



## Change

2008 was an exhilarating year for the PDRC. We were able to expand our capacity because of Washington State legislature appropriated funds. More citizens had access to low-cost conflict resolution services. These conflict resolution services resulted in:

- Clearer “in the best interest of the child” parenting plans. We help keep children "out of the middle" of their parents conflicts, which helps children succeed in school. Mediators model positive communication skills for family members which helps moms and dads recognize conflict and deal with it before it escalates.
- Access to justice for low income residents. We are a resource for resolving many types of family and neighborhood conflicts which saves county dollars by not having to involve law enforcement or the court system.
- Higher morale in the workplace because conflicts were resolved. This resulted in reduced employee turnover, decreased turnover and re-training costs. Workplace mediation and training saves money for the company as well as unemployment costs if the conflict escalates and results in a firing.
- Expanded youth services including the Victim Offender Mediation (VOM) Program and the Functional Family Therapy Program, both through Juvenile and Family Services.

In 2009 we will strive to maintain the momentum gained in 2008 even with the potential funding roadblocks that may be facing many service agencies. We hope, and have been working diligently, to receive continued funding from the legislature for the 2009-2011 biennium.

We thank our volunteers for the thousands of hours they have given to make our neighborhoods more collaborative, our courts less congested and families more peaceful. Our state, our agencies and each of us must continue this important work together.

To put the world right in order, we must first put the nation in order; to put the nation in order, we must first put the family in order; to put the family in order, we must first cultivate our personal life; we must first set our hearts right.

Confucius

## 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.

Mediation is provided on a sliding fee scale and no one is turned away due to inability to pay.

## Board of Directors

- Liz Zenonian-Waud, President
- Sandy Long, Vice President
- Suzanne Evich-Gibson, Treasurer
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- Cecilia “Cookie” Kalfur
- Melinda Clevenger
- JoAnn Vickery
- Advisors:
- Bill Knebes
- Carol Knebes
- Virginia Wilkins



## How does Mediation help?

*About negotiation*

**Never cut  
what you can  
untie.**

Joseph Joubert

The majority of cases that are brought to mediation result in a settlement agreement. PDRC Mediators resolved 69% of the cases mediated.

This results in:

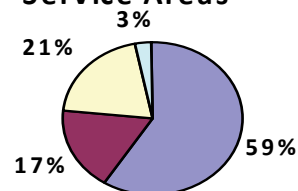
- small claims cases that don't go to court taking up court time and resources.
- low income parents getting much needed assistance with complicated parenting plans at a time when they don't need more complications.
- improved relationships in families, neighborhoods and businesses.
- In 2008, Peninsula Dispute Resolution Center clients reported:
  - Their situation was improved by mediation (80%)
  - The mediation helped them improve communication (72%)
  - The mediation gave them a better understanding of the issues (69%)
  - They would recommend the process to others (96%); 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. The benefits of mediation are many and many times subtle.

### For the Record:

- 383 people were trained or received presentations about conflict resolution from PDRC in 2008.
- We assisted over 950 people over the phone.
- We served approximately 350 people through mediation.
- We saved the court system over 600 hours.
- We assisted over 1600 people in 2008

### Service Areas



■ Port Angeles

■ Sequim

■ Port Townsend and surrounding areas

■ West End

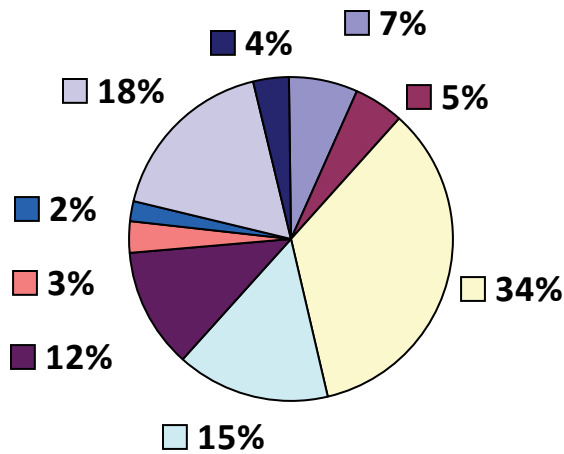
*"We do not see things as they are. We see things as we are."*

Anais Nin

## 2008 Statistics

### Funding Sources

\$137,387.00



United Way	\$9,414
City of Port Angeles	\$7,000
CC Restorative Justice	\$47,027
Surcharge Fees	\$20,842
Fees for Service	\$16,285
Donations	\$4,731
United Good Neighbors	\$2,604
State Funding	\$24,484
Haller Grant	\$5,000

**Knowledge  
talks,  
wisdom  
listens.**

### Donors

Dacia Morrisonbuck	Dawn Edwards-Tibbett	Nancy Lynn Newman	Cookie Kalfur
St. Mary Star of the Sea Parrish	Lisa Crosby & Paul Becker	Claudia Murray	Bill & Carol Knebes
Mark & Patty Hannah	Dana & Rhianna Shaltry	Steve O'Brien for	Claudia Strahan
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Commissioner Steve Tharinger	Anne Metcalf	Liz Zenonian-Waud	Nippon Paper
Dave and Judith Morris	Linda Brooking	Sandy Long	Larry Hampel
Port Townsend TV	Carolyn Foundation	JoAnn Vickery	

### Volunteers clocked over 2400 hours in 2008

Liz Zenonian-Waud	Mark Mullins	Dave Robinson	David Wiitala
Sandy Long	Sean Murphy	Anne Sears	Allan Harris
Cookie Kalfur	John Aho	Steve Tharinger	Lena Washke
JoAnn Vickery	Laura Brogden	Lynda Bishop	Dori Williams
David Morris	Pam Cameron	Bonnie Cauffman	Joe Floyd
Robert Whipple	Harriet Capron	Almeda Congdon	Ruth Fox
Dacia Morrisonbuck	John Clise	Robin Hake	Sally Knight
Karen Hanan	Lisa Crosby	Sheila Hunt-Witte	Suzanne Evich-Gibson
Dawn Edwards-Tibbett	Patty Hannah	Allan Harris	<b>Thanks to the kind folks who donate space for mediations and trainings.</b>
Melinda Clevenger	Arne Hanson	Bill Lindberg	Sequim Bible Church
Heather Eimes	Jody Jacobsen	David Speck	St. Andrews Assisted Living
Bill Knebes	Bill Green	Beth Mackey	Girl Scouts in Port Townsend
Carol Knebes	Chelea Alwine	Candice Tomkins	Discover View Retirement Center
Rick Porter	Merala Heins	Lisa Harvey Boyd	



# Peninsula

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## Dispute Resolution Center

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**Mediators affect this agency in a way no other entity can.  
We cannot operate without them.**



Partner Agency

*VISIT our website at [www.pdrc.org](http://www.pdrc.org)*

### Staff

Laura O'Neal,  
Executive Director  
Marie Mantooth,  
Mediation Coordinator  
Merala Heins,  
Functional Family Therapist

Two kinds of  
gratitude: The  
sudden kind we  
feel for what we  
take; the larger  
kind we feel for  
what we give.

Edwin Arlington  
Robinson