



2022-2023
ANNUAL REPORT

CCR MISSION STATEMENT

CCR works with individuals, communities, courts and other institutions to manage and resolve conflict.

CCR CORE VALUES

Core Value #1: Commitment to Serving the Community

- Apply consistency and clarity in message and practice
- Be responsive
- Exhibit flexibility and resiliency

Core Value #2: Collaborative Spirit

- Engage and involve one another
- Celebrate each others' successes
- Pitch in and find ways to contribute
- Give and receive constructive feedback

Core Value #3: Inclusivity

- Value individual differences
- Create space for new and different ideas
- Exhibit transparent communication and understanding

Core Value #4: Strive for Personal Best

- Continuously learn and improve
- Take responsibility
- Think outside the box

Core Value #5: Inspire Growth and Success

- Support and encourage each other
- Embrace and learn from challenges

WHAT ARE CORE VALUES?

Core values are a set of beliefs that enable an organization to function at its highest level, and are shown through behaviors that members are expected to exhibit and practice. Core values apply internally to staff and volunteers, and externally to client and stakeholder relationships.

Core Values guide an organization and its members when:

- Clarifying the organization's identity and supporting its strategic plan
- Leading meetings and projects
- Making decisions or resolving disputes
- Educating the public about the organization

DEAR CCR FAMILY,

For 44 years CCR has supported our community with broad access to free and high-quality conflict resolution, mediation and training services. Over the decades, needs have shifted, but CCR has continued to innovate.

In this report, CCR has the opportunity to outline some of the accomplishments we are most proud of for 2022-2023. During this time, CCR's services have played a central role in helping to address evictions in Cook County and throughout Illinois. In the Early Resolution Program, supported by Cook County, the Circuit Court of Cook County and the Chicago Bar Foundation, CCR staff members handle virtual-court intake, connecting tenants and landlords to legal aid and rental assistance resources including CCR's own mediation services. CCR serves thousands of community members annually through this program.

In partnership with the City of Chicago and the Civilian Office of Police Accountability, CCR has implemented a pilot program for community-police mediation, allowing for meaningful conversation between community members and Chicago Police Department officers. These conversations have built understanding and relationships, and helped decrease the fear and lack of trust that too often underpin interactions between CPD members and the communities and individuals they serve.

CCR has also continued to build on our work with youth, partnering with Communities in Schools to provide conflict management skills to youth in Chicago Public Schools, as well as with the Cook County Juvenile Temporary Detention Center to provide trainings to youth residing there. Preparing youth with effective conflict resolution skills builds opportunities for successful, peaceful futures for participants. And CCR's Training Department continues to work nationally, partnering with the Los Angeles Fire Department and with WITRON Group in Michigan to build conflict management skills for effective workplaces.

This work would not be possible without YOU!

Each of you – volunteer mediators and trainers, Volunteer Council members, Board and Auxiliary Board members, Past Presidents, funders, community partners and staff members – has a key role to play in helping CCR move forward. In this report, please enjoy profiles of some of our dedicated volunteers – each of whom plays a unique role in helping us better serve the community. We extend our thanks for all you have done and all you continue to do for CCR, and look forward to all we can accomplish in the next 44 years and beyond.

Sincerely,



Melissa Hirst

President, Board of Directors



Cassandra Lively, Ph.D.

Executive Director

CCR is grateful to staff member Laura Warren and volunteer Frank Hill for their leadership in the creation of this annual report.

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CCR STRATEGIC PLAN 2022-2025

STRATEGIC GOAL 1 Strengthen community awareness of and engagement in conflict resolution services.

- Refine CCR's marketing strategy to increase community awareness
- Conduct targeted community outreach
- Center and prioritize community-referred cases

STRATEGIC GOAL 2 Leverage CCR's training brand to expand training clients and revenue.

- Create and implement a training-specific marketing strategy
- Achieve growth in targeted training clients
- Active promotion of CCR training by board members in their networks

STRATEGIC GOAL 3 Prioritize diversity, equity, and inclusion to better serve our clients and communities.

- Strengthen volunteer recruitment and retention, with a focus on DEI
- Strengthen staff recruitment and retention, with a focus on DEI
- Focus on staff and volunteer morale and experience
- Continuously evaluate and improve accessibility for clients and volunteers

STRATEGIC GOAL 4 Position CCR internally for sustainability, resiliency, and growth.

- Evaluate and re-design CCR's organizational structure
- Prioritize sufficient staffing, new roles, and hiring in budgets and decision making

- Complete succession plan
- Strengthen and increase board support for CCR, including time, talent, and treasure
- Strengthen and increase auxiliary board support for CCR, including time, talent, and treasure

STRATEGIC GOAL 5 Support organizational vitality with expanded funding.

- Sustain CCR's strong relationships with courts and within legal aid
- Strengthen and diversify fundraising efforts
- Increase board leadership in development and fundraising each year

EARLY RESOLUTION PROGRAM

CCR's role in Cook County's Early Resolution Program (ERP) continues its positive impact.

Launched in early 2021 in response to the major increases in eviction and consumer debt cases due to the COVID pandemic, the Early Resolution Program has grown and developed into a model program that is being duplicated across the country. The program is led by and was developed in partnership with Cook County Government, the Circuit Court of Cook County, the Chicago Bar Foundation, and Chicago-area legal aid organizations.

CCR has the central role of facilitating the program, which includes providing dedicated and highly trained CCR staff as case managers and certified mediators, working within all Cook County municipal court districts including; Bridgeview, Daley Center, Markham, Maywood, Rolling Meadows, and Skokie. The program is virtual, allowing CCR's

ERP staff to serve people in multiple courtrooms simultaneously. In some courtrooms, a hybrid model is used allowing both in-person and virtual court appearances. Virtual access to court has been very helpful for participants who are not physically able to get to court.

Jim Alrutz, CCR's ERP Programs Director, says, "I'm fortunate to be leading a specialized and dedicated team who play a number of roles throughout the process all with the goal of helping to resolve the conflict or at least to better prepare the litigants to manage their own case going forward." In court, the judge will refer a litigant to the ERP and the case managers direct self-represented litigants with eviction or consumer debt cases to valuable legal aid resources and mediation if appropriate. Agreements reached in mediation are written up by the mediator and submitted to court by the ERP case manager thereby avoiding costly courtroom trials.

Jim explains, "The successful partnerships between CCR and Cook County court system judges, court clerks, legal aid organizations, and rental assistance programs provides litigants full access to resources and an efficient, streamlined process."

Since 2021 there have been over 20,000 eviction and consumer debt cases referred to the program, meaning many people in our community have been helped during a very challenging and stressful time in their lives. The entire ERP team is proud to continue to make a significant and positive impact throughout Cook County.



