



The Mediation Center  
Finding common ground.

# 2023 - 2024 ANNUAL REPORT

The Mediation Center offers community mediation, family visitation, and training services. We are committed to making Western North Carolina a safer, more peaceful community through our services for individuals, families, and community groups.

This past year, The Mediation Center worked tirelessly to serve Western North Carolina. We believe that, by promoting peaceful conflict resolution, healthy relationship building, and communication skills, we can create a better, more peaceful community for people in Buncombe, Henderson, Transylvania, and Polk Counties and beyond.

We are grateful to the volunteers, community partners, donors, and staff who share their talents and time to make this vision a reality.

*The Mediation Center is a 501(c)3 nonprofit serving communities in Buncombe, Henderson, Transylvania, & Polk Counties of Western North Carolina.*

**OUR MISSION IS TO CREATE OPPORTUNITY FROM CONFLICT.**



## COMMUNITY MEDIATION

Community mediation is a non-judgmental, confidential, and voluntary process where participants sit down together and collaborate with the help of trained mediators. We believe that people know best how to solve their own problems, and often need support and a structured process to move through these difficult conversations.

**This past year,**

- 12 community members completed a 50-hour training and became volunteer mediators
- **160 individuals participated in community mediation**
- We **mediated 119 Medicaid Appeals** to help citizens better understand their options to get their medical needs met
- We strengthened court system partnerships, including one with the District Attorney & County Managers' offices in Polk County to make our services available locally

# FAMILY VISITATION PROGRAM

The Family Visitation Program (FVP) provides children with a safe place to visit and form healthy relationships with their non-custodial parent, or to exchange between parents with joint custody. FVP protects adult and child victims of domestic violence and sexual abuse by offering secure supervised visits and exchanges that stop trauma and violence.

## This past year, the Family Visitation Program

- Facilitated over 950 supervised visits and safe exchanges
- Kept over 60 WNC families safe through visitation & exchanges
- Ensured the safety and comfort of more than 100 children through each visit and exchange



## TRAINING & WORKSHOPS

The Mediation Center offers training for community members in conflict resolution skill-building as well as continuing education programs for mediators, lawyers, and mental health professionals.

**This past year, 544 people participated in training programs. Of those,**

- Over 150 attended conflict resolution training for community leaders
- Over 300 attended continued education training for legal and mediation professionals
- Over 80 attended continued education training for mental health professionals

## 2023 - 2024 FUNDING SOURCES

