

Nashville Conflict Resolution Center



General Information

Contact Information

Nonprofit

Nashville Conflict Resolution Center

Address

4732 West Longdale Drive

Nashville, TN 37211

Phone

(615) 333-8400

Fax

615 296-4336

Web Site

Web Site

Facebook

Facebook

Twitter

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Email

info@nashvilleconflict.org

At A Glance

Year of Incorporation

2000

Mission & Impact

Statements

Mission

At Nashville Conflict Resolution Center (NCRC), we empower individuals and families to resolve their issues through mediation, establishing sustainable solutions that provide relief to our clients, strengthen fragile communities, and save millions in taxpayer dollars.

Background

NCRC was founded in August of 2000 when members of the Nashville Bar Association desired to provide mediation in General Sessions Civil Court cases for parties who could not afford legal representation. Today, NCRC's programs focus on housing security, parenting stability, and ending the prison pipeline, serving a population that struggles disproportionately with poverty, incarceration, violence, and the chronic mental and health challenges that are produced by poverty.

Additionally, NCRC provides Tennessee Supreme Court-approved mediation training, continuing education and mentoring for volunteer mediators, and numerous conflict resolution workshops for communities and nonprofit partners.

Impact

Highlights of 2016:

We accepted 745 requests for mediation through the Davidson County Courts, Metro Police, public housing and select nonprofit partners, as well as by individual request.

We mediated 676 cases and resolved 85% of the disputes without further need of court or police intervention.

We served 2114 participants, most from structurally disadvantaged communities, providing them mediation and conflict resolution education.

Our volunteer mediators donated 1400hours of professional service.

Our resolved cases saved Davidson County taxpayers over \$2 million dollars in avoided court and legal costs.

Goals for 2017:

We intend to deepen the impact of mediation by collaborating with partner nonprofits who provide complimentary support services to our structurally disadvantaged population. We will use a grant from the JAMS/ACR Foundation to focus on families and young people in crisis.

We will begin to work with scholars at the Meharry Medical Center in order to develop and assess our programs with a critical rigor unique to academic institutions. This will give us unprecedented insights into our own strengths and challenges as we continue to serve our most vulnerable neighbors.

Needs

NCRC's most pressing needs include the following:

- More volunteers willing to undergo training and commit to mediating twice per month during the work week;
- An increase in general support that will allow the hire of additional staff to coordinate and train volunteers and to help with development and donations;
- A capital donation in the form of property along one of the major bus corridors (eg, Charlotte, Nolensville, or Gallatin Road), where NCRC can provide mediation services at a higher volume to clients reliant on public transportation;
- Partnership with an individual or firm bringing expertise in the translation of data to compelling, graphical storytelling.

Other ways to donate, support, or volunteer

It begins with one person believing there's a better way. <http://nashvilleconflict.org/donate/>. You may also call us to process a credit card over the phone, or you can mail a check to:

Nashville Conflict Resolution Center, 4732 W. Longdale Drive, Nashville, TN 37211. For volunteer opportunities, please call the office: 615-333-8400.

Service Categories

Primary Organization Category

Crime & Legal - Related / Dispute Resolution & Mediation

Secondary Organization Category

Human Services /

Tertiary Organization Category

Youth Development /

Areas of Service

Areas Served

TN - Davidson

TN - Williamson

TN - Rutherford

Davidson County - 20th Judicial District

While we primarily serve residents of Davidson County, we also serve parties from surrounding counties upon request.

Board Chair Statement

CEO Statement

By helping one person, we can help an entire community. NCRC invests on average \$125 for each child, parent, or other vulnerable resident in Nashville who just needs the opportunity to mediate: that is, to resolve an escalating crisis with dignity and accountability.

For many of our clients, this gift proves to be the opportunity of a lifetime.

It seems so simple: mediation instead of violence, instead of legal entanglement, instead of incarceration. \$125 opens this door for one Nashville resident in need. Our approach fosters resiliency and accountability in our clients, who gain communication skills and a restored faith in their ability to make a -valuable contribution to the lives around them. They then take this experience back into their own communities, making a positive impact that is especially powerful where severe socio-economic disparities have been the norm for too long.

Programs

Programs

Restorative Mediation

Description

We work with adults and juvenile offenders to help them de-escalate conflict, acknowledge responsibility for their actions, offer apologies, identify appropriate restitution, and create action plans. Most cases are referred to us through the: District Attorney's Warrant Screening program; Juvenile Court; Police Department's Youth Services Division; partnering with non-profit organizations and public housing properties.

