



Mediation Works

Transforming the way the people and communities of southern Oregon manage, resolve, and heal from conflict.

The Feather and Stone

Fall/Winter 2014



What Does 25 Years Mean?

Mediation Works officially became a nonprofit on July 10, 1990. This is our 25th year of transforming the way the people and communities of southern Oregon manage, resolve, and heal from conflict. I have been Executive Director for Mediation Works for only two of these years. In reviewing the history of Mediation Works, it is clear that there have been ups and downs—good times and bad. That's the nature of maturation.

Mediation Works is now a “young adult” in its genesis. It will endure through the next 25 years as well. Mediation Works may be somewhat different in 2040 (it will be “middle aged”, after all). But the organization will still be here because it is needed. Conflict can be unpleasant and destructive; it can be a source of profound growth and transformation; but conflict is fundamental to human development and experience. People will always need help and skill to deal with conflict.

Thank goodness for the amazing volunteers who have sustained this agency over 25 years!!! Thank goodness for the leaders in our community who have offered their creativity, intelligence, and resourcefulness to bolster and guide this nonprofit over 25 years!!! Thank goodness for the generosity and giving spirit of so many who care for peaceful resolution and community building.

Because of these efforts, Mediation Works has an endowment with the Oregon Community Foundation, deep partnerships with Jackson and Josephine County Circuit Courts, Juvenile Justice, and regional schools. Half of the people this agency serves are

youth, because Mediation Works has maintained a belief in the power of conflict resolution education in building more peaceful communities at home, work and school.

So happy birthday to Mediation Works! And please make plans to come help celebrate our 25th birthday at the Imagine Awards this April!

Warm Fall Regards to All,
Deltra



Mediation Works Staff Circa 1990
Fayegail Bisaccia, ED with
Risa Buck & Sandy Christiansen

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Director of

Restorative Justice

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Raphaelle (Raphi) Kunkel

Director of

Education, Training,

and School Programs

Colleen O'Sullivan

Coordinator of

School-Based

Restorative Practices

Chad Woodward

Foreclosure

Facilitation Admin

Louise Parke

Front Desk,

Experience Works

From the Board President



Greetings from the Board of Directors!

It's hard to believe that Mediation Works is getting ready to turn 25 years old! One of our current board members—Dr. Michael Belsky—helped found Mediation Works back then with a few like-minded others. I'm proud to say that I started my first board stint a year later. We both recall how we worked hard to fund the hiring of a half-time Executive Director. That was our entire staff! We soon were providing community and small claims court mediation. Twenty-five years, a major recession, and some challenging times later, we are staffed with five outstanding full-timers and 72 volunteers, as we provide a wide spectrum of programs, some of which are described in this newsletter.

We will celebrate our 25th anniversary at our annual Imagine Awards dinner, on April 23. Those of you have attended in the past know how extraordinary these evenings are. To celebrate our exceptional peacemakers and community builders, and to rejoice in our sustained work, we are planning

some completely new things this year, while keeping in the wonderful spirit of past Imagine Award nights. Whether you've attended in the past or you've not yet had the pleasure, we hope you will join us. More information available soon!

Jon Lange, President
Board of Directors

Welcome, Colleen O'Sullivan

Hello,
I am excited to join the team at Mediation Works as the Coordinator of School Based Restorative Practices at Phoenix High School. Being on the forefront of a paradigm shift for school discipline provides a great opportunity to work with an amazing team as we etch out and learn what is to come with school based restorative practices.

I recently graduated with my Masters of Art in Sociology focusing on restorative justice from Humboldt State University, and bring my experience working with youth as a coach and mentor to my role at Phoenix High School.

Hailing from Eureka, California, the transition to the Rogue Valley has been invigorating as I experience a new community along with new weather and outdoor activities. Thank you to the community for being so welcoming and making my move north such an easy one. I look forward to getting to know the community better and the work I will be doing with Mediation Works.

