

# STEADFAST

20  
25

ANNUAL  
REPORT



**Center**  
For Dialog & Resolution



## FROM OUR EXECUTIVE DIRECTOR

Any time there is chaos, confusion and change, we need places we can rely on to hold us steady.

For more than 30 years, the Center for Dialog & Resolution has been the calm in the storm for Pierce County. We are, by design,

steadfast in our work to bring people together during tough times, teaching mediation skills to those who engage with us.

The real power of being in the business of conflict resolution is supporting people as they learn to turn conflict into connection. Most of the people who walk through our doors are experiencing agitation, fear, and upheaval. When they come to the Center, we help them learn tools to create something stable instead. And most of them do!

We measure our successes not by how much money we have brought in (although that is very important), yet by the number of people we interact with who experience our steady nature and choose the same for themselves. They do that through mediation, training, and facilitation.

As the director of this organization, I am drawn to the concept of being steadfast. We train ourselves to be impartial: we do not take sides on the specific agreements, yet we promote full participation of all impacted by the conflict. This steadfast impartiality represents how we interact with our community and underscores who we are as an organization.

Over the years, we have faced significant threats to our financial security – the reality for most nonprofit organizations. To remain steadfast to our mission, we operate like a gyroscope – able to maintain stability and adapt to our circumstances while ensuring we continue to deliver the services our community needs the most.

That means knowing our community well enough to provide the right type of support, being innovative as we continue to mature as an organization, grow in a way that strengthens our longevity, and continue to be intentional about our work.

As we look forward to another 30 years of service, we will remain steadfast. One interaction at a time.

Maralise Hood Quan

## FROM OUR BOARD PRESIDENT

Thank you all who have supported the Center as volunteers, valued partners, donors, and clients. Your trust in our capacity to fulfill our mission fills us with the energy to continue.

In 2025, the Center strengthened its foundation to better serve Pierce County. The three-year strategic plan implemented by our Board and staff allows the Board to focus on long-term governance while placing full trust in staff to deliver high-impact services. In addition, we restructured our financial reporting to more clearly show our diverse revenue streams and the unique nature of the work we provide to the community.

We are encouraged by the continued support from the Washington State Legislature, which provides a reliable base for our core services. Combined with the essential generosity of our donors, this partnership ensures we can provide a full scope of services to every neighbor who needs us.

Michael Transue



## BOARD OF DIRECTORS

- Michael Transue – President
- Rachel Reynolds – Treasurer
- Michelle Walters – Secretary
- Brendan Nelson
- Bridgette Cooper
- Denny Eliason
- Joshua Brumley
- Marcie Osborn

# OUR WORK

## VISION

DIFFERENCES ARE RESOLVED PEACEFULLY AND RESPECTFULLY WHILE HONORING DIVERSITY.

## MISSION

RESOLVE DIFFERENCES AND STRENGTHEN RELATIONSHIPS IN THE COMMUNITY WITH INCLUSIVE AND EQUITABLE DIALOG.

## VALUES

IMPARTIALITY, EXCELLENCE, RESPECT, EMPOWERMENT, LEARNING

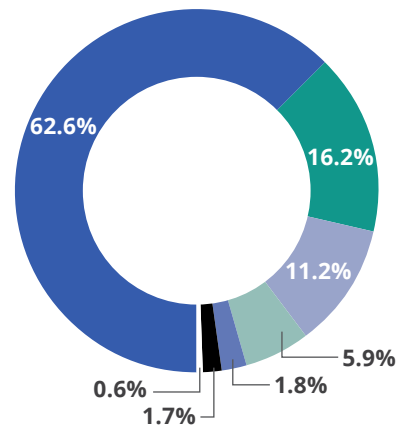
## HOW WE FULFILL OUR MISSION:

OUR PROFESSIONAL MEDIATORS AND STAFF PROVIDE AFFORDABLE MEDIATION, TRAINING, AND FACILITATION SERVICES TO HELP INDIVIDUALS, FAMILIES, AND ORGANIZATIONS ACROSS THE PRIVATE AND PUBLIC SECTORS RESOLVE THEIR DIFFERENCES EFFECTIVELY.