Budget

90000

Category

Crime & Legal, General/Other Mediation Programs

Population Served

At-Risk Populations, Children and Youth (0 - 19 years), Offenders/Ex-Offenders

Short Term Success

NCRC uses a day-of-service survey to measure short-term success. Participants answer a set of questions that provide demographic data, an indication of stress levels at the outset vs at the end of mediation, and an indication of satisfaction with several elements of the mediation process.

We determine the program to be successful if:

85% of mediations end in an agreement.

80% of participants indicate in the survey that mediation helped them share their views. This indicates that the individuals felt "heard," which is a key factor in promoting effective communication and reducing stress.

70% of participants indicate that mediation helped them better understand the other person's point of view. This indicates a shift from oppositional positioning to empathetic communication, which improves relationships and reduces stress.

85% of participants indicate that the mediator listened to their feelings and concerns, confirming that our training in compassionate communication is effective.

90% of cases that involve juvenile offenders are successfully diverted from the court system.

Family Mediation

Description	This program, devoted to parenting and family stability, serves over 1000 parents and guardians each year who have reached an impasse regarding custody and visitation issues. Often these cases come through the Juvenile Court, and the households may include children who themselves are at risk of entering the juvenile justice system.
Budget	130000
Category	Human Services, General/Other Parenting Education
Population Served	At-Risk Populations, Families, Poor, Economically Disadvantaged, Indigent
Short Term Success	Short term success includes participant satisfaction with the mediation process, documented by the agreement reached and the exit survey; participant satisfaction regarding the mediator's level of fairness; participant level of security in feeling heard by the mediator and, to varying extend, by the other party; and the success rate in reaching an agreement so the case does not have to be heard in court.
Long term Success	Long term success is indicated by: <ol style="list-style-type: none">1. the sustainability of the agreement reached by parents and guardians2. the ability of parents and guardians to work out further disagreements without legal intervention, because they acquired conflict resolution skills in mediation and because they absorbed the parenting education lessons on the negative impact of conflict upon children
Program Success Monitored By	Success is monitored by: <ol style="list-style-type: none">1. statistics on percentages of cases resolved with an agreement reached by the parties;2. an exit evaluation filled out by all participants, who respond to the following statements: "I was able to share my views and concerns," "I learned more about the other person's views and concerns," "I think the other person learned about my thoughts and concerns," "I feel like the mediator listened to my feelings and concerns," "My mediation resolved some or all of the issues that brought me here," and "I would recommend or use this service again in the future."

Housing Security and Civil Mediation

Description	Our cases usually involve escalating conflicts with neighbors, landlords, or tenants, including payment or possession issues. Cases are referred to us through: General Sessions Court; MDHA; and individual request.
Budget	45000
Category	Human Services, General/Other Human Services, General/Other
Population Served	Poor, Economically Disadvantaged, Indigent, Unemployed, Underemployed, Dislocated, People/Families with of People with Psychological Disabilities

Examples of Program Success

Conflict Management Education

Description	NCRC provides conflict management workshops for Nashville nonprofits and community partners, including both staff and their population served, in order to foster healthier communities.
Budget	20000
Category	Community Development, General/Other Neighborhood Revitalization
Population Served	At-Risk Populations, Poor, Economically Disadvantaged, Indigent, Unemployed, Underemployed, Dislocated
Program Success Monitored By	<p>To measure short-term outcomes, NCRC will administer an evaluation immediately following each mediation session to gauge participants' satisfaction. Participants will be asked to select "strongly agree," "agree," "no opinion," "disagree" or "strongly disagree" in relation to each of these 6 statements: "I was able to share my views and concerns," "I learned more about the other person's views," "I think the other person learned about my views," "I feel like the mediator listened to my feelings and concerns," "My mediation resolved some or all of the issues that brought me here," and "I would recommend or use this service again in the future."</p> <p>To measure long-term outcomes, NCRC will conduct a voluntary study for total of 200 participants at the beginning of mediation and 6 months following mediation, using a 14 question Acrimony Scale and a modified Client Assessment of Mediations Satisfaction scale.</p>

CEO Comments

As Nashville continues to make national news with its vibrant opportunities and cultural riches, the needs of our under-served population grow apace. In the current year (2017), NCRC will receive increased referrals from the Juvenile Court as a front-line strategy in reducing youth violence and the prison pipeline. We will also receive increased referrals from MDHA (public housing) in recognition of mediation's effectiveness in de-escalating conflict, preventing eviction, and reducing subsequent homelessness.

