



Finding common ground  
through mediation

# Annual Report: Fiscal Year 2023

July 1, 2022 – June 30, 2023

## President's Letter

### A Word for FY2023: Future

This year we continued our strategic thinking about the Center's future. Building on the excellent efforts of the 2012 team, we have recently adopted an Updated Strategic Plan along with a "living" Action Plan that the Board will monitor quarterly. It provides a comprehensive road map with measurable priorities and goals. Check out the plan when you have a chance!

We were delighted to see many of you at our "Laffs for Loot" event on June 8th. We raised just over \$3600, laughing all the way to the bank! But more importantly, we reconnected in person with many friends of the Center. This coming year, we are planning a fundraising campaign and gathering that will coincide with The Resolution Center's 30th Anniversary. Please keep an eye out for forthcoming details. We hope that you will join us in celebrating this major milestone.

The Center is in excellent shape programmatically and financially. Our staff and volunteers are top-notch, and our Board is highly engaged and effective. As I step down as Board President, I am confident that our new President, Bob Blayer, with both his wisdom and wit, is the right person to help take the Center to the next level.

Thank you to all who have contributed to our success. It is wonderful to be a part of such a dynamic and caring community.

~ *Dacia Rubel, President, The Resolution Center Board of Directors*

Mediation	FY23 Summary			FY22			FY21		
	Referrals	Mediated	Agreed	Ref.	Med.	Agr.	Ref.	Med.	Agr.
<b>Court-Referred Cases (Total)</b>	<b>173</b>	<b>116</b>	<b>80</b>	<b>207</b>	<b>100</b>	<b>64</b>	<b>49</b>	<b>37</b>	<b>28</b>
District Court	101	80	44	146	62	28	26	16	9
Juvenile Court	72	36	36	60	38	36	14	18	16
Probate & Family Court	0	0	0	1	0	0	9	3	3
<b>Community Cases (Total)</b>	<b>151</b>	<b>56</b>	<b>48</b>	<b>128</b>	<b>44</b>	<b>38</b>	<b>59</b>	<b>12</b>	<b>1</b>
Peer Mediation in Schools	42	39	38	40	38	35	0	0	0
Housing Mediation	60	3	1	61	0	0	40	1	1
Re-Entry Mediation	6	0	0	0	0	0	0	0	0
Family Mediation / Other	43	14	9	27	6	3	19	11	3
<b>ALL CASES</b>	<b>324</b>	<b>172</b>	<b>128</b>	<b>335</b>	<b>144</b>	<b>102</b>	<b>108</b>	<b>49</b>	<b>29</b>

Conflict Resolution Skills	FY23 Summary		FY22 Summary		FY21 Summary	
	Events	Participants	Events	Participants	Events	Participants
Basic Mediation Training	2	15	1	8	2	15
Advanced Mediation Training (Family, Re-Entry)	2	14	0	0	0	0
Peer Mediation Training (includes peer mediators' forum)	10	216	9	159	0	0
Workshops & Facilitations	3	43	3	36	3	26
Outreach Events/Activities	-	905	-	239	-	112

## Program Highlights

### Building & Growing Youth Programs

This year we trained new student mediators at Andover High School, Peabody High School, Essex North Shore Agricultural Technical School, and Greater Lawrence Technical High School.

We provided advanced training to returning mediators at Amesbury Middle School, and we provided restorative circles at a local independent school.

An exciting new development is our Student Advisory Group (SAG). SAG is an advanced leadership opportunity for students who have participated in a peer mediation or restorative practice program; it also helps our youth programming to remain responsive and adaptive to young people's evolving needs. The first SAG cohort gained leadership experience through identifying gaps within their school peer mediation programs and finding alternatives and solutions to these problems. We offered hands-on and tailored support to SAG members while they implemented innovative ways to improve their school culture and climate.

The FY23 Peer Forum brought together over 150 student leaders from middle and high schools (including the core partner schools listed above as well as Cambridge, Lowell, and Braintree). We were excited to see new schools and school administrators at this year's Forum, which highlighted two innovative speakers. State Representative Manny Cruz (Salem) provided the Opening Remarks. He was a peer mediator while a student at Collins Middle School in Salem. The Keynote Speaker was Tissa Hami, an award-winning performer, speaker, facilitator, and consultant on Diversity, Equity, and Inclusion.

**Mission:** The Resolution Center (formerly North Shore Community Mediation Center) is a non-profit corporation whose members educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth. The Resolution Center, through collaborative efforts, raises public awareness of the value of Mediation and Alternative Dispute Resolution methods as vehicles for resolving personal differences and diminishing conflict in society at large.

