



Annual Report 2017

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Restorative Facilitators

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.

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 to mediate cases from an active roster of about 50 trained volunteer mediators from West Michigan. In 2017, these dedicated volunteers also provided training, administrative, outreach, and other services. In total, over 1142 hours of service valued at \$171,425.00 were provided by mediators, students and other volunteers.

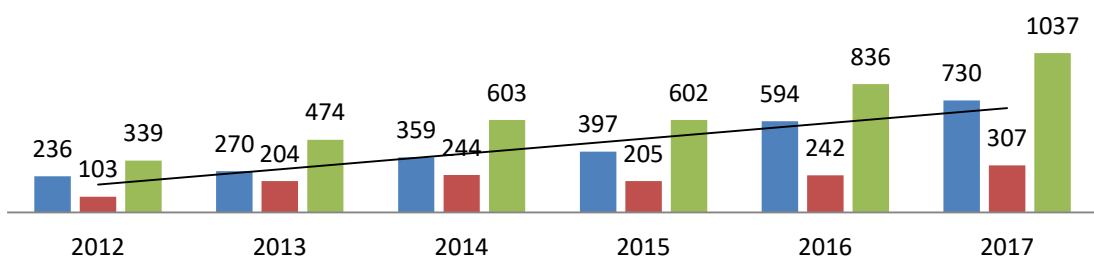
Case Numbers & Types

Our case numbers have continued to grow. In 2012, we processed a total of 339 cases. In 2017, we processed 1029 cases. 792 of those cases mediated. Of the mediated cases, 75% came to full or partial agreement.

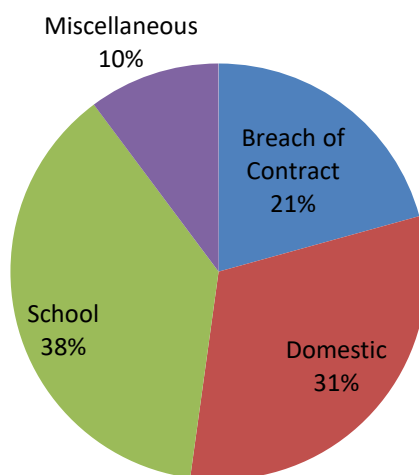
If the parties are willing, we can try to resolve it. When people ask what types of cases we mediate, the answer is just about everything. But to be more specific about the types of cases that we processed; 90% of our cases fall within three basic types of cases. Those three categories are school problems (including special education and restorative justice), domestic relations, and breach of contract. The other ten percent included a wide variety of disputes including, agricultural mediation, civil rights, landlord tenant, public policy, neighborhood, guardianships, and estates to name a few.

Mediations processed by year

cases mediated no mediation held total cases Linear (cases mediated)



Cases by General Type



Restorative Practices

We have entered the fifth year of our restorative practices in local schools program. The goal of restorative practices is to develop community and manage conflict and tensions by repairing harm and restoring relationships. In 2017, we added two Wyoming Elementary Schools and a Wyoming High School Attendance Program to our existing facilitators located at Kelloggsville Middle School, Lee Middle/High School, Wyoming Junior High, and Wyoming High School.

We also continued our collaboration with the Kent County Prosecuting Attorney, Grand Rapids City Attorney, Juvenile Defense Bar, and Restorative Justice Coalition on our Kent County Juvenile Restorative Conferencing Program. This program will allow offenders and those harmed by their actions the opportunity to choose restorative conferencing over the traditional judicial system in certain circumstances.

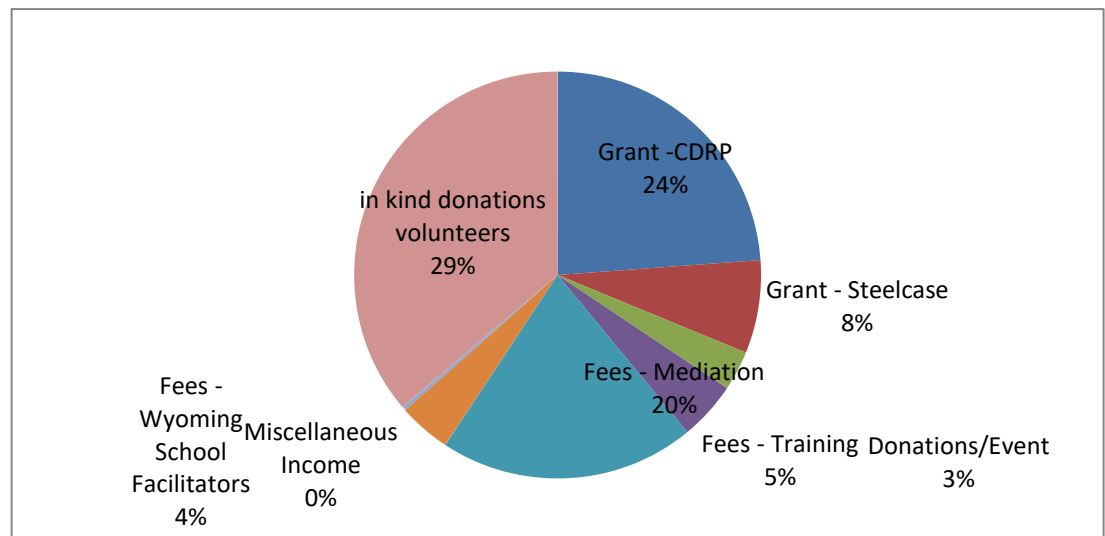
Training

Three staff members traveled to the International Institute for Restorative Practices in Bethlehem, Pennsylvania to take "Train the Trainer" (TOT) training for Restorative Conferencing so that we now have licensed trainers on staff who can provide this training in addition to Introduction to Restorative Practices and Using Circles Effectively.

In 2017, we hosted a 40-hour general civil mediator training; two 2-hour advanced mediation trainings; a four-day Introduction to Restorative Practices, Using Circles Effectively, and Restorative Conferencing Training open to the public at the Center; Introduction to Restorative Practices and Using Circles Effectively Training for Forest Hills Public Schools, Kentwood Public Schools, and for Allegan Public Schools in conjunction with Mediation Services of Holland, MI.

2017 Revenue Sources

Grant -CDRP	112,740.73
Grant - Steelcase	34,973.00
Donations/Event	14,882.39
Fees - Training	21,957.50
Fees - Mediation	95,993.00
Fees - Wyoming School Facilitators	19,630.00
Miscellaneous Income	1,468.95
in kind donations volunteers	<u>171,425.00</u>
Total Revenues	<u>473,070.57</u>



Coming in 2018

Be Kind, Rewind, Resolve: Join us on **November 10, 2018** for our annual celebration of International Conflict Resolution Day. Celebrate with an 80's dance party, games, costume contest, cash bar, a raffle, and much, much more!