

Executive Director's Report

As our community continues to change during these challenging times so does our PDRC; from leadership to partnerships we continue to strive to make a positive impact in the communities we serve.

Changes and highlights in 2011:

A change in leadership; hired a new Executive Director, Karen L. Brown; and said a sad farewell to Laura O'Neil, who served the agency for over 6 years as a mediator and director.

Welcome and Farwell to Board of Directors:

Welcome to Karen Jones, a local business owner of Riley & Company, Bookkeeping-Notary. Karen's vast knowledge in budget development, QuickBooks, business accounting, and board experience is an asset to the membership and agency. She ensures the agency is exercising its fiduciary duties of: good faith, loyalty and care.

Welcome to Jamye Wisecup, the Program Coordinator of the Clallam County Emergency Management. Jamye is a dedicated community educator. Her experience and knowledge working with community boards and passion

Many thanks to JoAnn Vickery who served as the Board treasurer since 2006. Her dedication in supporting the agencies goals, policies and programs are a direct result in the agencies financial stability for future growth. Thank you, JoAnn, you will be missed.

Honoring new and seasoned volunteer mediators:

Farewell to Patty Hannah. Patty joined the agency in 1995 and became a certified mediator in 2000. She has led 228 small claims and 25 family mediation cases; dedicating 496 hours of mediation time to the agency. In addition, Patty volunteered for six years, and dedicated over 6 hours a month to serve as a lead mediator in Clallam County small claims. Thank YOU, Patty, we miss you.

Congratulations to Barbara Wilson, on completing her practicum requirements! Barbara completed the 40-Hour Basic Mediation and Conflict Resolution training in April 2010, and became a certified mediator August 2011.

Welcome Margie Whitmore and Mirja Lepisto-Wilson as interns in our Mediation practicum.

Programs, Trainings, Mediations, and Office:

We created a new partnership with Clallam County Juvenile & Family Services to offer a Washington State evidence-based program (Coordination of Service) involving low-risk youth and their parents. The 12 hour program connects the participants with area services; teaches communication and conflict resolution skills; helps participants understand the impact of their actions; and much more.

12 people completed our 40-Hour Basic Mediation and Conflict Resolution training in April and 8 volunteer mediators completed the 20-Hour Advance Family training.

PDRC began offering Foreclosure mediation in partnership with the Washington State Department of Commerce and Resolution Washington.

PDRC continues to work diligently to create new administrative systems to increase staff efficiency, and track outcomes.

“People fail to get along because they fear each other; they fear each other because they don't know each other; they don't know each other because they have not communicated with each other.”

~ Martin Luther King Jr.

Board of Directors

Lindy Clevenger, President
Karen Jones, Treasurer
Mary Irwin, Secretary
Joe Floyd
Jan Gannett
Dacia Morrisonbuck
Jamye Wisecup

Advisors:

Bill Knebes
Carol Knebes

How can you be a part of the PDRC Team?

We are looking for compassionate and thoughtful individuals who want to make a difference in our communities. Our volunteers come from all walks of life and make significant contributions of time and talent to our mission of promoting and providing a pathway of peaceful resolution of conflicts.

Opportunities to serve with Peninsula Dispute Resolution Center:

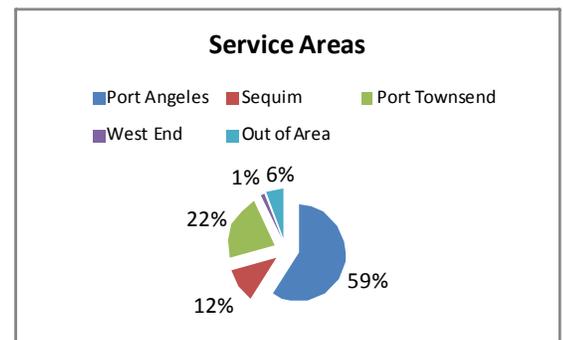
- Volunteer your clerical skills and technical skills in our office.
- Lend a hand with our fundraising events.
- Serve on our Board of Directors
- Work with the youth and parents in the **We're In This Together Program (WITT)**.
- Help us arrange a presentation; invite one of our staff members to your place of work, local social service agency, or church to talk about PDRC
- Become a **Mediator**: enroll in the 40-hour Basic Mediation & Conflict Resolution Training.
- Give a tax-deductable donation.
- Give. We are always in need of office, training and mediation supplies. Thank you!

Visit our website for a volunteer application or stop by the office M-Th from 10:00am to 3:00pm.

Snapshot for 2011:

- 369 people were trained or received presentations about conflict resolution.
- Served approximately 425 people over the phone.
- Served approximately 341 people through mediation.
- Served 73 youth in the Restorative Justice Program.
- Volunteers gave 1,942 hours of their time and saved the community \$38,859.42.

The most important thing in communication is to hear what isn't being said.
- Peter F. Drucker



Mediation as a Pathway to Resolution.

The majority of cases that are brought to mediation result in a settlement agreement. PDRC Mediators resolved 72% of the cases mediated in 2011. Mediation results in:

- Parents getting much needed assistance with modifying parenting plans and communicating with each other for the benefit of their children.
- Small claims cases that are resolved in mediation and do not take up court time and resources.
- Improved relationships in families, neighborhoods and businesses.