**Commitment to Diversity, Equity, and Inclusion:** We recognize that diversity is not static and evolves with a changing community. We aspire to be an inclusive organization that embraces diversity in every aspect of our service to the community. To create an inclusive environment that fosters trust, respect, and equality for the people we serve, we will set standards and implement policies and practices, which will be evaluated on an ongoing basis.



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## FY23 Board of Directors

**Dacia Rubel,**  
Wenham, *President*  
**Bob Blayer,**  
Marblehead,  
*Vice-President*  
**Tom Jefferson,**  
Beverly, *Treasurer*

**Bob Ambrogi,**  
Rockport  
**Joanne Avallon,**  
Rockport  
**Linda Goodenough,**  
Beverly  
**Laura Mancini,**  
Merrimac

## Mediators & Volunteers

Our dedicated volunteers serve as mediators, coaches, trainers, and ambassadors for conflict resolution skills.

Joanne Avallon	Sharon Glasser	Simon Paddock
Dick Bazirgan	Linda Goodenough	Jodie Remon
Bob Blayer	Phyllis Hutchinson	Jay Robbins
Lesla Botti	Thomas Jefferson	Dacia Rubel
Darren Braham	Susan Johnson	Cynthia Runge
Matt Burrill	Sarah Kosiavelon	Shelley Sackett
Yvette Cheeks	Dick Langworthy	Tony Scibelli
Courtney Cole	Jim Latham	Pat Shanahan
Jeff Cruz Ruales	David Mack	Sandy Sheckman
Elizabeth Dierze	Laura Mancini	MaryAnn Sherwood
Robin DiGiammarino	Scott Marks	Amy Smith
David Feldman	Shannon Murphy	Christophel
Nicole Frontiero	Barnes	Mark Sullivan
Madalyn Frye	Donald Neuman	Regina Zaragoza Frey

## Staff

**Hannah Bowen,** *Executive Director*  
**Madalyn Frye,** *Program Coordinator*  
*(through May 2023)*  
**Hannah Graves,** *Program Coordinator*  
**Adriana Jimenez,** *Mediation Case Manager*  
**Anya McDavitt,** *Director of Youth Programs*  
**Bill Saa,** *Manager of Mediation Services*

**Our deepest thanks to long-serving volunteers stepping back from actively mediating with The Resolution Center this year:**

Vicky Bennet, Linda Colleran, Bill Dore, Linda Duryea, Elizabeth Gujral, Lysa Leland, Miriam Pollack, Robyn Sunderland, Robert Tucker

## Financial Activity

July 1, 2022 – June 30, 2023

### INCOME

Grants and Contracts	\$377,213
Contributions & Sponsors	\$18,313
Fee for Service Training & Mediation	\$29,341
Membership Contributions	\$2,023
Interest	\$109
<b>Total Income</b>	<b>\$426,890</b>

### EXPENSE

Wages, Benefits, Payroll Taxes	\$319,408
Rent & Facility Fees	\$15,366
Contract Labor	\$18,677
Program Expenses	\$19,863
Office & Admin Expenses	\$23,617
Marketing	\$11,589
Insurance	\$4,342
<b>Total Expenses</b>	<b>\$412,862</b>

**NET INCOME \$14,137**

## Financial Position

As of June 30, 2023

### ASSETS

Current Assets	
Checking	\$92,701
Savings	\$217,426
Pledges Receivable <i>(FY23 Program Support)</i>	\$66,905
Fixed Assets <i>(Equipment)</i>	\$7,262
Other Assets <i>(awards for FY24 support)</i>	\$42,888
<b>Total Assets</b>	<b>\$427,182</b>

### LIABILITIES

Current Liabilities	\$8,767
Equity	
Retained Earnings	\$404,278
Net Revenue	\$14,137
<b>Total Liabilities</b>	<b>\$427,182</b>

Notes on financial reporting:

- The information presented here reflects internal reporting as of October 2023; formal independently prepared Financial Statements will be filed by November 15, 2023.
- In FY23, The Resolution Center shifted from reporting financial activity in cash basis terms to accrual basis.
- Additional future support not captured above includes: \$70,000 in future years of Cummings Foundation grants (FY25, FY26), \$22,000 in future years of Trial Court contracts (FY25)

**Thank you to the generous donors who supported our work in FY23, including:**

Cummings Foundation, Edward S. & Winifred G. Moseley Foundation, a grant received from the Massachusetts Attorney General's Office, Massachusetts Bar Foundation, MA Office of Public Collaboration's Community Mediation Center grant program funded by the MA Legislature, and generous donations from community members.