The Early Resolution Program is being provided through Cook County Legal Aid for Housing and Debt (CCLAHD), a county-wide initiative to help resolve eviction, foreclosure, debt, and tax deed issues

The Circuit Court's Early Resolution Program is a groundbreaking initiative to reimagine how the court process works for eviction and consumer debt cases to make it fairer and better for all concerned. CCR has been an integral part of making this program a nationally recognized innovation, playing a central role since the early planning stages in 2020 through today by building out and managing a central case management role in the court that is crucial to making the program work effectively.

BOB GLAVES, EXECUTIVE DIRECTOR
THE CHICAGO BAR FOUNDATION

The impact of the Early Resolution Program has been nothing short of transformative. Eviction courtrooms that were once defined by their overwhelming crowds and quick speeds have become places that invest the time and resources into making sure every single landlord and tenant have a meaningful opportunity to access the legal support they need to successfully navigate the court process.

SAMIRA NAZEM NCSC
NATIONAL CENTER FOR STATE COURTS

ERP's case managers are doing a great job at facilitating and delivering the many services ERP offers to both plaintiffs and defendants, and I'm very proud to be part of such a valuable program.

ELIZABETH BOERINGA, ASSISTANT DIRECTOR OF PROGRAMS
EARLY RESOLUTION PROGRAM

JUVENILE RE-ENTRY MEDIATION PROGRAM

CCR's work with the youth at the Cook County Juvenile Temporary Detention Center (JTDC) continues to grow and evolve in exciting ways. The JTDC provides temporary housing for youth from the age of 10 through 21 years who are awaiting adjudication of their cases as well as juveniles who will eventually be transferred to the criminal court system.

CCR's ability to work directly with youth residing at the JTDC only became possible in 2019 after CCR was awarded \$100,000 by Impact Grants Chicago. Upon receiving this award, CCR took immediate action to expand the partnership with the JTDC in three specific ways: conducting focus groups with youth at the JTDC to gather

their input to develop a Conflict Management Skills workshop, providing Conflict Management Skills workshops to youth at the JTDC, and facilitating re-entry mediations for youth and their families. After CCR completed one in-person workshop in 2019, the JTDC closed its doors to outside organizations and volunteers in 2020 due to the COVID-19 pandemic. CCR quickly adapted its program and training to be delivered virtually.

In 2021, CCR received additional funding from the Illinois Criminal Justice Information Authority to support the ongoing delivery of the Conflict Management Skills workshops and re-entry mediations to the JTDC residents, and to

build on the program. Through early 2023, CCR led the four-week workshops via Zoom, working with 8 pods (groups of residents) and training 68 youth.

As one of the only organizations able to provide virtual services during the pandemic, CCR was grateful to be able to work with the residents. However, training a group of mostly teenagers over Zoom certainly presented some challenges. While CCR found creative ways to captivate attention and increase engagement, staff members could not wait to be back in-person when outside programming at the JTDC was reinstated in early 2023. Since then, CCR has worked with 3 pods in-person, training 31 youth on

conflict management skills. As part of the workshop, CCR aims to equip the JTDC residents with a better understanding of their own conflict styles, how conflict occurs, and methods for managing and preventing conflict. To conclude the final session, CCR presents certificates of completion and brings food to celebrate, which led one resident to say, "it's nice to know that people on the outside care about us"

In addition to offering the workshops, the funding from the Illinois Criminal Justice Authority allows CCR to continue providing juvenile re-entry mediations for residents at the JTDC. This service is available to youth who have completed

the Conflict Management Skills training workshop and would like the opportunity to utilize and reinforce their newly learned skills by participating in a mediation, either with family, a member of their community, or by themselves to plan for the transition when leaving the JTDC. In the past year CCR has received 14 re-entry mediation referrals.

CCR has also trained additional staff trainers to lead the workshops, and the Mediation Services team is currently in the process of hiring an additional Programs Manager who will focus on continuing to build the workshop and grow our partnership with the JTDC.

“
They showed me how to calm myself down when I need to.

YOUTH PROGRAM PARTICIPANT

I learned about the different kinds of miscommunication and how to speak to people.

YOUTH PROGRAM PARTICIPANT

I feel I am able to talk things out.

YOUTH PROGRAM PARTICIPANT

COMMUNITY POLICE MEDIATION PROGRAM (CPMP)

In 2022, CCR partnered with the City of Chicago to launch a 6-month Community Police Mediation pilot program that aimed to mediate community-police complaints. The program was designed to align with the city's Consent Decree obligations and to enhance relations and promote better understanding between CPD members and the communities they serve. CCR built out the detailed framework for case management and mediation sessions for the program, and delivered an intensive 2-day training designed to prepare an initial group of volunteers to mediate these cases. Phase 1 of the program took place from October 2022 to March 2023. During this phase, a total of 118 cases were referred to CCR and 10 mediations were conducted. These cases were selected from complaints

filed with the Civilian Office of Police Accountability (COPA) and the CPD Bureau of Internal Affairs (BIA).

After successfully completing phase 1, the City of Chicago decided to continue its partnership with CCR and secured funding for phase 2 of the program. Phase 2 began in March 2023 and will end in December 2023. During the first 8 months of Phase 2, CCR has received 58 referrals and has conducted 6 mediations. In addition to the first group of mediators trained for Phase 1 of the pilot program, CCR trained a second cohort of mediators in July 2023. The program provides an alternative to the conventional, confrontational complaint investigation procedure and has the potential to improve community-police relations in Chicago.

“

It allowed me a chance to talk to the other party and directly relay my view about the incident.

CCR MEDIATION PARTICIPANT

It provided the space for both sides to talk and come up with an agreement.

CCR MEDIATION PARTICIPANT

”

CENTER FOR CONFLICT RESOLUTION

COMMUNITY POLICE MEDIATION PROGRAM

Pilot Phase Two - Mar. 2023 - Dec. 2023



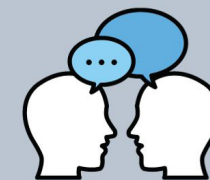
58 REFERRALS

Cases were referred to CCR by the Civilian Office of Police Accountability. CCR staff contacted community members and CPD members to see if they were willing to mediate.



6 MEDIATIONS HELD

Mediations were held in CCR's offices by specially trained and certified volunteer mediators. Parties discussed the source of their conflict, community-police relations in Chicago, and made plans for the future.



83% SETTLEMENT RATE

Party agreements included plans for future communication, strategies for connecting community members to police resources, and agreements about future behavior.



