



A Year of Changes and Transitions – Honoring a Legacy, Evolving New Approaches.

Dear Friends, The past year has been one of many changes and transitions at The Conflict Center. We grieved the loss of our founder and first director, Elizabeth Loescher. While honoring her legacy we have also had to grow and evolve to keep pace with the changing climate and demands of schools and the continued challenges of fund raising.

We have had turn over in several key staff positions this past year, including the retirement of our School Program Coordinator, Vickie Samland, after 22 years with The Conflict Center. Our long-time Manager of Assessment and Evaluation, Pearl Bell, took a job with the state after 10-years with us. Terry Gale, Manager of Operations for the past 8-years, moved on to a new job. Theo Vargas stepped down as our Volunteer Coordinator. And long-time employee, Mitzi Hicks, took a job with Growing Home after 9 years at The Conflict Center.

In addition to these personnel changes we have also transitioned to a new database; replaced our phone system and copier; and are in the process of completing a new Strategic Plan for the organization. Although many of these changes have been difficult

and challenging, they have also presented us with the opportunity to take a look at many of our practices and programming priorities.

We have welcomed our new staff members. They bring new energy and perspectives and are helping us explore new ways of delivering programming, particularly in schools. We are increasing our focus on restorative practices utilizing a train the trainer model as a way to get stronger buy-in and increase sustainability. Also more work will be done at a district-wide level whenever possible.

Several additional new partnerships will also enable us to add a number of high school level interns and work study students in order to strengthen youth voice and input into our operations and programming.

We appreciate your loyalty as we weather the winds of change. As always feel free to contact us or stop by if you have questions or suggestions.

Sincerely,



Ron Ludwig, Executive Director

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**served part of fiscal year*

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Wells Fargo Bank

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City Year

Benny Samuels,*
Nurse Family Partnership

Staff

Shelby Barsch, Program Coordinator, Social Norming*

Pearl Bell, Manager of Assessment and Evaluation*

Carema Cook-Massaoud, Volunteer and Intern Coordinator*

Steve Felt, Program Coordinator, Series Programs*

Terry Gale, Manager of Operations*

Mitzi Hicks, Grants & Contracts Administrator

Ron Ludwig, Executive Director

Sandra Miley, Office Manager and Bilingual Enrollment Coordinator

Vickie Samland, School Program Manager

Theo Vargas, Volunteer and Intern Coordinator*

Ronnie Weiss, Director of Development

**on staff for part of fiscal year*

Interns

Kate Christman

Sarah Gale

Marc Garstka

Hillary Haspel

Olivia Ward

3,169

individuals served in 14 schools

6,475

individuals served in past year across all program areas

Parent Observations

Parents were asked to rate their teens' social and emotional skills after taking the EICDM class. In response to the statement, "Since taking this class I believe that my child has shown changes in the following..."

- 56% observed + **empathy**
- 79% observed + **social awareness**
- 78% observed + **self-management**
- 86% observed + **self-awareness**
- 76% observed + **responsible decision making**
- 69% observed + **relationship skills**
- 58% observed + **conflict management skills**

Accomplishments

School Program

- Services were provided to 3,169 individuals in 14 schools.
- Reading for Peace was implemented at 6 elementary schools.

Youth Series Programs

- Emotional Intelligence and Critical Decision Making (EICDM) classes were provided to 567 youth and 97 parents.
- Pre/post test results from EICDM classes show positive statistically significant results on all 18 measures. This is the second year in a row that the test results have shown positive increases in all areas. This year, positive increases were seen for both on-site and off-site classes.

Adult Series Programs

- Transforming Anger and Conflict into Allies (TACA) classes were provided to 191 adults.
- Smart Parenting classes were provided to 70 parents.
- Pre/post surveys documented that 8 out of 10 adults who completed the series showed significant increases in their ability to manage conflict and anger and solve problems.

Social Norming Program

- Social norming was provided at North High School. This program was designed to prevent teen dating violence and promote healthy relationships, impacting a total of 2,381 students.
- Comparison of year-over-year surveys conducted at North revealed that the social norming campaign produced a substantial decrease in self-reports of incidents of victimization and perpetration of teen dating violence. It was down 49% from the previous year.

"Although it cannot be definitely stated that the effect was caused solely by TCC's prevention efforts without a control group, it is reasonable to assume that TCC's social norms prevention efforts have had a positive impact on teen dating violence."

