



Dispute Resolution Center of West Michigan Annual Report 2016

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DRCWM
678 Front Ave NW Ste 250
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Our Mission

We bring peaceful resolution to conflicts by providing expert and affordable mediation and training services.

Our Vision

Individuals and communities will resolve their disputes peacefully.

The First 30 Years - 1986-2016 - Thirty & Thriving

When the Grand/Kent Community Reconciliation Center, Inc. opened its doors in 1986 as the first community dispute resolution center in Michigan, it only served the City of Grand Rapids. The Center quickly expanded to provide services for all of Kent County and in 1994 changed its name to the Dispute Resolution Center of West Michigan.

By 1998, the DRCWM had expanded to include Lake, Mecosta, Montcalm, Newaygo and Osceola Counties. In 2004, Isabella County was added. In 2013 Isabella County was exchanged for Ionia County.

We rang in our 30th anniversary with “Thirty & Thriving” on October 20, 2016 at the BOB. The **Honorable Sara J. Smolenski** was the Mistress of Ceremonies. Three of our founders, **Vern Hoffman, Dr. Henry Holstege, and Dr. Robert Riekse** were honored as our local peacemakers. Circles were celebrated by Wyoming High School students, **Jasmine Allen, Saudi Morris, and Marqhaile Taylor.**

The Premier sponsors for the event were:

Primo Proponent:

Mercantile Bank of Michigan

Striving Thrivers:

Varnum

Verity Law

Generous Givers:
The Isely Family
Northern Trust

Many other businesses and individuals sponsored at lower rates.

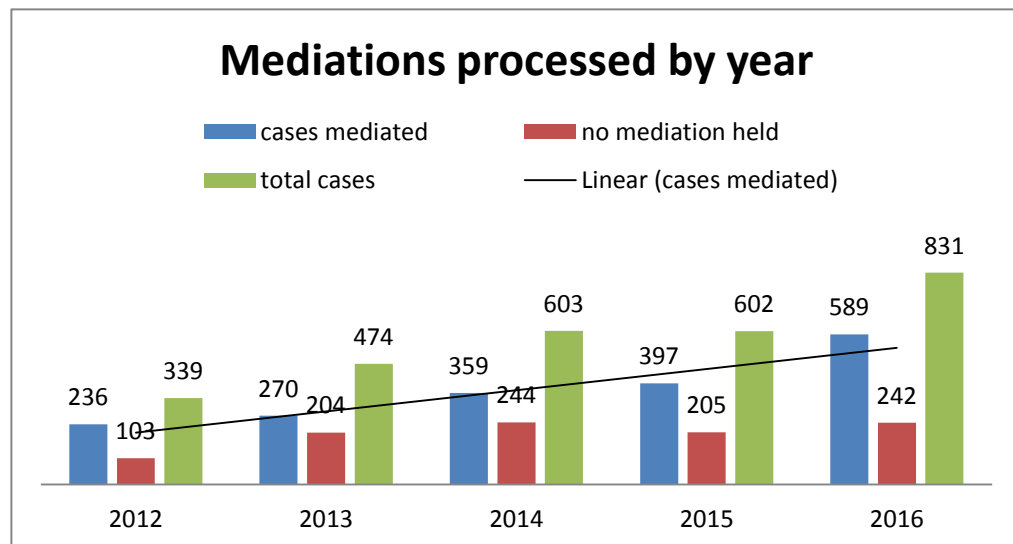
Volunteers Are Still the Key

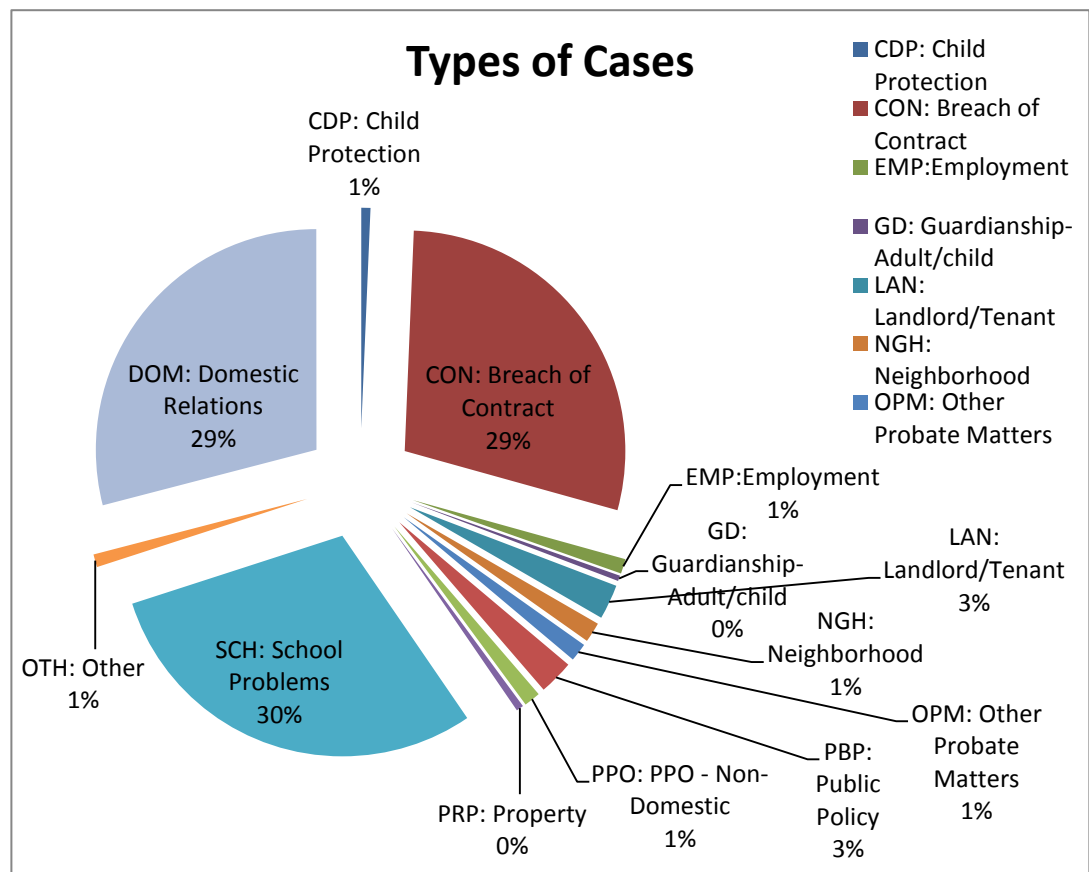
Volunteers continue to be the foundation of the Dispute Resolution Center of West Michigan (DRCWM). With a small paid staff providing intake and program management services, the mediators are selected from an active roster of about 50 trained volunteer mediators from West Michigan. In 2016, these dedicated volunteers also provided training, administrative, outreach, and other services. In total, over 1346 hours of service valued at \$240,394.25 were provided by mediators, students and other volunteers.