89% SATISFACTION RATE

“When encountering conflict, it helps to have a neutral third party to move discussion in the proper direction.”

“Mediators were calm and professional.”



Learn more about CCR at ccrchicago.org

LOS ANGELES FIRE DEPARTMENT

In 2022, the Los Angeles Fire Department (LAFD) established the Equity Division to address diversity, equity, and inclusion within the department. LAFD Chief Steve Hissong, who previously oversaw the LAFD's Training Division, observed how "[d]iffering needs are frequently at the root of venomous disagreements at work. Acknowledging the validity of divergent demands creates opportunities for better partnerships." The LAFD wanted their members to have "the tools to navigate difficult conversations." The Los Angeles Fire Foundation, a registered 501(C)(3) that provides vital equipment and funds critical programs for the LAFD, applied for and received grant funding to provide a Train-the-Trainer program to improve conflict resolution skills.

The LAFD leadership interviewed several vendors for this program. Captain Gayle Sonoda, one of LAFD's

project leads, said of the process, "We vetted the vendors through our stakeholder groups and our decision to partner with CCR was influenced by CCR's ability to tailor a specific program to meet the unique needs of the LAFD." The customized training program became a pivotal component in building trust among leadership and fostering positive relationships among the members. Jenna Silver, CCR's Training Director, described how her team "appreciated LAFD's commitment to ensuring that the content of the program was relatable and accessible," and that they "enjoyed the challenge of building a training that put participants in a better position to address conflicts both within and outside of the roles within LAFD."

After several months of collaboration with the LAFD Equity Division, led by Assistant Chief Antoine McKnight,

CCR designed a three-day program and trained 18 members across seven ranks of the LAFD. One of the participants recalled how this training provided "a new way to self-reflect and develop on a personal level. Not only understanding others' perspectives, but largely working on an interpersonal skill set for conflict management." Another participant has noticed himself making use of the lessons learned by "using the active listening tool more often at the station with co-workers, on scene with patients, and at home with family."

As Chief Steven Gutierrez, the Training and Support Deputy Chief, looks ahead, he envisions the LAFD offering this training to all 3,700 sworn and civilian members of the LAFD to support their goal of fostering more effective and productive communication and continuing to build an inclusive and positive work environment.



WITRON GROUP

Something at work seemed not quite right to Liliana Orozco. A Supply Chain Strategist for WITRON Group based in Arlington Heights, Liliana observed a recurring problem on her site visits across the country: spare parts managers were having difficulty communicating and resolving conflicts that would arise on the job.

WITRON Group designs and supplies automated retrieval handling systems for grocery distribution centers. Liliana wanted to give her team the tools they needed to communicate effectively and seek compromise. She didn't feel equipped to provide the training herself, so she reached out to CCR. CCR's training department set about designing a workshop specifically tailored to Liliana and her team at WITRON Group. "Jenna [Silver] and

Kate [Finch] did a really good job of creating simulation scenarios. They worked with me a few times developing the scenarios – they were such great examples because they felt so applicable. It really helped to engage everyone. It was a testament to how much they care and how much detail they put into their work."

Liliana appreciated the worksheets and other engagement tools that CCR used throughout the workshop. "They also did the TKI [Thomas-Kilmann Conflict Mode Instrument] conflict style assessment on us individually and collectively," she says. "I found that really useful, and a lot of team members mentioned to me that they found it enlightening to learn a little more about themselves." The workshop allowed the team to be in a room together and get to know each other better. They came

to understand that a lot of them don't like conflict and therefore avoid it – at which point they became empowered to address it.

CCR gives its training team the flexibility to work one on one with clients to maximize the impact of private workshops. Kate noted that she "thoroughly enjoyed partnering with WITRON Group to customize a workshop that would address the unique needs and challenges faced by their team. During the workshop, it was especially rewarding to see the participants' progression from skeptical to curious to highly engaged." On Liliana's site visits since the training, she has seen improved relations between the site managers, the maintenance managers, and the spare parts coordinators on a daily basis. Smiling, she says, "It's been great!"



ALEX WEINSTEIN



Alex Weinstein is a shareholder in the Labor and Employment Group at Vedder Price and has been with the firm since 2019. Alex attended George Washington University for both undergraduate and law school. A member of CCR's Board of Directors, he previously served as co-chair of CCR's Auxiliary Board with Kelli Garcia and as CCR Annual Event co-chair with Kelli for CCR's 40th celebration.

Alex first became involved with CCR while at Proskauer Rose, when he took over the Auxiliary Board position of a fellow attorney who was relocating. "When you litigate for a living, you see the ugliness that comes from litigation, so I've always been interested in finding a more practical way of solving disputes," he says. He was interested in CCR's expansion into so many different areas, including the Juvenile program. "Not just helping people resolve conflict in a battle, but learning tools for preventing and resolving conflict in the future," he says. "Teaching people to fish versus giving them fish."

Alex also believes CCR's Community-Police Mediation pilot program "is such an important program, especially for our city. We don't have enough data to know the impact it's having yet, but that fact that we're involved in trying to help heal a very fractured relationship is very important work. I believe that in the long run it will have a great impact."

When he's not volunteering on CCR's Board or working, you may find Alex and his wife and two-year-old son at the Chicago Botanic Gardens or assembling costumes for their favorite holiday – Halloween. Recently, he was the Night King from Game of Thrones. He and his wife were once the Grinch and Martha May, and last year they were aliens. This year the family will represent for Sesame Street: his son will dress as Elmo, Alex will be Oscar the Grouch, and his wife will complete the trio as Cookie Monster.

“

When you litigate for a living, you see the ugliness that comes from litigation, so I've always been interested in finding a more practical way of solving disputes.

ALEX WEINSTEIN

”

JUDGE JASMINE HERNANDEZ



Hon. Jasmine Hernandez has served on CCR's Board of Directors since October 2022. Judge Hernandez hears non-jury cases where the plaintiff is asking for \$50,000 or less. Typically, these cases are contracts cases, credit card debt cases, and cases involving pro se litigants. Several years ago, she heard about CCR through Judge E. Kenneth Wright, past president of CCR's Board and the presiding judge in the First Municipal District. An administrative supervisor at the time, Judge Hernandez began to attend events and donate to CCR, but it wasn't until her current role as a judge that she came to appreciate the breadth of CCR's services.

Judge Hernandez regularly refers cases to CCR for mediation. She finds CCR particularly helpful where both the plaintiff and defendant are pro se because mediation gives litigants control and a sense of participation in the outcome. She works hard to emphasize this to pro se litigants before referring them to mediation. "There are tremendous benefits of having the mediators available," Judge Hernandez says. "Mediation helps move cases along and helps cases where you have self-represented litigants. It helps them communicate with each other and potentially pinpoint the actual issue and address that issue. They have a disagreement, but they're so tied up in emotions, assumptions, etc. The mediators help kind of clear the air a bit and give everybody a fresh perspective and remove the cases that really don't need to be there."