- Michael Haines and Associates, contract evaluation expert

Demographics of those served:

ethnicity

- Asian/Pacific Islands 6%
- African American 12%
- Caucasian 20%
- Hispanic 57%
- Middle Eastern 2%
- Native American 1%
- Other/Mixed 2%

age

- 0 - 13 81%
- 14 - 18 11%
- 19 - 59 7%
- 60 & older 1%

gender

- Female 51%
- Male 49%

economic status

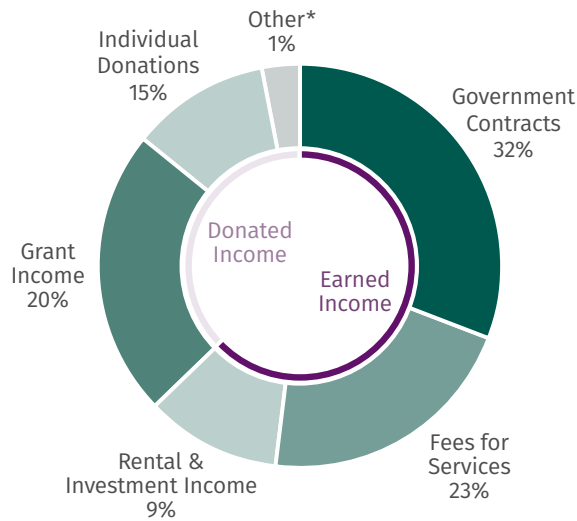
Of those served in the past year, 65% were low income.

Our Volunteers

153 volunteers provided 5,615 hours of service, valued at approximately \$145,765 in all program and administrative areas, based on the Independent Sector's 2016 figure for the value of volunteer hours.

2015-2016 Financial Overview

Total Revenues
\$634,871

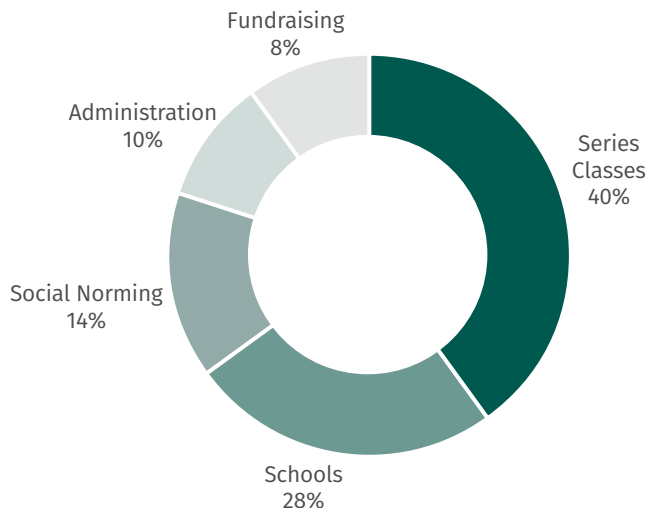


*Includes special events & other income

Net Assets as of June 30, 2016

Total Assets	\$1,412,080
Total Liabilities	\$30,100
Total Unrestricted Net Assets	\$950,529
Permanently Restricted Assets	\$431,452
Total Change in Net Assets	(\$49,492)
Cash & Cash Equivalents	\$170,225

Expenses
\$661,949



Special notes regarding financial information:

1. While Expenses exceeded Revenues, it is important to note that this deficit is due to depreciation on building and equipment in the amount of \$44,858, and as such, does not impact our overall cash position.
2. We are proud of the fact that 55% of our total revenue come directly from fees generated for the services we provide with an additional 9% being earned from rents from our building and from interest and dividends on our savings and endowments. Grants and contributed income account for slightly more than one-third (35%) of our total revenues.

Who we are

The Conflict Center began almost 30 years ago based on the vision of founder, Elizabeth Loescher, who started TCC in late 1987. Ms. Loescher created the original *Peacemaking Made Practical* curricula that is still used today for schools at all levels. TCC's **School Program** gives teachers the tools they need so they can spend less time being disciplinarians and more time as educators. Over the years the School Program has continued to offer professional development for school staffs, trained students as Playground Conflict Managers and Peer Mediators and offered Reading for Peace. Restorative Practices have been added and expanded.

Through standardized **Series Programs** TCC provides skill building services to youth and adults, families and organizations. TCC works with groups of people in a variety of settings, involving them in exercises which teach communication skills, consequences, decision making, problem solving, negotiation, values clarification and healthy relationship skills. TCC continues its commitment to provide over half of its services to low income individuals and communities.

TCC's third main focus area is **Social Norming**, offered in high schools to shift students' perceptions, attitudes and behaviors to prevent physical, verbal and emotional violence. Using surveying tools, youth leadership and assets-based messaging, social norming campaigns seek to create positive peer dynamics towards healthy intimate relationships.

The Conflict Center's mission is to prevent physical, verbal and emotional violence by partnering with individuals and communities to shift perceptions, attitudes and behaviors through education and skill building.