



# Working Toward a Better Community

“

Peace cannot be kept by force.  
It can only be achieved by understanding”

— *Albert Einstein*



[aacrc-md.us](http://aacrc-md.us)



# The Anne Arundel Conflict Resolution Center helps improve quality of life for individuals in our community.

*It is the mission of AACRC to improve the quality of life for individuals and to create a more peaceful and productive community by helping people communicate constructively to resolve conflict through education, facilitation and mediation.*



**The bottom line** is that we help reduce violence and aid individuals, families, neighborhoods, companies and communities in crisis. Our goal is to keep a valuable community service alive. Our services have real, measurable impacts on public safety, economic vitality and peace in our county.

We've provided services to over 25,000 individuals in the county since our inception 18 years ago, and to over 2,000 families in the past year alone. And in last five years we have provided mediation for more than 110 inmates; to date none of them have re-offended.

## About Us

The Anne Arundel Conflict Resolution Center (AACRC) is a non-profit organization offering mediation, facilitation and community conferencing services to individuals and groups in conflict. We also offer training and workshops in mediation, anger management, and individualized education plan assistance.

The number of mediations handled by AACRC has grown 650% over the past several years, despite having fewer paid staff members and a modest annual budget.

In addition to paid staff and the volunteer assistance from our Board of Directors, we benefit from the efforts of committee volunteers, office volunteers, and over 50 professionally trained volunteer mediators.

## Staff and Board

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## Partners

We rely on worthy organizations in our area to help us fulfill our mission, providing much-needed services in partnership with county and city offices, the police department, the court system, area churches, correctional services, Ft. Meade, public schools and more.



Tell me, I may listen.  
Teach me, I may remember.  
Involve me, **I will do it.**  
– Chinese Proverb



# AAACRC

## Services

- We provide mediation services free for anyone requesting them and we respond to the needs and requests of our community. Last year 94% of our mediations reached agreement.
- We offer conflict resolution education to community groups, churches, schools or government agencies.
- Our local County and City police carry with them pocket size pads of information that they can tear off and give to individuals who are experiencing conflict not of a criminal nature.
- We offer courses in anger management and also provide training to the inmates of the Jennifer Road Detention Center.
- Our facilitators assist in IEP (Individual Education Plan) meetings to help IEP team members communicate effectively and develop plans for the child to which everyone can agree.
- We offer large group facilitations to help multiple people in finding solutions to problems in their neighborhoods.

## Mediation

- Mediation is the heart of our program with the goal of peaceful, positive resolution of conflict.
- Mediation lets people speak for themselves and make their own decisions -- it is a voluntary, confidential and informal dispute resolution process.
- Our professionally-trained mediators promote communication which empowers participants to face and creatively channel conflict rather than allowing hostilities to build toward violence or litigation.
- Participants each tell their side and the mediators help them create mutually agreeable options and possibilities for solutions.

“

Don't find fault.  
**Find a remedy.**”  
– Henry Ford



# AACRC

## You can make a difference

The ability to continue our work is based on the generous grants of donors, most importantly, individuals and companies who want to make an impact in their community and see more positive stories in the news. Please help us continue our work through your contribution to our organization, to help bring more positive outcomes to conflict in our community.



## Annapolis Idol

Our annual fundraiser, Annapolis Idol, is held in March. A popular contest featuring area singing contestants, our event is in its fifth year and has garnered much local and regional press. We offer companies the opportunity to sponsor our signature event.



If you talk to a man in a language he understands, that goes to his head. If you talk to him in his language, **that goes to his heart.**"

— Nelson Mandela

To contact us:

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