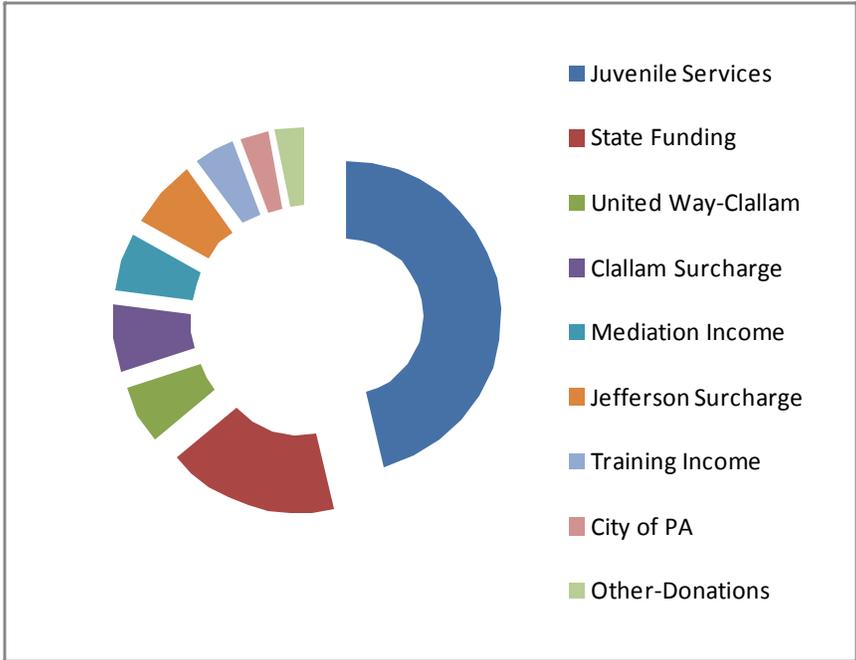
In 2011 PDRC clients reported:

- Their situation was improved by mediation (60%)
- The mediation helped them improve communication (70%)
- The mediation gave them a better understanding of the issues (65%)
- They would recommend the process to others (93%); and
- The mediators were fair and impartial (100%)

Sometimes resolving conflict means reaching an agreement on a tangible matter. Sometimes it means gaining understanding, acquiring needed information and obtaining clarity. Mediation often has many benefits that can be subtle but important, and mediation can help improve necessary communication between parties.

2011 Statistics

Funding Sources



Income: \$109,281
Expense: \$110,113
Current Reserve: \$ 91,318

**To handle yourself, use your head;
 to handle others, use your heart.
 - Eleanor Roosevelt**

Donors

Dacia Morrisonbuck
 Senator Jim Hargrove
 Commissioner Steve Tharinger
 Lisa Crosby & Paul Becker
 John & Becky Doherty
 Vivian Hansen
 Cookie Kalfur
 Dart & Margie Whitmore
 Bill and Sandy Lindberg

Bill & Carol Knebes
 John & Jeanne Skow
 PenPrint, Inc.
 Mark & Patty Hannah
 Linda Gunderson
 Lynda Bishop
 Melinda Clevenger
 Jamye Wisecup
 Todd and Mary Irwin

Jeanie Cardiff
 City of Port Angeles
 Liz Zenonian-Waud
 Karen Jones
 JoAnn Vickery
 Larry Hampel

Thanks to the kind folks who donate space for mediations and trainings.

Clallam County:
 City of Port Angeles-Senior Center
 First Step
 Sequim Bible Church
 Prairie Springs Assisted Living
 St. Andrews Assisted Living
 Laurel Park Assisted Living
 Irwin Dental Center

Volunteers donated 1,942 hours in 2011

John Aho
 Tricia Burks
 Jeanine Cardiff
 Bonnie Cauffman
 Alma Chong
 Lindy Clevenger
 Crosby
 Joe Floyd
 Jan Gannett

Robert Whipple
 Debbie Martin
 Laura O'Neal
 Virginia O'Neil
 Lynn Pierle
 Don Schussler
 Patty Hannah
 Allan Harris
 Mary Irwin

Mary Irwin
 Chuck Jones
 Karen Jones
 Dave Morris
 Philip Toelkes
 JoAnn Vickery
 Dacia Morrisonbuck
 Mirja Lepisto-Wilson

Margie Whitmore
 Barbara Wilson
 Jamye Wisecup
 Liz Zenonian-Waud

Jefferson County:
 Grace Lutheran Church
 Discover View Retirement Center

**“We make a living by what we get.
 We make a life by what we give.”
 -Winston Churchill**



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We must learn to
become
comfortable with
not knowing.

- Warren Olson,
Educator and Mediator

***Our Volunteer Mediators are the engine of PDRC.
We cannot operate without them.***

Staff

Karen L. Brown
Executive Director

Annie DeVoe
Mediation Coordinator

Karen L. Brown and Debbie Martin
We're In This Together Program

Chuck Jones and Irene Irving
Volunteer Office Assistants

**Visit our website at: www.pdrc.or
Follow us on Face Book at: facebook.com/pdrc1**



Our Mission

The mission of the Peninsula Dispute Resolution Center is to promote and provide for the peaceful resolution of conflict through modeling, facilitating, and teaching mediation in Jefferson and Clallam Counties.

The PDRC is a non-profit 501(c)(3) organization operating in Clallam and Jefferson Counties since 1992.

DRCs are authorized under the Revised Code of Washington, Section 7.75