Judge Hernandez recalls one case where the parties were belligerent toward each other in the courtroom and contentious going into mediation. Despite this, Judge Hernandez wanted to give mediation a try and, to her surprise, a few days before trial date was set, the mediator sent in an agreement. The case hasn't been back.

After about five or six months serving as a judge in the 1st Municipal District, CCR reached out to Judge Hernandez about serving on CCR's Board of Directors. By that time, she was already impressed with CCR's volunteer mediators. And when she saw the results from referring cases – especially high-conflict parties – she wanted to be involved in a program with such clear benefits. "What I enjoy about being on the Board is that I'm able to give insight on how CCR can share/communicate their services to other judges and how to present the information in a way that the judges can see immediate value and practical steps of referring cases to mediation," she says.

When she is not on the bench or volunteering with CCR, you can find Judge Hernandez fly-fishing with her son, a hobby she never thought she would love so much.

“

Mediation helps move cases along and helps cases where you have self-represented litigants.

JUDGE JASMINE HERNANDEZ

”

KELLI GARCIA



Kelli Garcia, Manager of the Private Foundation Administration Group at Northern Trust, joined CCR's Auxiliary Board in 2017 and became a Board of Directors member in 2023. During the six years she's been involved with CCR, she's taken the 40 hour Mediation Skills Training, co-chaired CCR's 40th Anniversary Gala with Alex Weinstein, and co-chaired the Auxiliary Board with Alex as well. The two "sailed the auxiliary board ship" through the turbulent years at the height of the COVID pandemic. Kelli observes, "The staff at CCR have been fantastic to work with and that's a bit of the glue that keeps volunteers together."

Kelli learned about CCR when she took alternative dispute resolution classes in law school at DePaul. She also worked for a judge in domestic relations cases where they relied on CCR to mediate cases. Kelli did not volunteer or become a trained mediator with CCR during law school, but clearly saw the advantages of mediated resolutions over going to trial. Right after law school, a friend of Kelli's on CCR's Auxiliary Board introduced her to Cassie, thinking she'd be a welcome addition.

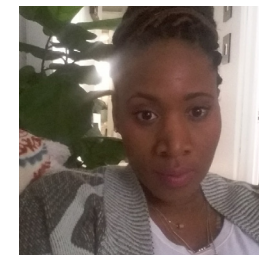
After completing the 40-hour training with CCR in 2017, "a light bulb went off, or a shift in perspective – why isn't everyone being trained in this way, or getting these tools in their conflict resolution toolbox?" Kelli says. "Why aren't young people being taught these tools? No matter what relationship you have there's always going to be conflict along the way and taking these tools and methods into professional and personal relationships has been invaluable."

When she's not volunteering on CCR's Board or working, you can find Kelli enjoying the food and cultural experiences Chicago has to offer. She is also on the board at the Goodman Theatre. A perk of that position? The Goodman's Swing State just went to Broadway, and Kelli got to attend opening weekend in NYC. Kelli also loves to travel and enjoyed a trip to Ireland last October.

“
No matter what relationship you have there's always going to be conflict along the way and taking these tools and methods into professional and personal relationships has been invaluable.
 ”

KELLI GARCIA

KYRISSA WITHERSPOON



Kyriisa Witherspoon has been a Youth Care Worker at a Chicago-area detention center for almost ten years. She works directly with youth who have been diagnosed with mental health and/or behavioral issues such as drugs, violence, or truancy that require intervention. She has worked to provide counseling, therapy, or direct care to at-risk youth in various settings since 2004. She earned her BS in Psychology and Criminal Justice from Ferris State University and her MSW from the University of Michigan.

As she unofficially used conflict resolution skills in her professional life, her interest in learning more was sparked. CCR rose to the top as the best regarded program in Chicago for learning those skills. After completing a 40-hour skills training at Northwestern in 2021, Kyriisa eagerly applied to CCR's Mediator Mentorship Program so she would have the opportunity to mediate in CCR programs. She completed CCR's mentorship program in April 2023.

Since then, Juvenile and Juvenile-Family cases have interested her the most. She's mediated those cases with just the youth and their families present and also with victims as mediation participants. Kyriisa recently trained to mediate in CCR's Community-Police Mediation pilot program, and hopes to start mediating those cases soon. Kyriisa is also a volunteer in the New Mediator Advisor program at CCR, supporting new members of the mediator community, and hopes to become a training simulation coach in the future.

Even in her free time Kyriisa is still hard at work starting up a home baked goods business called Spoonful of Goodness. She also enjoys nature walks with her dog and exercising.

“
The shift in the mediation was kind of amazing to watch. It gave me hope that people on extremely opposing sides can come together.
 ”

KYRISSA WITHERSPOON

LISBETH STONE



Lisbeth Stone is a Learning Disabilities Specialist who worked for many years at Latin School in Chicago and co-founded the nonprofit SLAM, Supporting Literacy and Math, 8 years ago. SLAM designed and created an after-school program for kids K-2 who were deemed “at-risk” by their teachers. Lisbeth is also a volunteer mediator with CCR who recently trained to mediate in CCR’s Community Police Mediation pilot program. She serves on the Volunteer Council and its Continuing Education committee.

Lisbeth became involved with CCR in an unusual way. She was on the Impact Grants Chicago committee when CCR applied for a grant for their Juvenile Re-Entry Mediation Program. Lisbeth met with CCR volunteers and was really impressed with them and the kind of support they received from the organization. Lisbeth describes herself as “not a conflict person,” but she took the 40-hour Mediation Skills Training and got excited about conflict resolution. She completed the Mediator Mentorship Program in 2019 and has been mediating ever since.

Lisbeth enjoys mediating stalking/no contact cases, juvenile cases, neighbor disputes, and parenting cases. In addition to mediating, she attends CCR’s reflective practice group and has been a trainer since 2022, which she finds especially rewarding.

When she’s not working or mediating, you may find Lisbeth traveling, cooking, reading, or hiking. She loves to be active. Her next planned trip is to New Zealand in January 2024.

Lisbeth describes herself as “not a conflict person,” but she took the 40-hour Mediation Skills Training and got excited about conflict resolution.

IN MEMORIUM STEVE GILFORD



CCR honors the life and contributions of volunteer mediator and Board of Directors member Steve Gilford, who passed away in August of 2023. Steve was one of CCR’s most engaged Board members. He asked great questions to help us understand situations better and to encourage us to think creatively about how to solve problems – traits that also made him an excellent volunteer mediator. He was responsive, knowledgeable about so many different issues, and always willing to make connections to help CCR advance our mission. He will be deeply missed.



