Guided by its mission to work with individuals, communities, courts, and other institutions to manage and resolve conflict, the Center for Conflict Resolution (CCR) is a Chicago-based non-profit organization that provides mediation and training services. Since its founding in 1979, CCR has emerged as one of the nation’s premier providers of mediation services—as well as a superb educational and training ground for mediators. Every year, knowledgeable, dedicated volunteers and staff mediate—pro bono—cases with more than 4,000 people, train hundreds of new mediators, facilitate meetings and work with dozens of businesses, government agencies and organizations to create custom-designed dispute resolution systems and training programs.
September 2008

Friends and Colleagues,

Thank you for your interest in — and your support of — the Center for Conflict Resolution. It is an honor to hold leadership roles, and to share our 2008 Annual Report.

Every day we witness extraordinary accomplishments and interactions among our staff, volunteers, partners, and clients — and we are reminded what a privilege it is to be part of an organization that is building community and strengthening the justice system through its mediation and training services. Our accomplishments and activities are described in the pages that follow.

Beyond the successes there are challenges as well: continuously improving educational offerings; developing public awareness about conflict resolution; maintaining and improving the infrastructure that allows us to efficiently do our work; expanding our services so that more people can experience and benefit from the process of mediation.

Everything we do requires resources. So because you share our mission — and you realize how needed peaceful interactions and effective problem solving are to our world — please consider making a contribution of any size and ask your employer if a matching contribution is offered.

We are delighted to share our work for Fiscal Year 2008.

Thank you,

Marilyn J. Smith
Executive Director
Center for Conflict Resolution

Jennifer D. Vidis
President, Board of Directors
Center for Conflict Resolution
Mediation Services

The Center for Conflict Resolution (CCR) prides itself on continuously developing and expanding opportunities to build community and strengthen the justice system through the resolution of everyday conflicts. Flexible, free services, provided by committed staff and volunteers continue to improve the lives of thousands of people who avoid court and participate in the often life-changing experience of mediation.

An increase in CCR’s Fiscal Year 2008 statistics speaks to CCR’s growing ability to screen cases, explain the process of mediation, and build rapport with mediation participants — thus ensuring that appropriate cases go to mediation. Success is also attributable to staff’s increasing talent for building relationships with volunteers, creating workable schedules for mediators and clients, and strengthening relationships with judges, clerks, and sheriffs who work with CCR to implement court-based programs.

CCR’S MISSION

- Provide the highest quality conflict resolution services.
- Help people in conflict arrive at their own solutions.
- Respond to current and pressing needs of the community.
- Grant access to people regardless of means or identity.
- Value clients, volunteers, and staff.
- Educate the public on the benefits of conflict resolution.
"I would use mediation again. It was informative, and the mediator was excellent. We were able to talk things out rationally. My anger diminished, and I was able to look at things in a different way. It took lots of hard work, but we reached an agreement!"

MEDICATION PARTICIPANT

"Money is often just one of several underlying concerns that parties have in a given conflict. In my experience, people have been able to reach meaningful and sustainable agreements only by fully satisfying all of their interests, many of which are non-monetary."

AUDREY LEE, VOLUNTEER MEDIATOR
Training Services

CCR’s powerful, performance-based, 40-hour Mediation Skills Training (MST) is at the core of its mission to educate the public about conflict resolution.

The impact of CCR’s MST experience comes from the simulated mediations and the individualized coaching each trainee receives. More than 50% of the MST is spent practicing mediation skills under the guidance of experienced mediator-trainers, who are present for the entirety of each lengthy practice session, and who provide the concrete and individualized feedback needed to put mediation skills into action. MST class size is limited to ensure a four-to-one ratio of trainees to trainer.

These simulations are enhanced by a series of lectures, discussions, exercises and demonstrations covering: the process of mediation, interest-based negotiation, reality testing, effective questioning, ethical concerns, and different models of mediation. Not only do trainees gain a theoretical understanding of the goals and benefits of using a mediation process to resolve disputes, but the actual skills to conduct a mediation upon completion of the training. They are equipped with a process they can also fall back upon no matter the mediation model they choose, and exposure to advanced mediation skills they can put into practice immediately.

In addition to the MST, CCR offers a variety of other courses:

- Conflict Management
- Advocacy in Mediation
- Managing Conflict in the Workplace
- Introduction to Alternative Dispute Resolution
- Win-Win Without Giving In
- Introduction to Mediation
- Team Building and Problem Solving
- Thomas Kilmann Conflict Mode Instrument
- Drafting Effective Alternative Dispute Resolution Clauses

ACCOMPLISHMENTS

In Fiscal Year 2008, CCR:

