

Annual Report: Fiscal Year 2022

July 1, 2021 – June 30, 2022



North Shore
Community
Mediation
Center



Finding common ground
through mediation

A Word about FY2022: Rejuvenation

2021-2022 was a year of rejuvenation for the Center. In addition to a new name, new logo and new website, we revised our organizational documents, updated our performance review process, purchased new hardware and software to make the most of hybrid mediation and work models, added new fundraising software, restructured staff job descriptions, began reviewing our HR policies and hired a new Program Coordinator and Manager of Mediation Services. We also were able to fund salary increases for staff and implement an improved health benefit program.

We are solidly back in the courts and schools and continue to prioritize reconnecting with our experienced mediators and cultivating new talent. Our Apprentice Program has been revitalized and a new Apprentice Committee has been established. We have offered trainings and in person gatherings to our mediators and have periodically distributed newsletters and programming updates. We even held our first in person Peer Forum for student mediators in 2 years!

This coming year will be exciting! We will continue the strategic planning work that began this summer with the revision of our Board of Directors role description and will be depending on all our stakeholders to provide input as we chart a path forward. Fundraising will also be a priority as we hope to diversify our funding sources so that we remain fiscally strong even if state support tightens. Thank you to our entire team for your tireless work this year. Our extraordinary community is strong and because of that, the Center's future looks brighter than ever!

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

Financial Activity

July 1, 2021 - June 30, 2022

INCOME

Grants and Contracts	\$337,920
Contributions & Sponsors	\$22,644
Fee for Service	\$17,363
Training Fees	\$7,050
Memberships	\$1,990
Interest	\$142
Total Income	\$386,967

EXPENSE

Wages, Benefits, Payroll	
Taxes	\$249,893
Rent & Facility Fees	\$14,539
Contract Labor	\$11,659
Program Expenses	\$11,259
Office & Admin Expenses	\$10,217
Marketing	\$6,998
Insurance	\$3,748
Total Expenses	\$308,314

NET INCOME \$ 78,794

Thank you to our financial supporters, including:

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

Mediation	FY22 Summary			FY21			FY20		
	Referrals	Mediated	Agreed	Ref.	Med.	Aggr.	Ref.	Med.	Aggr.
Court-Referred Cases (Total)	207	100	64	49	37	28	215	177	122
District Court	146	62	28	26	16	9	114	102	56
Juvenile Court	60	38	36	14	18	16	48	33	33
Probate & Family Court	1	0	0	9	3	3	53	42	33
Community Cases (Total)	128	44	38	59	12	1	95	64	50
Peer Mediation in Schools	40	38	35	0	0	0	54	53	50
Housing Mediation	61	0	0	40	1	1	0	0	0
Re-Entry Mediation	0	0	0	0	0	0	5	1	0
Family Mediation / Other	27	6*	3	19	11	3*	36	10	11*
ALL CASES	335	144	102	108	49	29	310	241	172

* - includes cases still mediating at end of year

Conflict Resolution Skills	FY22 Summary		FY21 Summary	
	Events	Participants	Events	Participants
Basic Mediation Training	1	8	2	15
Peer Mediation Training	9	159*	-	-
Workshops & Facilitations	3	36	3	26
Outreach Events/Activities		239		112

*includes peer mediators' forum

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. NSCMC, 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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Who We Are

Mediators & Volunteers

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

Joanne Avallon	Sharon Glasser	Donald Neuman
Vicky Bennet	Linda	Miriam Pollack
Bob Blayer	Goodenough	Jay Robbins
Lesa Botti	Elizabeth Gujral	Dacia Rubel
Matt Burrill	Phyllis Hutchinson	Cynthia Runge
Yvette Cheeks	Thomas Jefferson	Shelley Sackett
Courtney Cole	Susan Johnson	Tony Scibelli
Linda Colleran	Dick Langworthy	Patricia Shanahan
Jeff Cruz Ruales	Jim Latham	Sandy Sheckman
Elizabeth Dierze	Lysa Leland	MaryAnn
Robin	David Mack	Sherwood
DiGiammarino	Laura Mancini	Robyn Sunderland
Bill Dore	Scott Marks	Robert Tucker
Linda Duryea	Shannon Murphy	
David Feldman	Barnes	

Welcome back, Peer Mediators!



The Peer Mediators Forum returned in April 2022 after a pandemic hiatus, with 80 students from across Essex and Middlesex Counties gathering to celebrate their achievements in conflict resolution.



FY22 Board of Directors

Dacia Rubel , Wenham, <i>President</i>	Bob Ambrogi , Rockport
Bob Blayer , Marblehead, <i>Vice-President</i>	Joanne Avallon , Rockport
Jerry Mahan , Wenham, <i>Treasurer</i>	Ray Billings , Marblehead
	Linda Goodenough , Beverly
	Tom Jefferson , Beverly

Staff

Hannah Bowen, *Executive Director*
Madalyn Frye, *Program Coordinator (joined Nov 2021)*
Adriana Jimenez, *Housing Case Manager*
Deepika Madan, *Manager of Mediation Services (through Oct 2021)*
Anya McDavitt, *Director of Youth Programs*
Bill Saa, *Manager of Mediation Services (joined May 2022)*

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

Avis Feldman, Si Morrill, Walter Power, Nancy Ramsden, Carol Rice, and Barbara Younger

Financial Position

Fiscal Year Ending
June 30, 2022

ASSETS

Current Assets	
Checking	\$104,168
Savings	\$217,318
Pledges Receivable (<i>FY22 Program Support</i>)	\$83,965
Fixed Assets (<i>Equipment</i>)	\$2,750
Other Assets (<i>awards for future fiscal year support</i>)	\$22,000
Total Assets	\$430,200

LIABILITIES

Current Liabilities	\$13,964
Equity	
Retained Earnings	\$337,442
Net Revenue	\$78,794
Total Liabilities	\$430,200