

2023 / 2024

July 1, 2023 - June 30, 2024

# Annual Report

## THE CONFLICT CENTER

Reframing conflict  
and fostering connections.



## *a letter from our Executive Director*

In 2024, The Conflict Center committed to connection. We shared resources, tools and hosted trainings to help hone our skills to relate and connect with one another. Throughout the year, our blogs and resources focused on ways to engage — on social media, at the dinner table, or at work. We encouraged ways to connect that are aligned with our values and intentions and seek dialogue with one another. We showed you how to use restorative practices to create cultures of connection in the workplace and in schools. And whether working to develop more meaningful connections with youth or navigating strong emotions related to big societal events, we offered ways to engage with authenticity while cultivating community.

We committed to connection simply because we know that connection is in short supply. There are plenty of models of disconnection in our world right now. Most of us grew up understanding conflict as either something to avoid or something that is always acrimonious, or both. Fear and discomfort are powerful motivators to disengage.

We get it. At the same time, at The Conflict Center we also know the power of seeing conflict as opportunity. And that's why we focus on practical skill-building - the skills to show curiosity rather than judgement, to understand our own motivations and intentions, to recognize that boundaries can co-exist with connection. This annual report showcases our programs and the many different ways we cultivate the skills to strengthen relationships, to navigate discomfort, to build community and foster connection.

We thank you for your connection to The Conflict Center and our work. Our skill-building, our programs and our mission are possible because we are connected to this amazing community. I hope that you take joy in reading through this annual report and recognizing your role in making our mission real.

I hope that you will continue to join us as we:

**Build Skills. Center Community. Honor Humanity. Cultivate Connection.**

Sincerely,

*Beth Yohe*

## VOLUNTEER OVERVIEW

**174** VOLUNTEERS      **7,164** HOURS OF SERVICE

**\$239,922**  
APPROXIMATE VALUE\*

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



Volunteers for Peace Day 2024

Volunteers assist in all areas of the organization including programs, administration, event, grant writing and building maintenance.

# BUILDING HEALTHY RELATIONSHIPS: A SOCIAL NORMING MODEL

- Social Norming was provided at three high schools, including the Career Education Center (CEC) Early College, with a student body of 480, AUL (Academy of Urban Learning), with a student body of 159, and Alameda International Jr./Sr. High School, with a student body of 1,062.
- Each school had one active work group, with 15 students at CEC, 10 at AUL, and 15 at Alameda. In total, 40 students were directly served through the workgroups.
- A total of 1,701 students were served either directly or indirectly through the poster campaigns across all three schools.

## Participants say:

*“The consent poster means that people acknowledge consent and share the responsibility and cautions of consent.”*

*“To me this poster stands against sexual assault and I think it’s an important topic.”*

*“This poster means to me to respect my boundaries and always make consent a part of the conversation.”*

## READING FOR PEACE

In the most recently completed school year, volunteers read in-person at five schools serving 964 elementary school students. Volunteers assisted at Peace Day/Peace In A Box, preparing and distributing 1,000 activity boxes and books to children and families to serve as a summer bridge for social and emotional skill building. Peace in a Box kits were distributed directly to families at TCC’s free in-person community event, Peace Day, as well as through six partner agencies.

*“Multi generational connections give kids a chance to learn from elders that they would not be exposed to otherwise.”*  
-RFP Volunteer



Reading for Peace with the DU Pioneers Basketball Team



# RESTORATIVE PRACTICES IN SCHOOLS



- Restorative Practices Program partnered around professional learning with 14 schools in 6 districts including Aurora Public Schools, Cherry Creek Schools, Denver Public Schools, Douglas County School District, Mapleton School District, and districts in Louisiana, Minnesota, and California, serving 192 total educators.
- A three-day Summer Institute was held for educators with attendance of 35 individuals (included in the above number) with representation from 10 schools, some from other states. Of those attending 93% felt it was a good use of their time and 85% felt they learned new ways to improve restorative practices in their schools.
- The Restoring Peace workshop was delivered to 34 parents in English and in Spanish. We hosted multiple sessions at The Conflict Center and one at the Addiction Research and Treatment Services (ARTS) Center at Anschutz Campus.

Educators at the 2024 Summer Institute

## Participants of the Summer Institute and Restoring Peace say:

- “Every educator would benefit from this summer institute.”*
- “The course reminded me to make sure I make the time to listen fully and how to show I am listening and understanding.”*
- “This work is crucial to our school systems and society in general!”*
- “Necessary content and process for all educators and helping professionals.”*

## RESTORATIVE DENVER

In the past fiscal year, 128 cases were referred to RD and its new thematic group Restoring Responsible Gun Use. Cases are referred through the Denver DA’s Office utilizing the Community Group Conferencing Model which provides opportunities for dialogue, problem solving and repairing harm. Of all the 366 cases completed since 2019, only 11 have been unsuccessfully returned to the DA’s Office. The rest have been successfully completed and those individuals were able to have their case dismissed and sealed, with so far, only a 3.6% recidivism rate.