## INCOME/EXPENSES

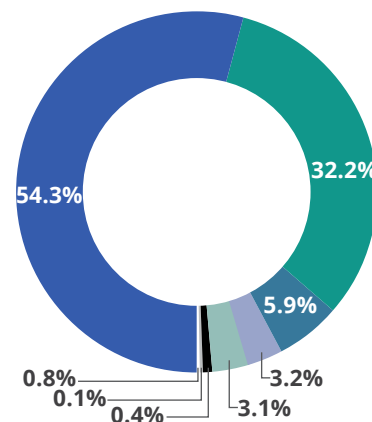
### REVENUE: \$1,717,356.24

- Event Sponsorships: \$10,000 (0.6%)
- Program - Mediator Development: \$29,582 (1.7%)
- Fundraising - Individual Donor: \$31,630.50 (1.8%)
- Program - Mediation: \$101,003 (5.9%)
- Contributions/Grants - Other: \$192,057.74 (11.2%)
- Program - Consulting: \$278,131 (16.2%)
- Contribution/Grants - Government: \$1,074,952 (62.6%)



### EXPENSES: \$1,813,934.60

- Fundraising Expenses: \$1,884.29 (.1%)
- Advertising & Promotion: \$7,307.95 (.4%)
- Program Expenses: \$15,278.96 (.8%)
- Business Expenses: \$56,343.08 (3.1%)
- Office Expenses: \$58,090.18 (3.2%)
- Occupancy: \$107,402.11 (5.9%)
- Professional Services: \$583,802.54 (32.2%)
- Payroll: \$983,825.49 (54.3%)



# MEDIATION SERVICES

687  
CASES  
OPENED

393  
CASES  
MEDIATED

70%  
RESOLUTION  
RATE/PERCENTAGE

89%  
% OF CLIENTS  
WHO RECOMMEND  
MEDIATION

Workplace conflict increased in both frequency and complexity, driving greater demand for workplace mediation services. In response, our team proactively strengthened its capacity in 2025 by training experienced mediators in advanced workplace mediation practices, including multi-party facilitation, organizational culture, and power dynamics. This investment proved timely, as demand more than doubled in the final quarter of the year.

“

The person I spoke with was knowledgeable and informed me of my rights and also was willing to contact my landlord on my behalf. It felt great having someone in my corner who understood me and could help me. They helped me navigate a very difficult situation that ended with a good outcome...This service is indispensable to the community, especially to those who lack the resources for paid legal assistance.” - A LANDLORD-TENANT MEDIATION CLIENT

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# OF CERTIFIED  
MEDIATORS

## MEDIATOR DEVELOPMENT

97% of surveyed mediators in 2025 reported a deep sense of fulfillment in their work, a testament to the steadfast dedication they bring to every conflict we resolve.

*“I love mediating with CDR because we create space for understanding and help people work toward solutions that are fair and lasting. Even though I now live across the country, I continue mediating (albeit remotely) because this work strengthens the fabric of our community.” - Beth Do, CDR Certified Mediator*

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# OF PRACTICUM  
PARTICIPANTS

### How long do mediators volunteer:

- 3 Years and Above, 52%
- 5 Years and Above, 42%
- 10 Years and Above, 21%

We are honored that 21% (one in five) volunteers have been steadfast in providing expert mediator experience for over a decade to Pierce County.

## TRAINING

True to our steadfast mission of diversifying our mediator corps and strengthening partnerships, we removed financial barriers for 16 community members in 2025, totaling nearly \$10,000.

- We did this in two ways: Our application-based scholarship program open to all community members provided \$4,026 to 8 aspiring individuals. The impact was clear with 50% of these recipients moved forward to enroll in our professional Mediator Practicum.
- On International Conflict Resolution Day, we celebrated with multiple free “De-escalation: Turn Conflict into Connection” trainings. These sessions were designed and delivered by our newly formed Community of Practice facilitators.

Of those trained, 92% responded that they would be interested in future de-escalation training that covered additional skills (note: this number includes those who answered “maybe”).

98.5%

OF BMT PARTICIPANTS WOULD RECOMMEND IT TO OTHERS

50%

OF SCHOLARSHIP RECIPIENTS ENROLLED IN OUR PROFESSIONAL MEDIATOR PRACTICUM



“

Participating in the CDR training has helped me to settle my upcoming divorce without waging a major battle. I was able to use the skills I learned (reframing and facilitated dialog) to understand exactly what my spouse would like to see happen and why. My training has also helped me learn to listen without interrupting someone while they are speaking. This is a major change for me because it is cultural based on the part of the country I spent most of my life, the East Coast. I learned to see a situation through the eyes and heart of others. It's honestly made me a better person by teaching me how to interact with others and be open to seeing everyone's point of view.”

- DAUSHAN LITT, CDR BASIC MEDIATION TRAINING & MEDIATOR PRACTICUM PARTICIPANT

## FACILITATION

Conflict within an organization is often the catalyst that brings individuals and teams to our services. Whether personal relationships are disrupting workflow or teams are facing the stress of navigating a rapidly changing environment, these challenges can make productivity difficult.