Sincerely,
Colleen



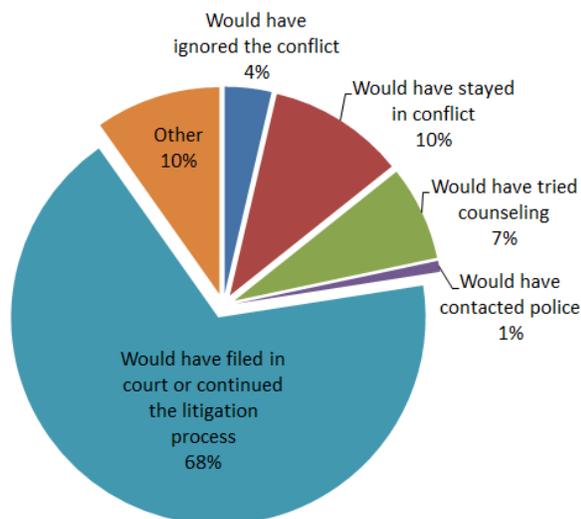
2013-14 Mediation Services Overview

Providing mediations services to the citizens of southern Oregon continues to be a fundamental part of our work and mission. Last year from July 1, 2013 through June 30, 2014 Mediation Works volunteers and staff mediated more than 1000 cases, and served over 2,400 individuals through facilitation and mediation services.

At the conclusion of each mediation or dialogue, clients are asked to complete a standardized statewide evaluation about their experience. A summary of the aggregated data from the 1,140 evaluations received last year clearly illustrates; Mediation does Work!

88% of clients reported they were either very satisfied or satisfied, regardless of the outcome. 95% of clients reported, they would consider using mediation again. 96% of clients would recommend mediation services to other people for a similar situation.

If mediation had not been available



2013-14 Financial Overview

INCOME

Contributions: \$48,380
 Private Grants: \$52,651
 Contracts: \$42,428
 Service: \$74,728
 Training: \$25,900
 Government Grants: \$52,355
 Other Income: \$3,722

Total Income: \$300,165

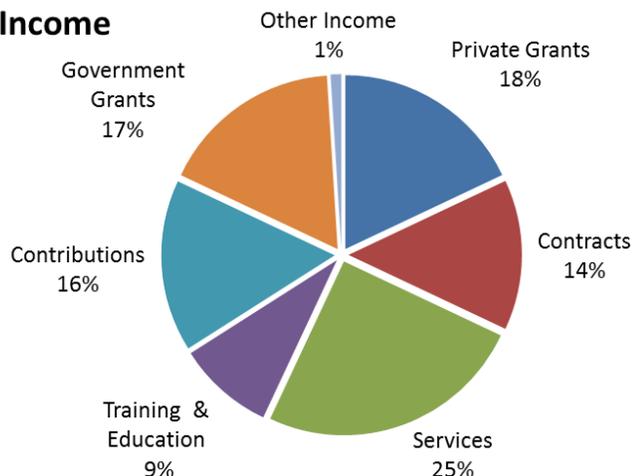
EXPENSE

Indirect Costs: \$38,912
 Payroll: \$144,410
 Program Costs: \$86,503
 Fundraising: \$18,891

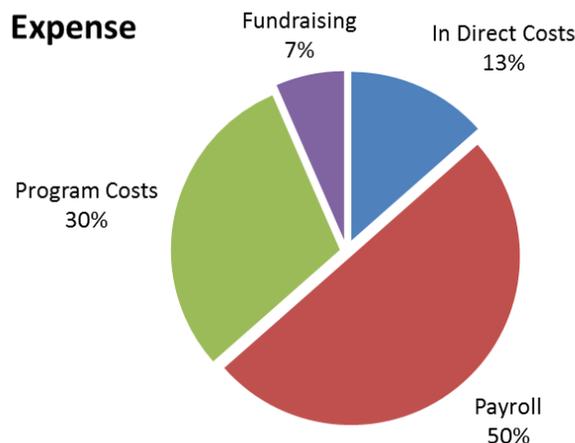
Total Expenses: \$288,248

Assets: \$69,356
Foundation Account (OCF): \$28,379
Volunteer Contribution through Service: \$97,167
 (U.S. Department of Labor)

