suspension center. For teachers, training was held on Trauma & Behavior, Implicit Bias and Restorative Chats.

The CRC-SC office has participated in a 2 year learning community focused on Elder Mediation. As part of this, CRC has recently formalized a relationship with the Central Minnesota Council on Aging, conducting Elder Mediations and providing conflict resolution training for caregivers and providers of elders throughout the 14 county area.