- **Educated** more than 200 new mediators through seven public MSTs and 6 law-school MSTs with Northwestern University School of Law, Chicago-Kent College of Law, DePaul College of Law and Loyola University School of Law.
- **Designed** new workshops in Conflict Management and Using Mediation Skills to Enhance Your Effectiveness as a Lawyer.
- **Strengthened** CCR coaches’ skills through five Train-the-Trainer courses.
- **Upgraded** the materials and added new experiential exercises to the MST curriculum.
- **Offered** continuing education credits for lawyers and social workers.
- **Provided** conflict management training to:
  - Americorps
  - Avodah
  - Chicago Public Schools
  - Chuhak & Tecson, P.C.
  - Family Rescue, Inc.
  - Federal Reserve Bank of Chicago
  - Loey & Loey
  - Sidley Austin LLP
  - TAP Pharmaceutical Products, Inc.
  - Umoja
  - University of Chicago Graduate Program
  - YMCA
“CCR’s Mediation Skills Training was incredibly helpful for me — specifically through its emphasis on hands-on learning. Extensive simulations and personal coaching were critical to developing the skills and the confidence I now bring to the mediation table.”

HANNAH WALLERSTEIN, TRAINING PARTICIPANT
Volunteers

Volunteers are at the heart of CCR’s success — and it is because of committed and generous volunteers that CCR exists and continues to flourish. CCR offers a unique environment for trained volunteers: the opportunity to be of service and the chance to gain valuable education in the real-life resolution of conflict.

Last year, more than 90% of CCR’s mediation services were provided by volunteers. These dedicated individuals helped ensure that mediation was available to people who would otherwise not have access. CCR’s volunteers served the community and the courts by mediating disputes involving a wide range of people and issues:

- Neighbors
- Small claims
- Housing and landlord/tenant
- Consumer
- Guardianship
- Adult misdemeanors
- Employment discrimination
- Juvenile misdemeanors
- Sexual harassment
- Matrimonial fees
- Parenting agreements
- Post-decree divorce
- Internal staff communication
- Board governance
- Community decision-making

Volunteers also offer a variety of other support to CCR. They:

- Provide translation services;
- Lead portions of the Mediation Skills Training;
- Offer continuing education events;
- Manage CCR’s annual fundraising gala;
- Coach and mentor CCR staff;
- Oversee the peer review process which insures a high quality, consistent standard for mediation services; and
- Review and revise policy and ethics issues.

To enhance CCR’s mediation services, new CCR volunteers will participate in a Prospective Volunteer Mentoring Program (PVMP) that includes 6 full days of performance-based training, outside coursework, and an 8-week post-training mentorship.

To learn more about CCR’s new PVMP, please visit www.ccrchicago.org and click on “Volunteer Opportunities.”
# CCR Volunteers

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<th>Daniel Aaronson</th>
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“Too many people come to court convinced that they are right and that a judge will rule in their favor. It’s never that simple, and so I am fortunate to have mediators available in my courtroom. I send cases to mediation with increasing regularity — because I continue to see the dramatic results.”

**Hon. Daniel T. Gillespie**, Supervising Judge, Contract and Tort Section
First Municipal District, Circuit Court of Cook County
Partners

CCR’s efforts to build community and strengthen the justice system through mediation are actively supported by partnerships with many local and state organizations.

Alternatives, Inc.
Americorps
Association for Conflict Resolution - Chicago Chapter
Avodah
Chicago Department of Housing
Chicago Commission on Human Relations
Chicago Department of Human Resources
Chicago Department of Public Health
Chicago-Kent College of Law
Chicago Volunteer Legal Services
Chicago Police Department
Chicago Public Schools
Circuit Court of Cook County
Cook County Juvenile Detention Center
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Coordinated Advice and Referral Program for Legal Services
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Equal Employment Opportunity Commission
Family Rescue
Illinois Balanced and Restorative Justice Initiative
Illinois Department of Human Rights
Illinois Department of Human Services
Illinois Legal Aid Online
Legal Assistance Foundation of Metropolitan Chicago
Loyola University School of Law
Northwest Municipal Conference
Northwestern University School of Law
Public Interest Law Initiative
Resolution Systems Institute
Senn High School
Many generous individuals and organizations financially support CCR’s efforts to foster creative conflict resolution, decrease violence, and strengthen the fabric of our society. CCR’s staff and Board of Directors are deeply grateful to those who continue to raise critical funding and develop awareness for our work.

On March 6, 2008, CCR raised more than $100,000 to support its free mediation services. Attracting more than 250 guests to Chicago’s Cultural Center, Sparkling Solutions: Champagne and CCR gave CCR the opportunity to celebrate its 29th anniversary, showcase its mission, and strengthen its community relationships. Once again, extraordinary volunteers created this successful event.