Case Numbers & Types

Our case numbers continue to climb. In 2012, we processed a total of 339 cases. In 2016, we processed 831 cases. 589 of those cases mediated. Of the mediated cases, 75% came to full or partial agreement.

If the parties are willing, we can try to resolve it. When people ask what types of cases we mediate, the answer is just about everything. But to be more specific about the types of cases that we processed; 88% of our cases fall within three basic types of cases. Those three categories are school problems (including special education and restorative justice), domestic relations, and breach of contract. The other twelve percent included a wide variety of disputes including, agricultural mediation, civil rights landlord tenant, public policy, neighborhood, guardianships, and estate probate to name a few.





Restorative Practices

We have entered the fourth year of our restorative practices in local schools program. The goal of restorative practices is to develop community relations and manage conflict and tensions by repairing harm and restoring relationships. In 2016, we added an onsite facilitator at Wyoming Junior High School to our existing representation at Kelloggsville Middle School, Lee Middle/High School, and Wyoming High School.

Training

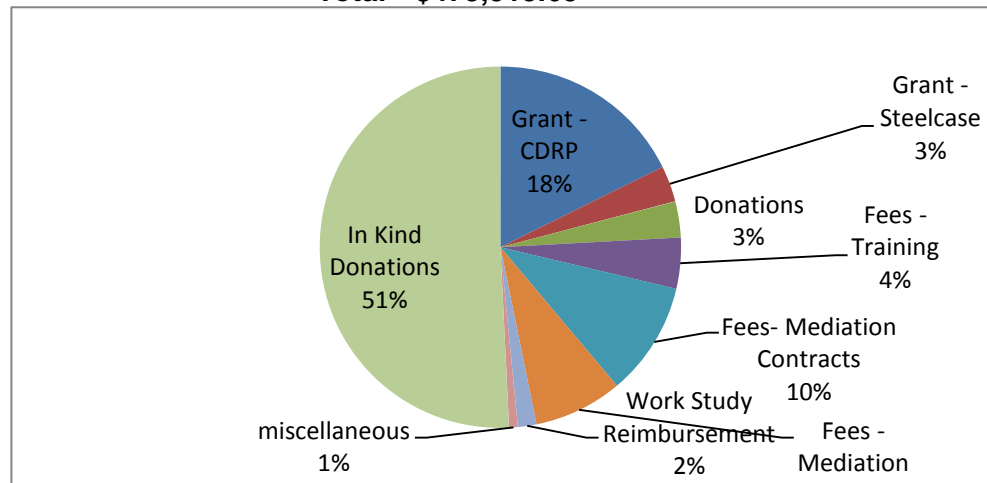
In 2016, we hosted a 40-hour general civil mediator training; a 48-hour domestic relations training; two eight-hour advanced mediator trainings *and* a two-hour lunch and learn training.

Additionally three staff members traveled to the International Institute for Restorative Practices in Bethlehem, Pennsylvania to take “Train the Trainer” (TOT) training so that we have licensed trainers on staff who can provide two days of restorative practices training; specifically, “An Introduction to Restorative Practices” and “Using Circles Effectively.” In 2017 the same staff members will travel to IIRP for the TOT in restorative conferencing.

2016 Revenue Sources

Grant - CDRP	\$83,763.01
Grant - Steelcase	\$15,269.16
Donations	\$15,245.19
Fees - Training	\$21,596.00
Fees- Mediation Contracts	\$48,163.65
Fees - Mediation	\$37,555.00
Work Study reimbursement	\$7,840.80
miscellaneous	\$3,686.59
In Kind Donations	<u>\$240,394.25</u>

Total \$473,513.65



Coming in 2017

reSOLVE it! Join us on **October 12, 2017** for our annual celebration of International Conflict Resolution Day. Celebrate with a murder mystery, a delicious dinner, cash bar, a raffle, and much, much more!

