

ANNUAL REPORT



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*JULY 1, 2020 –
JUNE 30, 2021*

the **Conflictcenter** 
conflictcenter.org

a letter from our director

FROM THE BASEMENT AND BEYOND: OUR ENDURING LEGACY

The Conflict Center began in a basement, our founder Liz Loescher's basement, to be more specific. She had worked for another nonprofit, the Cornerstone Justice & Peace Center, that had folded, and from the organization's legacy grew the idea of creating a school curriculum and building the skills of peacemaking. Representing TCC across the metro-area, I meet so many people that have a connection to that storied basement and have fond memories of the determination and innovation that started The Conflict Center. These beginnings are the foundation – both figuratively and literally – of TCC today as we continue that tradition of determination and innovation more than three decades later.

The 20/21 fiscal year is certainly a clear testament to the enduring importance of staying grounded in our values and mission while adapting and finding creative ways to serve our community. I am enormously grateful and proud of the way that the TCC staff, volunteers and supporters continue to meet the needs of our community amidst a pandemic, a nation reckoning with ongoing systemic racism and oppression, a polarizing national election and the ongoing daily challenges that each of us face in our own life.

The needs for socio-emotional learning, conflict transformation skill-building and restorative practices are clear. And TCC remains steadfast, adapting all of the programs to virtual and creative solutions. These are just a few examples:

- **Reading for Peace** used video read-alouds and donated book bins to schools.
- The fundamentals of our **Addressing Conflict and Anger Effectively** were adapted to public workshops such as "You Can't Unfriend Everyone" and "Clear Communication, De-escalation & COVID: How to address compliance in customer service", drawing participants from across the country.
- **Social Norming** student workgroups changed the print poster to Instagram posts.
- **Restorative Practices** conducted workshops with schools to lead circles over Google Classroom.
- **Restorative Denver** continued to offramp people from the criminal justice system through virtual processes.

Indeed, there was no better time to remember the truth that rose from Liz's basement: Conflict is an opportunity to solve problems and build relationships.

As always, thank you for your lasting dedication,

Bob Yoke

VOLUNTEER OVERVIEW

VOLUNTEERS SERVED IN ALL PROGRAM, FUNDRAISING AND ADMINISTRATIVE AREAS.

158

VOLUNTEERS

5,321

HOURS OF SERVICE

\$151,861

APPROXIMATE VALUE*

*BASED ON THE INDEPENDENT SECTOR'S ESTIMATED VALUE OF VOLUNTEER HOURS.



"Thank you for the opportunity to support such a worthwhile mission."

School Based Adolescent Programs

SOCIAL NORMING

The Social Norming Program fosters and amplifies student voices as small, youth-led workgroups discuss healthy relationships and dating violence to create school-wide campaign posters that promote healthy behaviors among their peers. Typically, a shift of 1-3% is considered significant. This past year the survey revealed more dramatic shifts.

- The program was implemented at CEC Early College in the 20-21 school year with a hybrid model conducted predominantly online, serving a population of 486 students.
- 80% of those served qualified for free and reduced lunch, and 96% are students of color.
- The pandemic and the fact that students were taking classes from home resulted in an unusual decrease in typical behaviors.
- The student campaigns focused on primarily digital behaviors this year that had at least a +5% or -5% difference from the previous year.
- The student work groups (two classes) that participated in analyzing the data and creating school-wide campaigns also had additional positive impact from their participation, with increased awareness of resources and understanding of how to intervene in unhealthy behavior as a result of their participation.

“I found out that I’ve been in many unhealthy friendships and relationships and this helped me learn how to set boundaries and finding out when it’s best to let them go.”

“Thank you for teaching us to know our self-worth even in a small amount of time.”

READING FOR PEACE

Reading for Peace was adapted while elementary schools remained closed due to the pandemic.

