Since 2009, CRC has grown its net assets by 271%, its income by 133% and its volunteers by 112%. CRC continues each year to enhance its operational strength and stability with growth across almost all revenue sources. In addition, our staff has tripled, volunteer hours provided have increased and the number of people we serve each year continues to grow.

**Support & Revenue**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$123,826</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>$271,887</td>
</tr>
<tr>
<td>Fundraising Event (Net of Direct Expenses)</td>
<td>$51,053</td>
</tr>
<tr>
<td>Net Sales - Training Handbook</td>
<td>$1,150</td>
</tr>
<tr>
<td>Investment Income / Miscellaneous</td>
<td>$795</td>
</tr>
<tr>
<td>Total Support &amp; Revenue</td>
<td>$464,721</td>
</tr>
</tbody>
</table>

**Expenses**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$297,030</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$53,963</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$11,479</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$362,472</td>
</tr>
</tbody>
</table>

Change in Net Assets: $102,249

**Assets**

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash/Savings</td>
<td>$243,186</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>$168,459</td>
</tr>
<tr>
<td>Net Property &amp; Equipment</td>
<td>$8,333</td>
</tr>
<tr>
<td>Other</td>
<td>$6,664</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$436,820</td>
</tr>
</tbody>
</table>

**Liabilities & Net Assets**

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Liabilities</td>
<td>$22,804</td>
</tr>
<tr>
<td>Temporarily Restricted Assets</td>
<td>$66,966</td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>$347,050</td>
</tr>
<tr>
<td>Total Liabilities &amp; Capital</td>
<td>$436,820</td>
</tr>
</tbody>
</table>

Net Assets, Beginning of 2013: $311,767

Net Assets, End of 2013: $414,016
Dear Friends:

As we look back at 2013, our 30th year, we note the remarkable progress made in CRC’s ability to bring successful outcomes to the people we’ve served. By implementing our abilities to converge, converse, collaborate and connect, we’ve expanded our reach and helped thousands to find the power of resolution through mediation. CRC helped hundreds of people converge to build personal, professional and organizational capacity, and to learn to transform conflict into a springboard for positive change. Conversing is always emphasized at CRC, and through facilitated and respectful conversation, our mediators helped 7,221 people converse in efforts to resolve relationship, business, housing, employment, child protection, human rights and other issues. Through mediation, conflict consulting, facilitated group processes and consensus-based decision making processes, CRC’s volunteers and staff truly turned conflict into opportunity. Collaboration was a key word in 2013, as we became host to the Minnesota Restorative Services Coalition, opened two new satellite offices, expanded our staff and office space, hosted an International Fellow, and reached further in the child protection and juvenile justice arenas. Hundreds of volunteers and donors came through our doors to cultivate their abilities to use mediation and conflict resolution skills in their personal and professional lives. We have hundreds of volunteers who generously gave us 9,000 volunteer hours in 2013. We thank you for your role in helping us to converge, converse, collaborate and connect.

In Community,

Karmit Bulman
Executive Director
Laureen Harbert and her husband moved their family to Minneapolis from out of state last year. After the purchase of their home, they became aware of a significant structural issue with the chimney that the previous owners had known about but did not disclose during the sale of the house. The case was particularly complicated both because it involved a relocation company and because the sellers had moved out of the country. While researching the process of filing a case in Conciliation Court, the Harberts discovered CRC. After speaking with their staff, the Harberts decided to first try mediation before pursuing a court case.

In Laureen’s words:

“My husband and I were impressed with the professionalism and responsiveness of the Conflict Resolution Center’s staff. The staff and the volunteer mediators set the stage for a productive and respectful conversation and a satisfactory resolution to a difficult situation. And based on our experience, I believe that public investment in mediation to resolve disputes has great potential to positively impact our community.”

- Laureen Harbert, CRC Client

In 2013, CRC became the home to a statewide initiative known as the Minnesota Restorative Services Coalition (MRSC). The mission of MRSC is to serve as a statewide cooperative to promote restorative philosophy and quality restorative services for individuals, communities, and organizations. MRSC has already increased visibility and membership, and is now guided by an impressive and diverse group of steering committee members.

MRSC has a brand new website (www.mnrsc.org), other outreach materials and an ever-growing list of subscribers to the newsletter. MRSC is busy providing sizzling trainings, assisting programs to develop best practices and serving as the hub of the wheel for restorative practices throughout the state. New workgroups have been formed in juvenile justice and in post-incarceration community re-entry.

