

ANNUAL REPORT

Conflict Resolution Services, Inc.

Prepared by
Brandie Sigler,
Executive Director

3143 Logan Valley Rd.
Traverse City, MI 49684

231-941-5835
Crsmediationtc.org

2024

Executive summary

Conflict Resolution Services experienced another strong year in 2024. The SCAO grant increased for the third straight year, allowing the organization to build its reserves. Few major changes were made in how the organization operates instead focusing on continuing what was built over the past few years.

Key achievements

- **Small Claims Contract:** Six months after piloting a new small claims process in June 2023, the process transitioned to a permanent one and the 86th District Court agreed to pay CRS for the services.
- **Investing in the Future:** CRS was able to make several contributions to its investment account to ensure future financial stability.
- **Raising Funds and Community Awareness:** The organization hosted its first ever duck race raffle in Manton over Labor Day weekend. A small profit was generated, and many conversations were held in the community. The executive director also presented on the organization to multiple and diverse community groups.
- **Growing the Staff:** Based on a steadily increasing workload, CRS added a third staff member in 2024—a part-time case coordinator.

Challenges

Every organization has challenges, and this year one of the biggest challenges filling the newly created case coordinator position. The first individual to fill the role was not a great fit and left the organization only 2 months after joining. The other challenge was slightly declining case numbers. Despite having strong numbers, the total fell short of the previous year by approximately 100 cases.

Finances

	2024	2023	YOY Change
Revenue			
A. SCAO Grant	\$109,815	\$72,819	+51%
B. Service Contracts	\$47,985	\$62,035	-23%
C. Donations & Interest	\$4,517	\$2,465	+83%
D. Training	\$0	\$10,268	-100%
E. Program Fees	\$98,192	\$66,767	+47%
TOTAL REVENUE	\$260,509	\$214,356	+22%
Expenses			
A. Personnel	\$119,768	\$103,442	+16%
B. Accounting	\$8,335	\$5,975	+39%
C. Training	\$4,345	\$29,363	-85%
D. Travel	\$165	\$196	-16%
E. Equipment	\$1,408	\$267	+427%
F. Operating Expenses	\$25,403	\$28,755	-12%
G. Advertising	\$5,831	\$3,628	+61%
H. Contractual & Volunteer Recognition	\$27,417	\$10,719	+156%
TOTAL EXPENSES	\$192,672	\$182,348	+6%
Net Revenue	\$67,837	\$32,008	+112%

Conclusion

The successes realized in 2024 were built on the foundation created over the past several years. The steady foundation allowed the business to look toward other areas of opportunity for the coming year.