In order to meet these projected increases, NCRC is embarking on the design of a new strategic plan. We recognize that we will have to expand our staff, find more efficient ways to manage our volunteers, and increase our funding base. We are also working closely with numerous community partners that share a common target population in order to increase our collective impact.

Governance

Board Chair

Board Chair	Mr. Josh Denton
Company Affiliation	GSRM
Term	Jan 2016 to Dec 2018
Email	JDenton@gsrcm.com

Board Members

Name	Affiliation	Status
Mr. Will Biggs	MDHA	Voting
Ms. Bette Christofersen	Mediator	Voting
Mr. Ron Deal	Catholic Diocese of Nashville	Voting
Mr. Josh Denton	GSRM	Voting
Ms. Sara Figal	Nashville Conflict Resolution Center	NonVoting
Ms. Phyllis Hildreth	Institute for Conflict Management, Lipscomb	Voting
Mr. Charles "Chuck" Hill	Mediator	Voting
Mr. Bill Hirschman	J.P. Morgan	Voting
Ms. Tracy Kane	LeanKit, Inc.	Voting
Ms. Brendi Kaplan	Nelson Mullins	Voting
Ms. Phylanice Nashe	Innertainment Delivery Systems, LLC	Voting
Ms. Jessica Scouten	KraftCPAs	Voting
Ms. Rosemary Sexton	Office of the District Attorney	Voting
Mr. David Taylor	Bradley	Voting
Ms. Kristine West	HCA	Voting
Ms. Ellie Wetzel	TN State Trial Courts	Voting
Ms. Robin White		Voting
Ms. Molly Williamson	DVL Siegenthaler	Voting

Board Demographics - Ethnicity

African American/Black	4
Asian American/Pacific Islander	0
Caucasian	14
Hispanic/Latino	0
Native American/American Indian	0
Other	0 0

Board Demographics - Gender

Male	6
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Female	12
Unspecified	0

Governance

Board Term Lengths	3
Board Term Limits	2
Board Meeting Attendance %	75%
Written Board Selection Criteria?	No
Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%
Percentage Making In-Kind Contributions	60%
Constituency Includes Client Representation	Yes
Number of Full Board Meetings Annually	6

Standing Committees

Finance
 Executive
 Strategic Planning / Strategic Direction
 Development / Fund Development / Fund Raising / Grant Writing / Major Gifts
 Marketing

Risk Management Provisions

Commercial General Insurance
 Directors & Officers Policy
 Professional Liability
 Workers Compensation & Employers' Liability

Management

Executive Director/CEO

Executive Director	Dr Sara Figal
Term Start	Oct 2015
Email	sara@nashvilleconflict.org

Experience

Dr. Sara Figal has worked with NCRC since 2011, taking on the role of Executive Director in 2015. She has an undergraduate degree from Yale University, a PhD from Harvard University (in German Literature and Culture), a list of publications and prizes, over a decade of international speaking engagements, and extensive grant writing experience. She also secretly loves working on budgets and configuring the organization's CRM to function more efficiently. Sara Figal is a Rule 31 Listed General Civil and Family mediator with special training in domestic violence. She personally has mediated over 700 cases, working with both adults and young offenders.

Former CEOs

<u>Name</u>	<u>Term</u>
Tamara Ambar	2008 - Sept 0
Ms. De'an Bass	Jan 2001 - Dec 2004

Staff

Full Time Staff	3
Part Time Staff	0
Volunteers	60
Contractors	2
Retention Rate	100%

Plans & Policies

Does the organization have a documented Fundraising Plan?

Under Development

Does the organization have an approved Strategic Plan?

Yes

Number of years Strategic Plan Considers

3

When was Strategic Plan adopted?

Dec 2014

In case of a change in leadership, is a Management Succession plan in place?

Under Development

Does the organization have a Policies and Procedures Plan?

Yes

Does the organization have a Nondiscrimination Policy?

Yes

Does the organization have a Whistle Blower Policy?

Yes

Does the organization have a Document Destruction Policy?