2022-2023 DONORS

CCR continues to thrive thanks to the generosity of so many organizations and individuals. To all of our contributors, we extend our most sincere gratitude.

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Gordon Barnett
Brittany Bartholomew
Deidre Baumann
Andrea Becker
Robyn Becker
Mary Bell
Mark Bergner
Steve Bernstein
Paula Bidle
Mitchell Bild
Melissa Bjella
Michael Bland
Jeanne L. Bloom
William Boehler
Elizabeth Boeringa
Michael Boeringa
Libby Bogosian
Michael S. Bohmer

Richard Boonstra
Jane Bouzek
Benjamin Bradford
Nikki Brainerd
Maia Buess
Sarah Burke
Melinda Burrell
Matthew Carroll
Lisa Centone
Jeanelle Chang
David Chen
Sandra Chu
Elizabeth Clarke
Hon. Alison Conlon
Valerie A. Cook
Christen Cordes
Rit Das
Colette Marie Davion-Douglas
Kay Dawson
Hon. Morton Denlow
Claire Diggins
Barbara Dillon
Ann Dosch
Janae Dosch
Andy Drummond
Kevin Dudey
Marsha Eatherton
Scott Elmer
Michael P. Emmert
Elizabeth Epstein

Jerald P. Esrick
Sarah Farrukh
Stephen Fatum
Melanie Felt
Ellen Finch
Sarah Finch
Evan Forbes
Kim Fox
Zachary Freeman
Kim Frezados
Carly Friedman
Teresa Frisbie
Naomi Hoem
Lynn Gaffigan
Joe Garcia
Ariana Gayton
Ron Gieseke
Brad Ginn
Bob Graves
Alejandro Gonzalez-Cibrian
Kathryn Gordon
Kate Gordon Eller
Elizabeth Gould
Em Griffin
Diane Grigg
Louise Gross Motel
Wendy Grossman & Carolyn Withey
Leslie Gruber
Ken Gunn
Nicolas Guth

(CCR Friends 2022 and 2023 cont'd)

Larissa Hachinski
Sophia Hall
Lesley Hamming
Janice M. Harahan
Julianne Hartzell
Carole Heilman
Jordan Heinz
Erica Henry
Gabriel Herrera
Allison Heverin
Frank Hill
Nancy Hirsch
Susan Hoem
Nate Hole
Samantha Hole
Susanne Hollander
Sophia Huang
Kathryn Hupfer
David Hyde
Matt Innes
Carla Jeffries
Talaya Johnson
John Jonas
Barbara Jones
Betsy Joy
Susan Jubinville
Michaela Kabat
Jack Kande
Jeff Karinattu
Elizabeth Keats

Virginia Keller
Elizabeth Kelly
Pamela Kentra
Cletus Ketter
Shabnam Khanna
June Kim
Jennifer King
Laurie Koel
Katie Kolon
Rae Kyritsi
Jennifer LaDuke
Cathay Lancaster
Jennifer Lasser
Praveen Latchamsetty
Katy LeDuc
Lisa Ledvora
Sang Lee
Jeremy LeFevre
Amy Lehman
Pam Leibfried
Katie Leitch
John & Jill Levi
Cookie Levitz
Gina Logalbo
Tom Longawa
Hon. Mark Lopez
Mary Jo Lorden
David Louis
William Love
Chantal Mahler

Hilary Malina
Kevin Marfell
Nicola Margolis
Merton Marks
Jonathan Marshall
Hon. Viviana Martinez
Michael Matteson
Theresa McCoy-Carpenter
Jane McDonald
Una McGeough
Carol McGrory
Laura K. McNally
Yvette Meltzer
Laura Menard
Sarah Miller
Carol Mjoseth
Hon. Martin Moltz
Tony Montiel
Ceily Moore
Shaina Ashley Moran
Larry Moss
Laura Mulligan
James V. Murphy
Samira Nazeem
Hon. Lewis Michael Nixon
Hon. Rita Novak
Cristina O'Donoghue
Christine Oh
Kyle Oliver
Theresa Olson

(CCR Friends 2022 and 2023 cont'd)

Elizabeth Oplawski
 Monica Parrilli
 Deanna Parrish
 Molly Paschal
 Barbara Paul
 Erin Pellegrino
 Jessica Perez
 Kathleen Przywara
 Israel Putnam
 Erin Quinn
 Shawna Radzik
 Jonathon Raffensperger
 Nick Ramon Perez
 Laura Ranum
 Anshuman Rao
 Magda Rauscher
 Steward Reed
 Stacy Reynolds
 Hon. Judith Rice
 Jared Riley
 Mimi Roeder
 Matt Rose
 Sam Rose
 Mallory Rosen
 Justin R. Rubenstein
 Gail Rubin Dallas
 Megan Ryan
 Kalpana Sabapathy
 Shelagh Savino

Cara Sawyer
 Jami Schlafer
 John Schloerb
 Christen Schmeltz
 Rebecca Schmidt
 Jennifer Scott
 Stacey Seibold
 Ethan Senser
 Peter Shaeffer
 Rajnish Sharma
 Jodi E. Silberman
 Jenna Silver
 Elizabeth Simon
 Rachel Simon
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 Tynisha (Jointer) Singletary
 Elizabeth Smith
 Janet Carl Smith & Mel Smith
 Marilyn Smith
 S. Gary Snodgrass
 Vic Soto
 Mac Steele
 Dan Stevenson
 Lisbeth Stone
 Roger Strukhoff
 Jessica Sullivan-Wilson
 Naomi Thornton
 Rene Torrado
 Ian Torres

Peg Trumble
 Dimitrie Umbrurescu
 Kelsey Underwood
 United Way of Greater Cincinnati
 Thomas Valenti
 Wendy Weinstein
 Mary Eileen Wells
 Michael Wetzel Kern
 James Whitehead
 Kaitlin Wille
 Dave Williams
 Diane Williams
 Lydia Williams
 Caroline Anna Wong
 Nancy Wong
 Samantha Woo
 Erin Woolard
 Kari Wooley
 Hon. E. Kenneth Wright, Jr.
 Susan Yates
 Vicky Young
 Yehemy Zavala Orozco
 Frank Ziegler
 Bert Zuber
 Rebecca Zuber