- Reading for Peace volunteers purchased books and created book bins for grades K - 5th for the students of Escuela de Guadalupe, McMean Elementary, St. Rose of Lima, and Foster Elementary, as a supplemental social emotional resource activity for students.
- Reading for Peace also recorded a series of videos of volunteers reading books that could be used in the virtual class setting and that can be replicated for other schools in the future.



Restorative Justice Programs

RESTORATIVE PRACTICES IN SCHOOLS

- 83 participants, representing eight primary-secondary schools, one college and eight nonprofits, engaged in TCC's foundational RP 101, 201 and 301 training series.
- Seven schools from four school districts participated in multiple elements of the comprehensive Five-Strategy Approach, serving 178 school staff members.
- An additional three nonprofits and one organization hosted staff RP onsite trainings.
- Evaluation Results from TCC's core training series showed a significant increase in the understanding of the paradigm shift from traditional discipline to Restorative Practice.
- 100% of participants agreed that the training increased their understanding of how RP can be used in the workplace.

"I learned a lot that will be helpful for me in the classroom and in my life. I felt like I connected to the trainers and attendees personally even though it was over Zoom."

RESTORATIVE DENVER

The Restorative Denver (RD) Program, in its second year, focuses on adult misdemeanor cases and low-level felonies. RD offers an avenue for addressing the overrepresentation of people of color in jails and prisons and is an alternative conduit for addressing cases where mental health and substance abuse issues require a noncriminal response and alternative services.

- 114 cases were referred to Restorative Denver, each case involving at least two people.
- Of these, only two cases were returned unsuccessfully, with all other completed cases successfully being dismissed and sealed.

"I'm entirely grateful for this opportunity and being part of this program. I hope that more people in similar situations can benefit from Restorative Justice and community based approaches."

"I feel more equipped to deal with times of crisis. I am confident that something like this will never happen again. Taking a look at my life through this lens shows me where there are problem areas and what I need to take care of for myself so that it doesn't affect others negatively."



While continuing virtually, opportunities are still being offered and marketed nationally, with participants registering from various states as well as across Colorado. Customized community-based workshops are designed to fit the needs of specific organizations or businesses. Programs range in length from a lunchtime program to a full-day workshop and can be one-time or an ongoing series.

YOUTH COURSE: RETHINKING CONFLICT

“When me and one of my friends got into an argument and I used Stop. Think. Choose.”

Staff invested in positively impacting the youth curriculum through an equity audit and the formation of a youth program advisory board incorporating the Positive Youth Development framework and principles into our practice.

- TCC staff worked with a professional consultant in diversity, equity and inclusion (DEI) work who reviewed the youth course to assess the curriculum for cultural responsiveness.
- The youth program advisory board was composed of diverse youth ages 15-17 from the Denver metro area, who each brought unique perspectives and ideas.
- Youth advisory board suggestions for improvements were implemented in the Youth Leadership Summer Camp for middle schoolers held in July and informed additional improvements to the youth curriculum and delivery.

ADULT COURSE: ADDRESSING CONFLICT & ANGER EFFECTIVELY

“My partner and I have gotten much better about taking rain checks and coming back to discuss things when we’re calm. We have fewer fights, and the ones we have are less intense.”

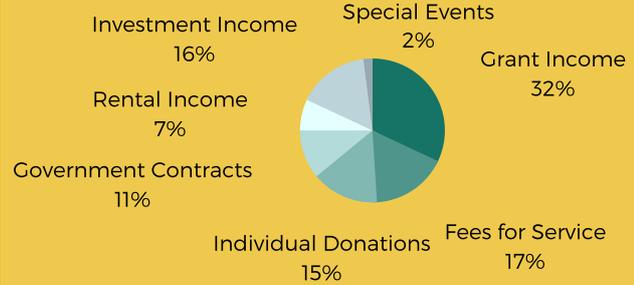
- TCC served over 43 adults through our standard series classes, which are small by design.
- Survey results show that 90% of participants would recommend the workshop to other organizations and 87% agreed that they gained practical skills to use in the future.
- 100% of those who responded said that they agree or strongly agree that this course positively impacted their lives.
- 653 individuals were served in 28 different organizations through community-based workshops.
- 82% of respondents said that their workshop increased their ability to deal with workplace conflict.
- 93% of respondents said that they would recommend this training to others.