Income



Expense



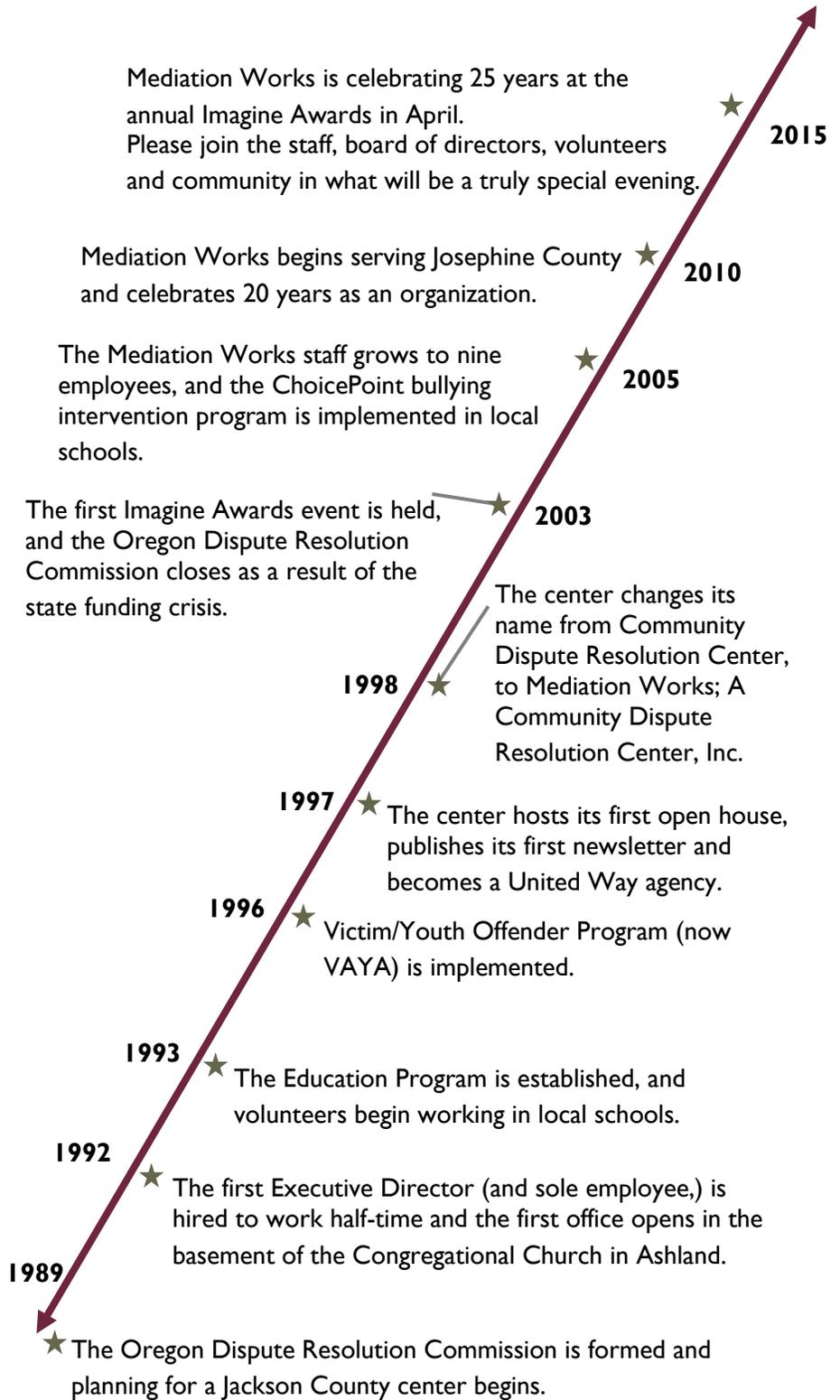
Mediation Works History Project

The history of Mediation Works is a community history. Over the past 25 years, many people have given time, money, intelligence, skill, support, guidance, and more. The array of community energy and giving that creates and sustains a nonprofit is mind boggling.

In November, we are posting a four page document on our webpage titled, [A History of Mediation Works; A Community Dispute Resolution Center](#). This document offers a simple but incomplete account of Mediation works' 25 years of service to this community.

Who are the people, the names attached to the good work and the giving? What are the big events that should be part of this history? An input form for you—the community—to add to this history, has been created on our webpage. You can use this form to offer your stories and your remembrances.

Together, we can build a community history that is the history of Mediation Works.