At long last, CRC now has a conference and mediation center and beautiful brand new staff offices. We’re located in the same building, just down the hall. Please stop by and visit!
2013 VOLUNTEER OF THE YEAR
Neda Wood

Neda Wood has worked with over 200 youth and families since joining CRC in 2012. Neda’s commitment to the work of conflict resolution and youth shines in her role as CRC’s Words Work facilitator at The Links’ Evening Reporting Center for young people on probation. She is quick to donate her own resources and time to make the curriculum more meaningful for the young people she serves. She teaches new volunteers her best practices for working with youth, including patience, classroom management, seeing other perspectives, and how to see the best in each young person. Through Neda’s work, each youth knows that he/she is valued, can make a positive difference in their community, and that his/her perspective matters. To quote the inscription on the keychain measuring tapes that she hands out to the youth as they complete the program, we hand this back to you, Neda, “You measured up!”

CRC PROGRAM FELLOW BRINGS A BIT OF INDONESIA TO MINNEAPOLIS

Nona Astuti spent the fall and early winter of 2013 at CRC as a Community Solution Program Fellow through IREX (International Research and Exchanges Board). Nona worked with CRC staff, volunteers and local schools to provide conflict resolution, mediation and restorative justice services to young people. In addition, Nona sought to connect caring adult volunteer mediators with youth at risk of crime, truancy, school expulsion, suspension or academic failure. Nona gave us all a slice of her Indonesian life through sharing her culture, food preferences and lifestyle. She returned to Indonesia ready to implement conflict resolution curriculum for middle school students back home.

Clients Served in 2013

In 2013 usage of CRC services experienced explosive growth. From 5,554 people served in 2012, to 7,221 this past year. That's a 23% increase!

Casework: 2,632
Education/Outreach: 2,094
Brief Service: 552
Total: 7,221

Total number of volunteer hours: 9,000

Volunteer Anniversaries

Bob Epstein – 25 years
Bill Casey – 5 years
Lilli Hutto – 5 years
Linda Jackson – 5 years
Susan Kulstad – 5 years
Priya Outar – 5 years

CRC SATCHEL OFFICES IN DULUTH AND ST. CLOUD STATE UNIVERSITY

In developing and launching satellite offices in St. Cloud and Duluth, CRC has reignited community mediation in the tri-county area surrounding St. Cloud State University. We have also forged a new court and community mediation program in Minnesota’s fourth largest city, Duluth. These new offices have enabled us to reach more people throughout the state. Having established strong partnerships with universities, non-profits, lawyers and court personnel in these two cities, CRC now has robust, new training and mediation programs located in these growing population centers.
We thank our friends and supporters for another great year!

$1,000 - $4,999
- Ramona Advani
- M.J. & Robert Bauer
- Larry J. Blackwell
- Kristine Boylan
- Charlie & Karmit Bulman
- Jim Campbell
- David Crosby
- Paula and Cy DeCosse
- Randy & Paula Doroff
- Deborah Duncan
- Joseph W. & Joan Hammell
- Kathy Lames
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- The Shared Fund
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- Jenny Welch
- Erin & Mitch Zamoff

$500 - $999
- Mary Bermgren
- Kate Brennan
- Skip Brenny
- Pati Cullen
- Bob Epstein
- Brad Geer
- Marcia & Brad Honold
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- Stacy Rooney
- Amon Rosenbloom
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- Van & Jim Sanders
- Peter Walsh

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- Brenda Baar
- Jon & Amy Bartholomew
- Jeffrey Bouslog
- Jack Browi
- Ted Christianson
- Pat & Bill Cotter
- Sam Dalal
- Linda Gallant
- Jackie Henning
- David Hoven
- Dan Horne
- & Carrie Seib

$100 - $249
- John & Ivy Arlandson
- Father Brad Baldwin
- Faye Bland
- Judith Brantham
- Mary Christianson
- Robert Crosby
- Bill Dane
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- David Hammargen
- John Harers
- & Gloria Perez
- Kathleen Healey
- Courtney A. Helge
- James Hovland
- William Howard
- Anne Hoyt Taff
- Jim Johnson

$1 - $99
- Karla Hill-Donisch
- & David A. Donisch
- Barbara Brown
- Tina Burnside
- Karl Dziedzic
- Tom Esch
- Lisa Reiter
- Melissa Sardvold
- Dinah Zebot
- Richard Jefferson
- & Alice Johnson
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- K. Drozd & S. Woldum
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- & Susan Hasci
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- Joaan Anderson
- Norma Anderson
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- Tom Davis
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- D. Scott Dibble
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- Children’s Justice Initiative
- Minnesota Supreme Court
- Minnesota Judicial Branch
- Minnesota Office of
- Justice Programs

If you have been listed incorrectly or not acknowledged on the donor list, please accept our apologies and contact our office so that we may correct our records.