CCR In-Kind Donors 2022 and 2023

Rick Aaronson
 Air Aerial Fitness South Loop
 Air Fitness
 Katie Alrutz
 Lauren Asher
 Jill Berry
 Mitchell Bild
 Blue Lotus Yoga Studio
 Maia Buess
 Café Ba-Ba-Reeba
 Center for Conflict Resolution
 Training Department
 Chicago Blackhawks Foundation
 Chicago Bulls
 Chicago Red Stars
 Chicago Sky
 Mike Cohen
 Corboy & Demetrio
 Kay Dawson
 Kim Dean
 Jenni Dressler
 Linda Durack
 Howard Epstein
 Kate Finch
 Ellen Finch
 Kelli Garcia
 Gardeners

Steven Gilford
 Lesley Hamming
 Hangout Lighting
 Health Source of Chicago Wicker Park
 Erica Henry
 Jeff Herbert
 Gabe Herrera
 Melissa Hirst
 Jam Productions
 Tynisha Jointer
 Michaela Kabat
 Kate Kennedy
 Rae Kyritsi
 Jennifer LaDuke
 Cathay Lancaster
 Cassie Lively
 Lou Malnati's
 Matchbox Chicago
 Jennifer T. Nijman
 O.A.R's Foundation
 O'Donovan's
 Old Town Tatu
 Jonah Orlofsky
 Alex Passo
 Hiran Patel, Naansense
 Jenny Plagman
 PRP Wine International

Kathleen Przywara
 Revolution Brewing
 Rogers Park Social
 Roots Handmade Pizza, Inc.
 Ellen Shubart
 Rashad Singletary
 Star Bar
 Star Farm
 Stranger Wine Company
 Jessica Sullivan-Wilson
 Taste Food & Wine
 Trader Joe's
 Whitney Trumble
 Laura Warren
 Stacey Weiler
 Alex Weinstein
 Wines for Humanity
 Eric Yeager

Statement of Activities: 2022

(for year ended May 31, 2022)

	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Contributions of cash and other financial assets	\$ 1,274,496	\$ 35,531	\$ 1,310,027
Grants and contributions	131,867		131,867
Dispute Resolution Center Act Grant	139,640		139,640
Contributed nonfinancial assets	205,294		205,294
Special event revenue	(34,856)		(34,856)
Less: Costs of direct benefits to donors	196,035		196,035
Rental income	25,522		25,522
Other revenue	71,075		71,075
Interest income	58		58
Net support and revenue	2,009,131	35,531	2,044,662
Net assets released from restrictions	25,583	(25,583)	
Total Support and Revenue	2,034,714	9,948	2,044,662
EXPENSES			
Program services			1,300,609
Mediation services	1,300,609		1,300,609
Training	413,886		413,886
Total Program Services	1,714,495		1,714,495
SUPPORTING SERVICES			
Management and general	160,780		160,780
Fundraising	74,537		74,537
Total Supporting Services	235,317		235,317
Total Expenses	1,949,812		1,949,812
Change in Net Assets	84,902	9,948	94,850
NET ASSETS			
Beginning of year	548,867	25,583	574,450
End of Year	\$ 633,769	\$ 35,531	\$ 669,300

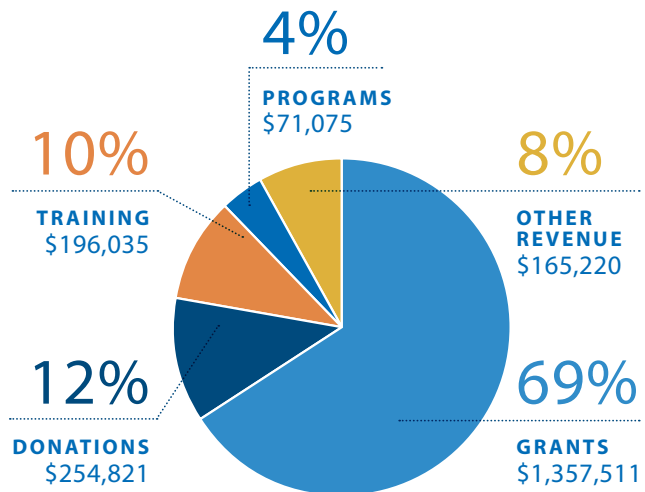
Statement of Activities: 2023

(for year ended May 31, 2023)

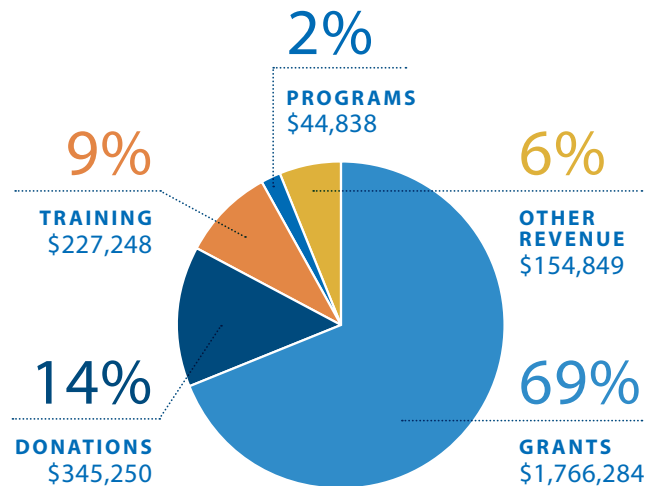
	Without Donor Restrictions	With Donor Restrictions	Total
SUPPORT AND REVENUE			
Contributions of cash and other financial assets	\$ 1,631,872	\$ 49,233	\$ 1,681,105
Grants and contributions	271,125		271,125
Dispute Resolution Center Act Grant	137,945		137,945
Contributed nonfinancial assets	198,757		198,757
Special event revenue	(39,452)		(39,452)
Less: Costs of direct benefits to donors	227,248		227,248
Rental income	16,774		16,774
Other revenue	44,838		44,838
Interest income	130		130
Net support and revenue	2,489,237	49,233	2,538,470
Net assets released from restrictions	35,531	(35,531)	
Total Support and Revenue	2,524,768	13,702	2,538,470
EXPENSES			
Program services			1,632,109
Mediation services	1,632,109		1,632,109
Training	509,366		509,366
Total Program Services	2,141,475		2,141,475
SUPPORTING SERVICES			
Management and general	159,214		159,214
Fundraising	66,707		66,707
Total Supporting Services	225,921		225,921
Total Expenses	2,367,396		2,367,396
Change in Net Assets	157,372	13,702	171,074
NET ASSETS			
Beginning of year	633,769	35,531	669,300
End of Year	\$ 791,141	\$ 49,233	\$ 840,374