Phoenix High School Pilot

We are excited to be embarking on a new project this year in partnership with Phoenix High School focusing on restorative practices within a school-based setting. With a federal grant through the Youth Development Council, Mediation Works received funding to hire a full-time Coordinator of School Based Restorative Practices. At the end of August, Colleen O'Sullivan was welcomed into the Mediation Works family to pilot a project with Phoenix High School and work with the team to implement restorative practices within our local schools.



Restorative practices is not a set program that can be inserted into a school, but rather a set of guiding principles and values that get implemented into the policies, processes, and school culture. To date, Colleen has been busy spending her time learning the school culture, having conversations with

Looking through the lens of restorative practices we see...

... a 15 year old boy sitting in a circle with his mother, his principal, and teacher. In an attempt to impress his friends, he agreed to a dare that involved sneaking into his teacher's classroom after hours and changing her computer screen to an inappropriate photo. Nervously and shamefully, this youth now shares what he was thinking and feeling at the time he chose to act. Although he knew it wasn't the "right" thing to do, he had no idea how much his actions had impacted his teacher. Through this dialogue, he learns how violated and disrespected she feels and how hard she works to create a safe environment because she cares so much about her students. As a result of this incident, she feels less safe in her classroom and less trusting of her students. The youth profusely apologizes and offers to do anything he can to repair the harm. Together, they agree that he will stay after school and help her redecorate the classroom so that it doesn't have a charge from this incident. After this reparation took place, the student and the teacher developed a natural mentoring relationship.

teachers and administrators, and understanding the current assets and gaps in order to support the school in developing a sustainable and effective implementation plan.

The grant is also providing financial resources for Mediation Works to develop and deliver introductory trainings on restorative practices to schools across Jackson and Josephine Counties. The aim is to create a greater awareness and understanding on the impact and efficacy of these principles and practices.

Oakland, San Francisco, Baltimore, Los Angeles, and Portland are just a few of the cities that have implemented restorative practices within their school districts. Reductions in suspensions and expulsions, increased attendance rates, decreased incidences of bullying, and an overall increase in school climate have been quantitatively reported as outcomes.

The Gift of Resolution

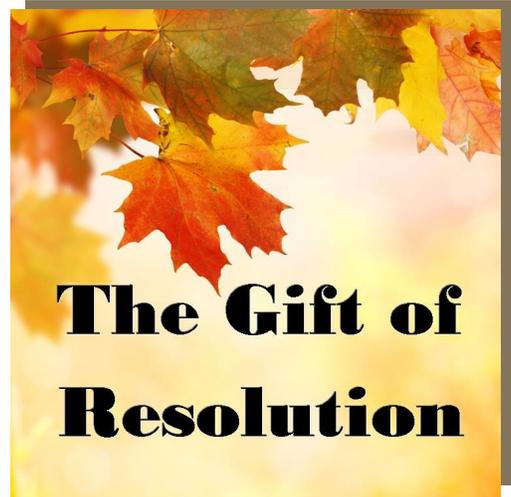
Dear Friends of Mediation Works,
I remember that in 1979, my mentor theater professor taught our freshman class that the resolution of a play was the coming together of all parts. In comedy, the resolution is usually a celebration, often a wedding—the restoration of the community. In tragedy, it's the time of reckoning when everything—the whole community—the whole world—will never be the same. In comedy and in tragedy, the resolution is a period of greater understanding, of clarity of purpose, of self and communal knowledge about people and the universe; both joyous and terrible.

Mediation Works youth programs use the principles of restorative practices to help young people, and those they have impacted, with resolution. Like the characters in a play, our youth are brought to resolution following harm and the pain of conflict. Victims of youth crime, and a community of people who have also been impacted, come together for restoration. Sometimes, in this coming together there is laughter, sometimes tears, and almost always there is the power of resolution. For the youth, for the victims, for the community, there is greater understanding and clarity. From this coming together of all parts—the youth, victim and community is restored. This is the gift of resolution.

