





A Message From Our Co-Executive Directors

Janet Collins | Laurie Whipple

Dear CRC supporter,

Looking back now, 2019 feels like a decade ago, doesn't it? It was a time when we had never considered wearing a mask to cover our mouths while grocery shopping or washing our hands after handling the mail. We learned to work from home, reduce the number of trips to get groceries, and to calm ourselves and each other in times of great uncertainty.

We learned many things at CRC, too. We learned that we can work from home and still provide and receive the support from each other that we need. We learned that mediating remotely via teleconferencing is a satisfying experience for the participants as well as the mediators. And we learned that the mediation and restorative principles of being adaptable and patient during times of chaos are essential to everyday life. - and that we will not only survive, but indeed flourish to find new opportunities.

We appreciate your taking a look through our 2019 Annual Report, and we welcome any feedback or questions you have about what you find there. Thank you for your ongoing interest in and support of CRC services and staff.

Janet Collins
Co-Executive Director
CRC

Laurie Whipple
Co-Executive Director
CRC

2019 was a year in which we would be preparing for the new normal of working remotely. Thanks to the leadership of M.J. Bauer (retired in 2020) and Community Mediation Minnesota (CMM), CRC created remote capacity via Zoom, which built a bridge for us to 2020 when it was vital to continue services remotely during the novel coronavirus pandemic.

In the Twin Cities, housing stability via eviction prevention has become our largest program. Our outreach encouraging property owners to mediate with renters before they file for an eviction has increased the number of residents we help to remain in their homes. This important work helps individuals and families feel secure in their own homes, continue to work and go to school, and divert them away from homeless shelters, where these things become nearly impossible.

In St. Cloud and Duluth, our conflict resolution education programs for at-risk youth are thriving at schools that welcome students who have had trouble succeeding at other schools. CRC is an integral part of helping students learn tools to succeed through helping them create connections with each other and teaching them important skills to have both empathy for others and a voice to be heard themselves.

In November, we celebrated CRC at our annual Bold Steps event, this year highlighting the work we do that intersects with issues of diversity, equity, and inclusion. During an hour of appetizers, wine & beer, people attended learning stations, each manned with a CRC representative, about the disparities that people of color experience in evictions and homelessness, in school outcomes, and in prisons, as well as one station focusing on white privilege. We welcomed two important speakers to our event. First, Sheila Moriarty, a social work professor who speaks and teaches about anti-racism, white privilege, and social justice. Then culminating the evening, John Thompson, a community activist and friend to Philando Castille who was killed by St. Anthony police in 2016, told his powerful story of finding an outlet for his anger and pain during mediated community sessions. Overall, a moving, inspiring, and enjoyable evening.

In the combined work of CRC's three locations, it is evident that community mediation has a larger meaning today than when we began our work as a neighborhood mediation project in south Minneapolis in 1983. Conflict Resolution Center has become an organization that is dedicated to working with individuals and communities that are underserved and lack of equity. Our commitment to mediating, facilitating, teaching, and modeling conflict resolution and restorative and collaborative processes is more relevant than ever - and still so much work to be done. Onward!

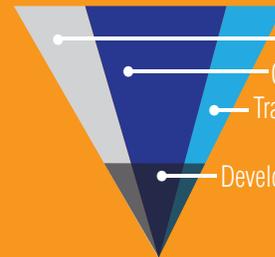
Financial Statements

INCOME



Contributions.....	\$ 35,542
Grants.....	\$ 69,500
Contracts.....	\$ 276,999
Fee for Service	\$ 75,994
<i>Total Income</i>	\$ 449,035

EXPENSES



Youth OST/IST.....	\$ 124,777
Community.....	\$ 190,365
Training	\$ 105,131
Development	\$ 58,203
<i>Total Expenses</i>	\$ 478,476

2020 Staff

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Volunteers

Cultivating volunteers as community mediators is at the heart of the CRC model, and services are best provided by people who serve their own community. CRC maintains a roster of volunteer mediators, trains fifty new mediators per year, and provides free continuing education for those who continue on to volunteer with CRC. Mediators are valuable community assets who share dispute resolution skills in every aspect of their lives.

In 2019, volunteer mediators donated 2895 hours of direct conflict resolution service via our 143-person volunteer panel. Tremendous thanks to each mediator for sharing their time, talents, and spirit of reconciliation.