No

Affiliations

Affiliation	Year
Center for Nonprofit Management Excellence Network	2001
National Association for Community Mediation (NAFCM)	2001
Association for Conflict Resolution (ARC)	2001
Tennessee Coalition for Mediation Awareness	2007
American Bar Association	2016

Awards

Awards

Award/Recognition	Organization	Year
EVE award for Excellence in Volunteer Engagement	Hands On Nashville and the Center for Nonprofit Management	2014
EVE award for Excellence in Volunteer Engagement	Hands On Nashville and the Center for Nonprofit Management	2015

Senior Staff

Courtney Thompson

Title Juvenile Court Case Manager

Experience/Biography

Wanda Greene

Title Director of Operations

Experience/Biography

Financials

Fiscal Year

Fiscal Year Start	July 01 2016
Fiscal Year End	June 30 2017
Projected Revenue	\$299,000.00
Projected Expenses	\$299,000.00
Endowment Value	\$0.00
Endowment Spending Policy	N/A
Endowment Spending Percentage (if selected)	0%

Detailed Financials

Revenue and Expenses

Fiscal Year	2016	2015	2014
Total Revenue	\$300,207	\$278,318	\$294,250
Total Expenses	\$264,947	\$253,545	\$295,006

Revenue Sources

Fiscal Year	2016	2015	2014
Foundation and Corporation Contributions	\$0	\$0	\$0
Government Contributions	\$185,184	\$184,202	\$178,858
Federal	\$0	\$0	\$0
State	\$0	\$0	\$0
Local	\$0	\$0	\$0
Unspecified	\$185,184	\$184,202	\$178,858
Individual Contributions	\$105,972	\$59,879	\$88,205
Indirect Public Support	\$0	\$0	\$0
Earned Revenue	\$8,356	\$8,618	\$26,310
Investment Income, Net of Losses	\$45	\$40	\$27
Membership Dues	\$0	\$0	\$0
Special Events	\$650	\$25,579	\$0
Revenue In-Kind	\$0	\$0	\$850
Other	\$0	\$0	\$0

Expense Allocation

Fiscal Year	2016	2015	2014
Program Expense	\$200,445	\$185,804	\$214,228
Administration Expense	\$48,918	\$40,305	\$57,514
Fundraising Expense	\$15,584	\$27,436	\$23,264
Payments to Affiliates	\$0	\$0	\$0
Total Revenue/Total Expenses	1.13	1.10	1.00
Program Expense/Total Expenses	76%	73%	73%
Fundraising Expense/Contributed Revenue	5%	10%	9%

Assets and Liabilities

Fiscal Year	2016	2015	2014
Total Assets	\$225,291	\$182,143	\$159,513
Current Assets	\$220,711	\$181,150	\$158,136
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$11,579	\$3,691	\$5,834
Total Net Assets	\$213,712	\$178,452	\$153,679

Short Term Solvency

Fiscal Year	2016	2015	2014
Current Ratio: Current Assets/Current Liabilities	19.06	49.08	27.11

Long Term Solvency

Fiscal Year	2016	2015	2014
Long-Term Liabilities/Total Assets	0%	0%	0%

Top Funding Sources

Fiscal Year	2016	2015	2014
Top Funding Source & Dollar Amount	Government Grants \$185,184	Government Grants \$184,202	Government Grants \$178,858
Second Highest Funding Source & Dollar Amount	Contributions, Gifts and Grants \$105,972	Contributions, Gifts, and Grants \$59,879	Contributions, Gifts, and Grants \$88,205
Third Highest Funding Source & Dollar Amount	Program Revenue \$8,356	Fundraising Events \$25,579	Program Service Revenue \$26,310

Capital Campaign

Is the organization currently conducting a Capital Campaign for an endowment or the purchase of a major asset? No

Capital Campaign Goal \$0.00

Capital Campaign Raised-to-Date Amount \$0.00 as of 0

Capital Campaign Anticipated in Next 5 Years? No

State Charitable Solicitations Permit

TN Charitable Solicitations Registration Yes - Expires Dec 2017

Registration No 0

Organization Comments

GivingMatters.com Financial Comments

Financials taken from the 990.

Foundation and Corporate Grants may be included in the Individuals Sum as they are not separated in the 990.

Financial documents prepared by Blankenship CPA Group, PLLC.

Comments provided by Kathryn Bennett 12/31/16.

