



PENINSULA DISPUTE  
RESOLUTION CENTER

# 2009 ANNUAL REPORT

## Balance

For many businesses, families and individuals, 2009 was a balancing act. It was no different for PDRC. With resource limitations, our focus remained on meeting client needs. Like so many families and businesses, we had to find a balance in spending our financial resources frugally in order to meet the serious needs of our clients and neighbors.

Our most dynamic resource is, of course, our human resource. Our Mediators and Volunteers gave over 1500 hours of their time and expertise to meet needs in their communities. They listened. They taught. They coached. They modeled. They mediated. They did so much more.

Resources had to cover a continually growing case load. Cases continue to grow in number and diversity. Divorcing and never-married parents need state mandated parenting plans. Families need elder care and parent/teen mediations. Communities need neighborhood mediation. Victims are given a voice in Victim Offender Mediations. PDRC mediates small claims cases in District Court and decreases the number and severity of family cases that must be seen in Superior Court. With this growing diversity of cases, PDRC worked with over 1200 people in Clallam and Jefferson Counties.

Our financial resources, like many things in 2009, saw declines. Our funding comes from United Way, District Court surcharge fees, Clallam County, City of Port Angeles, local and state grants, and our most loyal, individual donors. We are especially thankful to Washington State Legislators for preserving our state funding for 2009-2010. We will continue to balance our resources. We will continue to support our clients, communities, and courts. With the current stresses facing all of us, balancing life and conflict is more important than ever.

## 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.

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

Forgiveness is the  
act of giving up all  
hope  
of having  
a better past.

— Anne Lamott

## Board of Directors

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## PDRC is making a new FIRST IMPRESSION

We did a lot of listening in 2008, and in 2009 we took action. We were hearing over and over “People don’t know who you are,” “People don’t know what you do,” “Peninsula Dispute Resolution Center is a LOT to say,” and “More people need to know about your service so you can help more people.”

Towards that effort, in 2009 we began a “rebranding” effort (if you can stand the jargon). This effort started by hiring Laurel Black Design to help us develop the new logo on the front of this report. This logo emphasizes “PDRC.” It is easier to say and remember. Think IBM or UPS. This new logo will go on all new letter-head and brochures (thank you, PenPrint Inc. for your very deep discounts). It will be in advertisements and on the website so generously donated by Steve O’Brien and the Estate of Eddi Hagemann. Please help us continue our outreach efforts by sharing what you know about PDRC with your friends, family, colleagues. Watch for new outreach opportunities.

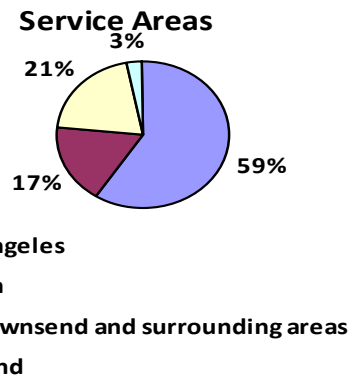
About Negotiation:

**Never cut what you can untie.**

— *Joseph Joubert*

### Snapshot for 2009:

- 442 people were trained or received presentations about conflict resolution from PDRC.
- We served approximately 525 people over the phone.
- We served approximately 350 people through mediation.
- Volunteers gave over 2000 hours of their time.



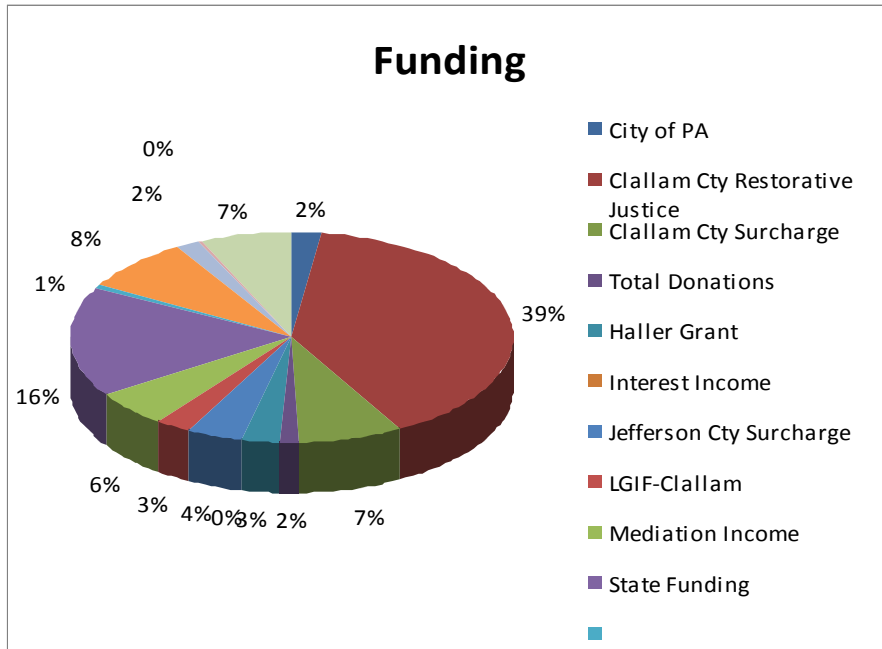
## How does Mediation help?

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 2009, PDRC clients reported:
  - Their situation was improved by mediation (75%)
  - 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.

## 2009 Statistics



Income: \$170,715  
 Expense: \$121,278  
 Current Reserve: \$ 71,000

**Empathy consists of discovering the other within the self.**

**Honesty consists of discovering the self within the other.**

**- Kenneth Cloke**

### Donors

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### Volunteers clocked over 2000 hours in 2009

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

- Sequim Bible Church
- St. Andrews Assisted Living
- Laurel Park Assisted Living
- Discover View Retirement Center



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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

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

## Staff

Laura O'Neal

*Executive Director*

Marie Mantooth

*Mediation Coordinator*

Trudi Thrush

*Assistant*

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



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