Financial Snapshot

FY22 REVENUE



FY23 REVENUE



Ways to Give

One Time Donation

<https://www.ccrchicago.org/one-time-donation-form>

Recurring Donation

<https://www.ccrchicago.org/monthly-donation-form>

CCR Training Scholarship

<https://www.ccrchicago.org/ccr-training-scholarship>

Giving Assistant

<https://givingassistant.org/np#center-for-conflict-resolution>

Donate Securities

wtrumble@ccrchicago.org

MORE WAYS TO GIVE

- Qualified Charitable Distribution
- Donor Advised Fund
- Matching Gifts
- Beneficiary Designations
- Bequests through Wills or Revocable (Living) Trusts

For more information or questions, please contact CCR's Deputy Executive Director Whitney Trumble at wtrumble@ccrchicago.org





CCR Board of Directors 2022 and 2023

Leadership of the Board of Directors

President

*Melissa Hirst
Inspire 11

Immediate Past President

Ceylan Ayasli Eatherton
Loyola University Chicago

President-Elect

*Kenneth Gunn
City of Chicago Commission on Human Relations

Vice President

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Mayer Brown LLP

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*Emily Harte
Oliver Wyman

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*Jennifer L. Dressler
Attorney, Psychotherapist, CCR Mediator

Members of the Board

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Attorney, CCR Mediator

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Circuit Court of Cook County

Rick Berman
Attorney, CCR Mediator

Jack L. Block
Attorney, CCR Mediator

Gene Cahill
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Elizabeth Chiarello
Sidley Austin LLP

Christa C. Cottrell
Kirkland & Ellis LLP

Frank Dery
PwC

*Katie Diggins
Attorney, CCR Mediator

*Joseph R. Dosch
Sidley Austin LLP

*Elizabeth Duquette
Attorney, University of Chicago Lecturer

*Darla Finchum
Independent Consultant

Steven Gilford
JAMS

Brian J. Gold
Croke Fairchild Duarte & Beres LLC

Camille R. Grant
Illinois Education Association-NEA

*Aaron D. Harris
Michael Best Strategies LLC, Michael Best & Friedrich LLP

*Hon. Jasmine Hernandez
Circuit Court of Cook County

*Matthew T. Jenkins
Lancer Capital Partners LLC

*Michele M. Jochner
Schiller DuCanto & Fleck LLP

*Betsy Lehman
Attorney, CCR Mediator

*Jaran R. Moten
Phillips Lytle LLP

*Jenny Plagman
Jones Day

*Justin F. Polach
Bischoff Partners LLC

Todd Steenson
Constellation Energy Corporation

*Heidi Steiner
Croke Fairchild Duarte & Beres LLC

Kathryn L. Stevens
Vedder Price PC

*Nandika Suri
Under Armour

Ex Officio Members

*Kimberley Charles
JD/MBA Candidate, Northwestern University, Golub Capital Board Fellow

*Kelli Garcia
Northern Trust

*Jack Kande
CCR Volunteer Council Chair, Association of Flight Attendants (AFA-CWA)

Jonah Orlofsky
Orlofsky ADR Services

*Alex Weinstein
Vedder Price

*current

Pictured top left to bottom right: Aaron D. Harris, Alex C. Weinstein, Betsy Lehman, Brian J. Gold, Camille R. Grant, Ceylan Ayasli Eatherton, Christa C. Cottrell, Darla Finchum, Elizabeth Chiarello, Elizabeth Hermann Smith, Elizabeth Duquette, Emily Harte, Erin Halderson Weber, Frank Dery, Gene Cahill, Heidi Steiner, Honorable Jasmine Hernandez, Honorable Patrice Ball-Reed, Jack Kande, Jack L. Block, Jaran R. Moten, Jennifer L. Dressler, Jenny Plagman, Jonah Orlofsky, Joseph R. Dosch, Justin F. Polach, Kathryn L. Stevens, Katie Diggins, Kelli Garcia, Kenneth Gunn, Kimberley Charles, Matthew T. Jenkins, Melissa B. Hirst, Michele M. Jochner, Nandika Suri, Richard (Rick) Aaronson, Steven R. Gilford, Todd D. Steenson

CCR Auxiliary Board 2022 and 2023

Leadership of the Auxiliary Board

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Northern Trust

*Alex Weinstein
Vedder Price PC

Immediate Past Co-Chairs

*Kimberly Dean

Kathleen Przywara
U.S. Attorney's Office

Incoming Co-Chairs

*Jeff Herbert
Urban Living Properties

*Stacey M. Jonas Weiler
Illinois Bar Foundation

*current

Members of the Auxiliary Board

*Mitchell Bild
Corboy & Demetrio

*Kay Dawson
Miller Shakman Levine & Feldman

Sarah E. Finch
Riley Safer Holmes & Cancila

*Lesley M. Hamming
*Assistant General Counsel-IP,
Honeywell UOP*

*Erica Henry

*Tynisha Singletary
Invested Consulting

*Michaela Kabat
Miller Shakman Levine & Feldman

*Kate Kennedy
Kirkland & Ellis

Jana Kovich
Latham & Watkins LLP

*Kwaku Osebreh
Proskauer Rose LLP

*Alexander Passo
Latimer LeVay Fyock LLC

*Kalpana Sabapathy
McDonald's Corporate

Rahul Sangal
PwC

*Jessica Sullivan-Wilson
Teach for America

*Eric Yeager
Kerberos Capital Management



Pictured top left to bottom right on the following page: Alexander I. Passo, Eric Yeager, Erica Henry, Jana Kovich, Jeff Herbert, Jessica M. Sullivan-Wilson, Kalpana Sabapathy, Katherine B. Kennedy, Kathleen Przywara, Kay Dawson, Kimberly Dean, Kwaku Osebreh, Lesley M. Hamming, Michaela Kabat, Mitchell Bild, Rahul Sangal, Sarah E. Finch, Stacey M. Jonas Weiler, Tynisha Singletary

CCR Volunteer Council 2022 and 2023

Jack Kande
Chair

William Love
Vice-Chair

Jonah Orlofsky
Immediate Past Chair

Mike Cohen

Colette Davion-Douglas

Howard Epstein

Susanne Hollander

Paul Johnson

Veronica Johnson

Bob Lipton

Cookie Levitz

David Louis

Jackie Lustig

Patricia Mace

Minnie Robinson

Laura Stempel

Lisbeth Stone

Tiffanie Wright



CCR's 2023 Volunteer Appreciation Party was full of gratitude, joy, and recognition! Here, longtime volunteer and past Board President Jackie Lustig receives an award recognizing 20 years of service.



CCR's 2023 Volunteer Appreciation Party brought together many of our wonderful volunteers.