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Jackie Lustig
Rocky Perkovich

Raffle Co-Chairs
Joe Holtgreive
Jill Tanz

Gala Committee
Ceylan Eatherton
Brad Fiorito
Liz Gould
Diane Grigg
Pam Kentra
Audrey Lee
Cookie Levitz
Jerry Rumps
Liz Simon
Contributors

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The Illinois Equal Justice Foundation
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Gary and Rhonda Stern
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Linda Rio
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Brian Wright
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Charlene Yaneza
Susan Yates
Christine Yeager Nelson
Rebecca Friedman
Zuber
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Minuteman Press
Tuan Do Graphic Design

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Fey & Company
The Field Museum
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Flat Top Grill
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Francesca’s Tavola
Frank Lloyd Wright Preservation
Frasca
Gage Restaurant
Gene Siskel Film Center
Golftec
Grand Traverse Resort
Graziano’s Brick Oven Pizza
Gymboree Play & Music
Haj Designs
Howard Johnson
Indian Lakes Resort
Infamous Commonwealth Theatre
InterContinental Hotel – Chicago
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Joffrey Ballet
John Barleycorn
John Hancock Observatory
Jupiter Hotel
Kane County Cougars
La Perla
Stanley Majka
Mayan Adventure Indoor Waterpark
Medieval Times
Millennium Knickerbocker Hotel
Milwaukee Art Museum
Milwaukee County Zoo
Much Shelist
Muriel's Jackson Square
Murphy’s Bleachers
Museum of Science and Industry
Mystic Blue
Nature’s Hand Car Wash
New Orleans Marriott
Next Theater
The Noodle
Northlight Theatre
Northwestern Athletic Department
Oceanaire
Odyssey Cruises
Old Town School of Folk Music
Omni Hotel
Pampered Chef
Panera Bread
Pastoral
Paul Klein Travel
Rocky Perkovich
Phil Stefani Signature Events
Portland Attraction Pass
Portland City Grill
PRP Wine International
Randy Cummins
Ravinia
Redhead Piano Bar
Alix Reid
Renaissance Chicago Hotel
Rosebud Restaurants
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Sea World Orlando
Second City
Shedd Aquarium
Show Me Seattle
Six Flags Great America
Smart Destinations
Southwest Airlines
Space Needle
Steppenwolf Theatre
Stoney River
Style by Susan
Sullivan’s Steakhouse
Swerve Salon
Tall Ship Windy
Jill Tanz
Terrace Gardens
The Carneros Inn
The Grill Doubletree hotel
The hair loft, ltd.
The hypocrites
The Inn at the Market
The Peabody Orlando
Time Out Chicago
Trattoria Roma
Truefitt & Hill
Water Riders
Whirlyball
Wrigleyville Rooftops
Zanies Comedy Club
# Financials

## STATEMENTS OF ACTIVITIES

For the Year Ended May 31, 2007  
(With Comparative Totals for 2006)

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Total 2007</th>
<th>Total 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUPPORT AND REVENUE:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants and contributions</td>
<td>$ 339,936</td>
<td>$ 289,317</td>
<td>$ 629,253</td>
<td>$ 534,981</td>
</tr>
<tr>
<td>Dispute Resolution Center Act</td>
<td>200,000</td>
<td></td>
<td>200,000</td>
<td>200,000</td>
</tr>
<tr>
<td>Donated services</td>
<td>79,359</td>
<td></td>
<td>79,359</td>
<td>86,412</td>
</tr>
<tr>
<td>Training fees</td>
<td>176,819</td>
<td></td>
<td>176,819</td>
<td>170,123</td>
</tr>
<tr>
<td>Consulting fees</td>
<td>27,738</td>
<td></td>
<td>27,738</td>
<td>121,222</td>
</tr>
<tr>
<td>Rental income</td>
<td>100</td>
<td></td>
<td>100</td>
<td>700</td>
</tr>
<tr>
<td>Interest income</td>
<td>30,362</td>
<td></td>
<td>30,362</td>
<td>22,554</td>
</tr>
<tr>
<td>Total support and revenue</td>
<td>854,314</td>
<td>289,317</td>
<td>1,143,631</td>
<td>1,135,992</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>252,561</td>
<td>(252,561)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total support and revenue and reclassifications</td>
<td>1,106,875</td>
<td>36,756</td>
<td>1,143,631</td>
<td>1,135,992</td>
</tr>
<tr>
<td><strong>EXPENSES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program services</td>
<td>864,502</td>
<td></td>
<td>864,502</td>
<td>892,028</td>
</tr>
<tr>
<td>Management and general</td>
<td>142,507</td>
<td></td>
<td>142,507</td>
<td>120,061</td>
</tr>
<tr>
<td>Fundraising</td>
<td>54,441</td>
<td></td>
<td>54,441</td>
<td>66,767</td>
</tr>
<tr>
<td>Total expenses</td>
<td>1,061,450</td>
<td></td>
<td>1,061,450</td>
<td>1,078,856</td>
</tr>
<tr>
<td>Increase in net assets</td>
<td>45,425</td>
<td>36,756</td>
<td>82,181</td>
<td>57,136</td>
</tr>
<tr>
<td><strong>NET ASSETS:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beginning of year</td>
<td>711,064</td>
<td>151,745</td>
<td>862,809</td>
<td>805,673</td>
</tr>
<tr>
<td>End of year</td>
<td>$ 756,489</td>
<td>$ 188,501</td>
<td>$ 944,990</td>
<td>$ 862,809</td>
</tr>
</tbody>
</table>
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