FINANCIAL OVERVIEW

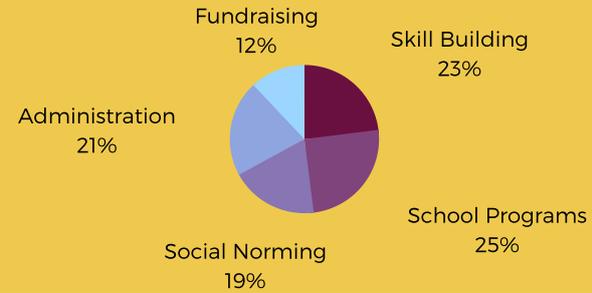
54%

GROSS REVENUE PERCENTAGE INCREASE OVER 5 YEARS

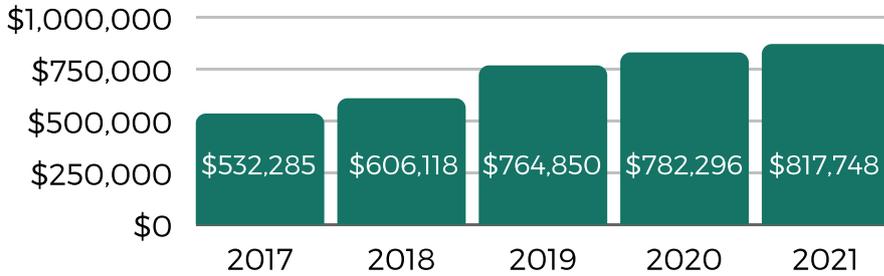
TOTAL REVENUES - \$817,330



TOTAL EXPENSES - \$633,254



GROSS REVENUE



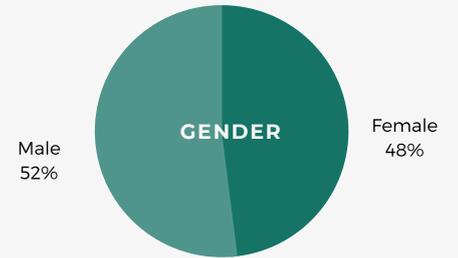
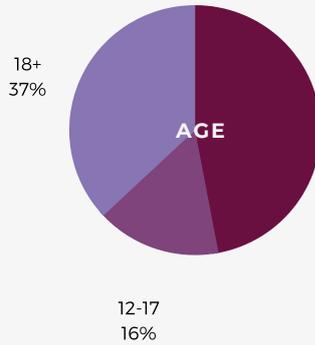
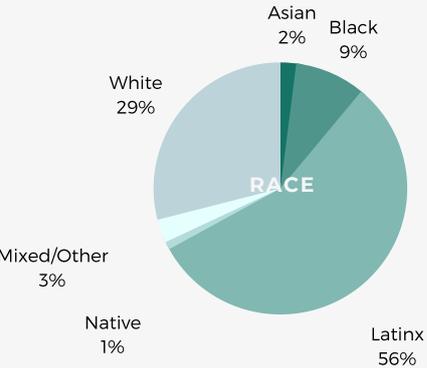
SUMMARY OF DEMOGRAPHICS SERVED

3,017

INDIVIDUALS WERE SERVED THROUGHOUT ALL PROGRAM AREAS

69%

OF INDIVIDUALS SERVED IDENTIFIED AS HAVING LOW-INCOME LIFE EXPERIENCES



BOARD OF DIRECTORS

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Restorative Practices Program Manager
- Rachel Protentis,
Skill Building & Training Program Manager
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GRADUATE INTERNS

- Mariah Farris
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- Hannah Nieves
- Taylor Ordway
- Gwen Stanley