CCR Partners

All Chicago

Americorps

Association for Conflict Resolution
Association for Conflict Resolution,
Chicago Chapter

Better Business Bureau of Chicago
and Northern Illinois

Build, Inc

CARPLS

Center for Disability and Elder Law

Center on Halsted

Chicago Bar Association

Chicago Bar Foundation

Chicago Commission on Human Relations

Chicago Department of Public Health

Chicago-Kent College of Law

Chicago Volunteer Legal Services

Circuit Court of Cook County

Circuit Court of Cook County Family
Mediation Services

City of Chicago

Civilian Office of Police Accountability

Cook County Commission on Human Rights

Cook County Justice Advisory Council

Cook County Juvenile Temporary
Detention Center

Cook County Office of the Public Guardian

Cook County Public Defender

Cook County State's Attorney

Forest Preserves of Cook County

GlobalGiving

Greater Chicago Legal Clinic

Habitat for Humanity

Housing Action Illinois

Housing Authority of Cook County

Illinois Criminal Justice Information Authority

Illinois Housing Development Authority

Lawndale Christian Legal Center

Housing Action Illinois

Illinois Balanced and Restorative Justice

Illinois Equal Justice Foundation

Illinois JusticeCorps

Illinois Legal Aid Online

Impact Grants Chicago

inQuest Consulting

JAMS Foundation

Justice Advisory Council of Cook County

Law Center for Better Housing

Legal Aid Chicago

Legal Aid Society of Metropolitan
Family Services

Loyola University Chicago School of Law

Metropolitan Family Services

Midwest Aids Training and Education Center

National Association for
Community Mediation

Northwest Municipal Conference

Northwestern University Pritzker
School of Law

Polk Bros. Foundation

Public Interest Law Initiative

Resolution Systems Institute

Roosevelt University

United Way of Metropolitan Chicago

University of Chicago

Wheaton College

Women's Bar Association of Illinois

Young Nonprofit Professionals Network

CCR Staff 2022 and 2023

Cassie Lively
Executive Director

Whitney Trumble
Deputy Executive Director

Jim Alrutz
Programs Director-ERP

Lauren Asher
Programs Manager-Mediation Services

Katey Baker-Smith
Administrative Assistant

Elizabeth Boeringa
Assistant Director of Programs-ERP

Dominique Fenichell
Programs Manager-ERP

Kate Finch
Assistant Director of Training

Gabriel Herrera
Assistant Director of Programs-Mediation Services

Olga Ivari
Programs Manager-ERP

Abigail Johnston
Programs Manager-ERP

Jessica Lusky
Senior Programs Manager-Mediation Services

Kim Moran
Programs Manager

Lynn Murphy
Programs Manager

Laurie Koel
Programs Manager

Israel Putnam
Volunteer Director

Leandra Ramos
Programs Director-Mediation Services

Ryland Rich
Programs Manager-ERP

Ethan Senser
Programs Manager-Mediation Services

Angelica Serrano
Programs Manager-ERP

Jenna Silver
Training Director

Vic Soto
Bilingual Programs Manager – ERP

Laura Warren
Programs Manager-ERP

Amy Wang
Training Manager and Outreach Coordinator

Tishonda Washington-Gibbs
Programs Manager-ERP

Njeri Williams
Programs Manager-ERP

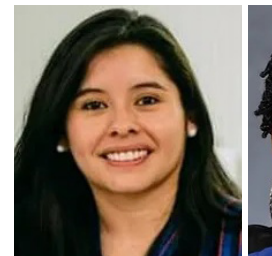
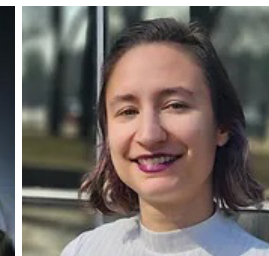
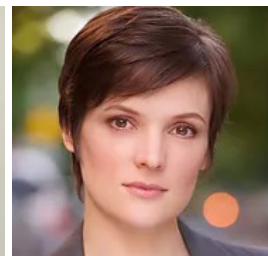
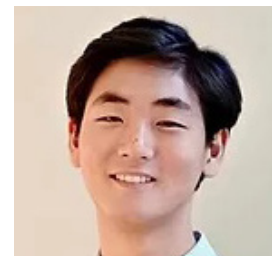
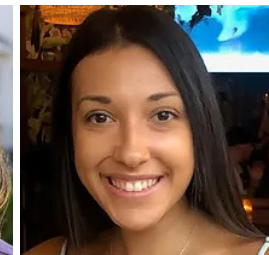
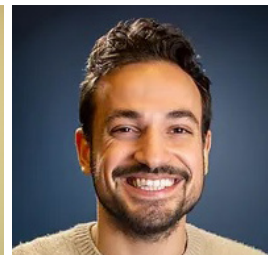
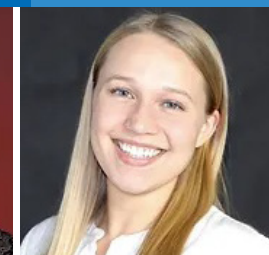
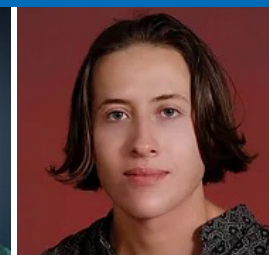
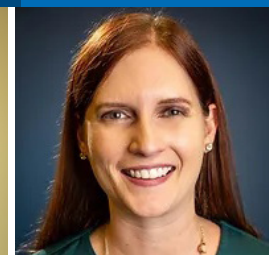
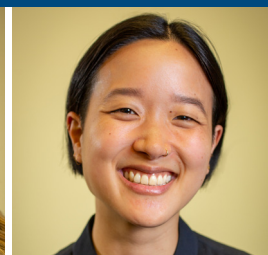
Erin Woolard
Finance and Operations Manager

Yehemy Zavala Orozco
Bilingual Programs Manager – Youth Programs

CCR extends our deepest thanks to long-term staff members who moved on to other opportunities in 2023:

Maia Buess
Larissa Hachinski
Pari Karim
Rae Kyritsi

Each made a tremendous impact on CCR and on the community we serve.



Pictured top left to bottom right on the following page: Abby Johnston, Amy Wang, Cassie Lively, Dominique Fenichell, Elizabeth Boeringa, Erin Woolard, Ethan Senser, Gabriel Herrera, Israel Putnam, Jenna Silver, Jessica Lusky, Jim Alrutz, Jonathan Kim, Kate Finch, Katey Baker-Smith, Kim Moran, Laura Warren, Lauren Asher, Lea Ramos, Njeri Williams, Olga Ivari, Ryland Rich, Victoria Vic Soto, Whitney Trumble, Yehemy Zavala Orozco



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