## testimonials

*“My confidence and my commitment to a better life for myself in order to make a difference in the community at large [has changed.]”*

*-Person Who Caused Harm (PCH)*

*The Conflict Center gave me faith in the system that I had not had before. I was very pleased with the process which gave me much comfort and peace of mind in this program and how caring the people are and their desire to help my son resolve this situation in a professional manner.”*

*- Support Person*



## ADULT COURSE: ADDRESSING CONFLICT & ANGER EFFECTIVELY

- Over the past fiscal year, 84 adults completed the Addressing Conflict Effectively Skill Building class, held on site at TCC or virtually.
- 98% of participants said they felt more confident handling conflict after taking the course and 96% said they would recommend the class to a friend or family member.
- An additional 1,030 adults were served through customized workshops provided to 18 workplaces and community-based organizations.
- Of those 97% of survey respondents said that these trainings increased their understanding of different ways to navigate conflict and build healthy relationships.

### *testimonials*

*“The 6 steps of change is something I’m currently using in my everyday life. I want to maintain my changes for as long as I can without lapse.”*

*“I was apprehensive but I really got a lot out of it.”*

*“That conflict is inevitable and neutral - this will really stay with me. Karpman’s triangle, which still keeps bringing to mind new ideas, like that staying in a victim mindset made me think of myself as innocent and therefore prevented me from seeing ways to take responsibility.”*

*“Everything was amazing. I felt I learned more in 6 weeks of classes than years of therapy.”*





## Youth Programs

A total of 2,027 youth were served across all program areas in the 2023/24 fiscal year, through partnerships with 14 schools.

### RETHINKING CONFLICT FOR YOUTH

- Through the Rethinking Conflict youth classes, small by design, we served 653 youth in nine schools and on-site at TCC, a 300% growth from last year.
- Of those served, 78% of respondents agreed or strongly agreed that the course positively impacted their life, felt supported by the class instructors, and learned skills in the class that would be helpful in managing bias-related incidents.
- 80% of participants felt more capable of handling conflict and anger after taking the class.

#### Participants say:

*"What I liked about this class is that I felt comfortable and not weird to talk about my feelings."*

*"I think it is teaching something that a lot of parents did NOT get taught and that's super cool because it'll benefit us when we grow up!"*

*"I learned that there are many solutions to a conflict other than a bad one."*

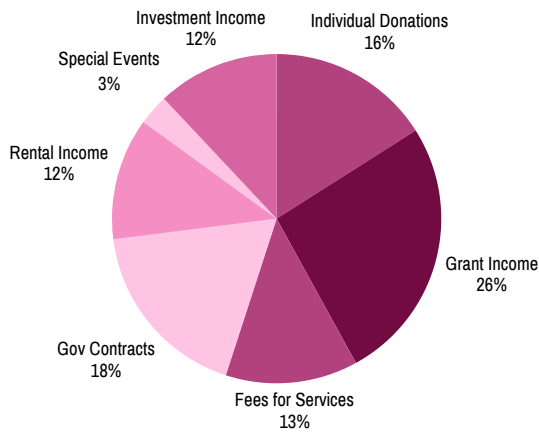
### HOT SPOT MAPPING & YOUTH ADVISORY BOARD

- This program was put on hold during COVID in 2020 and started up again this year.
- Hot Spot Mapping was implemented at Alameda High School as a pilot for new school safety survey protocol and analysis.
- A new curriculum was designed for student led work groups in which students examined survey data and created recommendations for interventions to improve school safety.
- TCC staff and school staff met with administrators to gain commitment to implement new policies to reduce bullying and other unsafe situations in the bathrooms.