We provide the foundation for stability by facilitating meaningful engagement and fostering mutual understanding, helping teams move forward with greater clarity, resilience, and confidence amid uncertainty.

86%

OF OUR FACILITATION REQUESTS CAME FROM FRONTLINE NONPROFITS AND PUBLIC AGENCIES.



## COMMUNITY OF PRACTICE

The Community of Practice provides advanced opportunities for our mediators to sharpen their skills in large groups, while expanding CDR's capacity to serve more of our community.

In 2025, our members stepped into more leadership roles, designing and delivering more customized trainings and contracts for local agencies and institutions.

38%

GROWTH IN EXPERTISE

2024: 13 MEMBERS  
2025: 21 MEMBERS

## OUTREACH

State funding empowered our staff and board to intentionally engage with other organizations and listen to our community's needs. We found that our most effective promotion stemmed from personal connection and word of mouth. Maintaining a consistent presence at community gatherings helped us understand how to adapt our services to meet the specific needs of our community.

Breakdown of Outreach:

- Policy/Advocacy Outreach – 15%
- Strategic Partnerships and Networking – 40%
- Donor Stewardship/Fundraising – 15%
- Direct Community Service/Tabling – 20%
- Professional Development – 10%

12,829

NUMBER OF PEOPLE WE ENGAGED WITH THROUGH OUTREACH

# FUNDRAISING & RELATIONSHIPS

To our donors, foundations, and sponsors: Thank you for standing with us during a year of intentional growth. In 2025, we made the strategic decision to pause major fundraising events to prioritize internal development and outreach, to build a more robust engagement strategy for the years ahead.

We are inspired by the resilience of our community. Even without large-scale events, we saw a 21% increase in new and re-engaged supporters.

## SPONSORS



## DONORS

(CDR mediators or practicum participants are italicized)

### Foundations:

Ben B. Cheney Foundation  
Florence B. Kilworth  
Foundation  
Forest Foundation  
Marco J. Heidner Foundation  
M.J. Murdock Charitable Trust  
Sequoia Foundation  
The Gottfried & Mary Fuchs  
Foundation

### Individuals:

Aaron & *Jen Unger*  
Alan & Rose Hove  
Andrea Ramage  
Anthony Harris  
Brendan Nelson  
Bridgette Cooper  
Catherine Colby  
Charlene & *Steven Severin*  
Colleen Waterhouse  
Corinne Dixon  
Dana Coggon  
David Alger  
Debby Harrison  
Denny Eliason  
Dianna Kielian  
Dorothy Dedrick  
Ed & Sue McGuire  
Gabriel Landry  
Gen Obata & *Rebecca Stith*

Gretchen Leanderson  
Jacqueline Chistensen &  
*Tracy Bowens*  
James Plourde  
Jani Hitchen  
Jennifer & Martin Moffett  
John Blackwell &  
Gretchen Geyer  
Joshua Brumley  
Julio Quan &  
*Maralise Hood Quan*  
*Katherine Wong-Velasco*  
Kathy Hall  
Kim Burkes  
Kim & Jason Zacher  
Larry Seaquist  
LeiLani Jackson Lee & Spencer  
T. Sandberg, Sr.  
Lisa Ottoson  
*Marcie Osborn*  
Mark Sadang  
Marsha & Greg Abel  
Michael & Lila Transue  
Michelle Walters  
Miranda Duffrin  
Nancy Fleener  
Nicholas Bayard  
Pamela Cassarino  
Paul & Debbie Birkey  
Paula Hawkins  
Rachel Reynolds

Rae Levine  
Roxanne Cull  
Sallie Shawl  
Sandra Roszman  
Sandra & *Andrew Milton*  
Shelly Hulse Wilkins  
Stephanie Ostmann  
Steve & *Lori Buchsbaum*  
Steve & *Mary Ann Schleer*  
Sue & Dave Burgoyne  
Susan Eidschink  
Tony Cassarino  
Vanessa Horning

## GIVING AT A GLANCE

24%

DONOR RETENTION  
RATE IN 2025

Nearly 20% of our financial donors in 2025 also volunteer their time with the Center either through mediating, serving on our board, or outreach.

We are launching a renewed calendar of engagement to bring our community closer to the heart of our mission. Your continued support ensures that no one Pierce County has to navigate conflict alone.

## WILL YOU JOIN US?

### **GIVE**

Help us reach our goals by becoming a donor.

### **ENGAGE**

Attend one of our public trainings, events, or become a mediator!

### **CONNECT**

Refer someone to our mediation, training, or facilitation services.



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