At the close of November, I will be asking you to give to Mediation Works. We need your financial help to carry out our mission of transforming the way people of southern Oregon manage, resolve, and heal from conflict. We are growing our education and training efforts, working with youth in K-12 schools, and in workplaces and institutions developing conflict resolution skills with adults. Our mediation services serve people, in small claims court, in landlord-tenant court cases, with foreclosure processes, in community and neighbor to neighbor disputes, and with conflict in the family. Our restorative justice partnership with Juvenile Justice has contributed to a ten year downward trend in youth incarceration and recidivism.

Mediation Works is the singular center for dispute resolution in all of southern Oregon. It is here for you and for me, to help us through the fire of conflict and to offer the gift of resolution. You can be part of the gift of resolution by joining the mission of Mediation Works through your giving this November.

In Good Cheer,
Deltra Ferguson, Executive Director



Holiday Open House

Mark your calendar!

Date: December 3, 2014

Time: 4:30-7pm

Location : Mediation Works

We hope to see you there!

Fundamentals of Mediation Training

February 25, 26, 27, March 5 & 6 of 2015

This 5-day training is a state recognized professional qualification for mediators. You will learn communication skills, effective negotiation, mediation theory & practice from a highly skilled staff of trainers. Included in this 36 hour training are interactive exercises and mediation practice. This training is only offered once per year and seating is limited so be sure to register early by visiting our website, mediation-works.org.

Reflections of a ChoicePoint Volunteer

Article by Ogden Kellogg

“Can anyone tell me why we call our program *ChoicePoint*? Yes, that’s right, it refers to a point in time where we have a choice to make, a choice to move from being a bystander to acting as an ally.” As I hear these words spoken by my co-facilitator, my thoughts drift back to a time more than fifty years ago when bullying was all around me. I was a young boy in a boarding school, alone and scared, with no idea what to do. It had never occurred to me that there might be helpful ways where I could choose to be an ally.

Now, as a trained ChoicePoint volunteer, I know that there are strategies to be employed; things that can be done which will really make a difference. Sharing that knowledge with kids in schools feels good!

It’s wonderful to see a child’s face light up with hope; maybe life could be easier and better. The need for adults who will listen and care is so great! After volunteering with Mediation Works for several years, it finally came to me that ChoicePoint might be the best place for me to serve. Now I know that it is, and it feels so right.



Another First for Jackson County!

Article by Manju Bazell

Twenty randomly-selected Jackson County Citizens participated in the first-ever local Citizens’ Initiative Review panel in 2014. The demographically balanced panel worked cooperatively to evaluate and provide local voters with fact-based information about Measure 15-119, an initiative we voted on in May 2014.

Pioneered in Oregon, the Citizens’ Initiative Review (CIR) is a highly successful, first-in-the-nation program that engages citizens to review ballot measures and create fact-based, easy-to-understand statements about them. The Citizens’ Statements are included in the statewide Voter’s Pamphlets to help voters make informed decisions.

The Oregon-based nonprofit organization Healthy Democracy has convened two statewide CIR panels per election year since 2010. Participants have been giving the experience high marks.

Mediation Works partnered with Healthy Democracy to convene the local CIR panel. Two Mediation Works facilitators provided excellent moderation, volunteering an enormous amount of time, energy, and expertise.

All of Jackson County CIR panelists ranked their overall satisfaction with the process as “very high” or “high” (with the exception of one “neutral” response). A panelist from Rogue River shared his experience this way:

“We are a diverse group. We represent every part of Jackson County. My first thought was how much of a challenge it was going to be. And it was, but in the end it shows that everybody has a little bit to bring to the table. I think everybody did and I think we have a good group of people here. You guys have come up with a very effective process and I’m glad to be a part of it.”

“This is an amazing process. I think it should not only continue, but should also be expanded upon. I think every measure should go through this process.”

Visit the Healthy Democracy website, healthydemocracy.org, for CIR Statements on upcoming state ballot Measures 90 and 92, or read them in your November 2014 Oregon Voters’ Pamphlet.

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A Community Dispute Resolution Center



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Inside this issue of The Feather and Stone



The Staff of Mediation Works
Cara Walsh, Deltra Ferguson, Brian Graunke
Colleen O'Sullivan and Raphaelle (Raphi) Kunkel
Not pictured: Chad Woodward and Louise Parke

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- The Gift of Resolution
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Thank You So Very Much!

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...and of course, the United Way