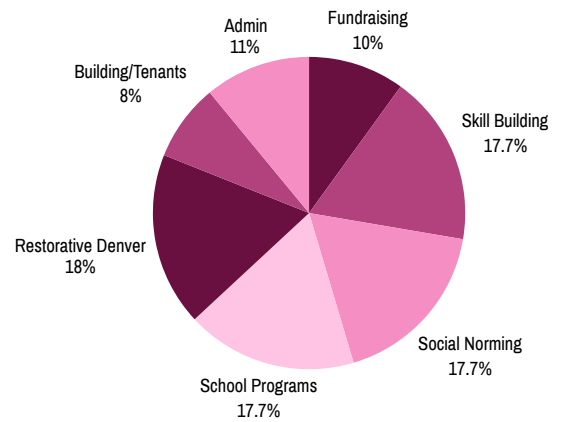


# FINANCIAL OVERVIEW

## TOTAL REVENUES - \$1,156,996



## TOTAL EXPENSES - \$1,066,978



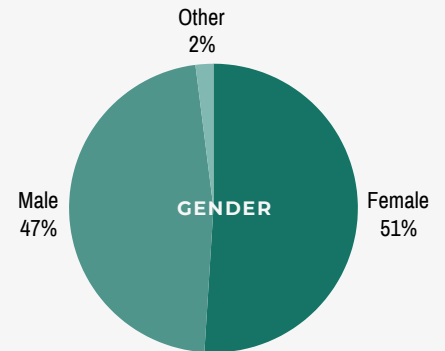
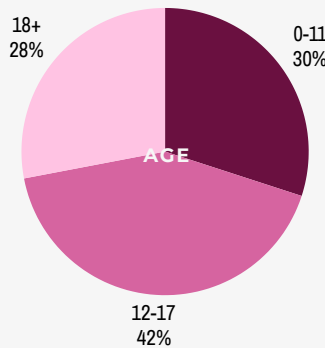
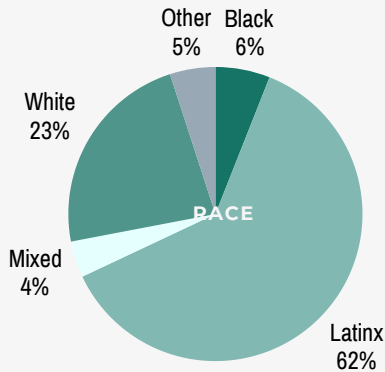
## SUMMARY OF DEMOGRAPHICS SERVED

# 4,786

INDIVIDUALS WERE SERVED  
THROUGHOUT ALL PROGRAM AREAS

# 62%

OF INDIVIDUALS SERVED IDENTIFIED AS  
HAVING LOW-INCOME LIFE EXPERIENCES



### BOARD OF DIRECTORS

#### OFFICERS:

Jesus Escarcega, Board President, Retired , Aurora Public Schools  
Lindsey Rasmussen, Board Vice President, Hilltop Public Solutions  
Erin Kosakowski, Board Secretary, Schwab Financial  
George Price, Board Treasurer, Belle Isle Company, Retired

#### MEMBERS:

Aneesha Bharwani, DU Graduate School of Social Work  
Deja Dunn, Community Housing Development Association  
Dillon Manley, Fidelity (started Spring 24)  
Maura McGrath, Denver Intermountain Health  
Justin Miller, Emily Griffith Opportunity School  
Alana Saragosa, Graduate Student (started Spring 24)  
Jannette Scarpino, Retired, CDPHE (started Spring 24)  
Brandon Rosty, DA's Office, 17th Judicial District (through Dec 23)  
Sandra Tucker, Cloudbreak Collaborative (started Spring 24)  
Narin Wongngamnit, Pinnacle Interventional Psychiatry

### INTERNS

Caleb Bishop, DU Graduate School of Social Work  
Abriauna Garcia, CCD Human Services  
Valeria Gutierrez, Arrupe Jesuit High School  
Sonia Hernandez Perez, Regis, Justice & Peace Studies  
Karyn Murphy, Metro, Graduate School of Social Work  
Lupita Perez Lopez, DU Graduate School of Social Work  
Heather Polak, DU Graduate School of Social Work  
Andreah Rafaela, Arrupe Jesuit High School  
Dorcus Sibanda, Mennonite Central Committee  
Fatma Wahedi, CSU, Human Development & Family Studies  
Talia Weintraub, DU Graduate School of Social Work

### STAFF

Rebecca Barcelo, Communications and Operations Manager  
Sander Bregman, Youth Programs Manager  
Heidi Cardenas, Restorative Denver Case Manager  
Amber Ford, Restorative Practices in Schools Program Manager  
Charlie McTavish, Development Manager  
Rachel Protentis, Associate Director and Training Manager  
Ronnie Weiss, Volunteer and Intern Coordinator  
Kylee Wellons, Restorative Denver Intake Manager  
Beth Yohe, Executive Director

## *Our Vision:*

*Communities embrace conflict as opportunity to sustain safe and thriving relationships.*

## *Our Mission:*

*The Conflict Center equips people with practical skills to navigate, transform and embrace everyday conflict.*

**Main Line: 303-433-4983**

**Website: [conflictcenter.org](http://conflictcenter.org)**

**Facebook: [facebook.com/conflictcenter](https://facebook.com/conflictcenter)**

**Instagram: [instagram.com/conflictcenter](https://instagram.com/conflictcenter)**

**LinkedIn: [linkedin.com/company/the-conflict-center](https://linkedin.com/company/the-conflict-center)**

