

COMMUNITY BENEFIT REPORT

2025



RESOLUTION
CENTER, INC.

FINDING THE KEY
TO CONSENSUS

Our nonprofit mediation center

At a Glance

We helped individuals, families, and organizations throughout Winnebago and Fond du Lac Counties find lasting resolutions to conflicts in 2025 by providing impartial, accessible, and humanistic mediation services.

Full Overview

710

Mediations

527

Agreements

74% of mediations

365

Agreements Endured

51% of mediations
69% of agreements

Eviction Mediation Overview

158

**Prevented
Evictions**

\$1,492,222

**Estimated Community Savings
from Prevented Evictions**

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Letter from the Executive Director

Conflict is a natural part of life, but too often it escalates when people lack accessible, constructive ways to address it. Many assume the courts are the only path to resolution, when in reality, **community-based mediation can help people find effective, satisfying, and enduring solutions.**

The Resolution Center provides accessible mediation services that help individuals and organizations navigate conflict constructively. Through guided, person-to-person dialogues, trained volunteer mediators create opportunities for participants to be heard, understand different perspectives, and work toward solutions they help shape.

By providing a **safe, neutral space** grounded in dignity, respect, and constructive dialogue, the Resolution Center helps people move forward with greater understanding and peace. The result is **stronger relationships, healthier conflict resolution, and more resilient communities** in which:

- **Mediation participants** gain a voice in resolving their disputes, strengthen their communication skills, and build confidence to navigate future conflicts more effectively.
- **Volunteer mediators** make a meaningful difference in the lives of others while developing valuable communication and conflict resolution skills and becoming part of a supportive community of mediators dedicated to service.
- **The courts, law enforcement, and social services** benefit from practical alternatives to litigation that reduce strain on public systems, preserve relationships, and contribute to community stability and the efficient application of public resources.

Only a few of us have the privilege of witnessing the impact of this work firsthand. It is a privilege I am excited to share through **this, our first Community Benefit Report.**

This report highlights the impact of our services across Winnebago and Fond du Lac Counties in 2025. Within these pages, you will find data and stories that demonstrate how mediation brings people together, repairs relationships, and creates constructive paths forward. We invite you to explore the report and see how, together, we are building stronger, more understanding communities.

If you have any questions or ideas to share, **we invite you to connect with us.**



Kate Zurn, Executive Director
Kate@ResolutionCenterInc.org
(920) 236 – 4925



Vision

All people in conflict find peace and move forward.

Mission

To help people resolve their disputes effectively, expeditiously, and with compassion and respect.

What We Do

We provide mediation services, training, and volunteer opportunities to help our community members peacefully and collaboratively navigate conflict and create resolution.



How We Do It

- Empowering** We help people understand their options, have a say in the outcome of their situation, make informed decisions, and build communication and self-advocacy skills they can use long after mediation.
- Humanizing** We help every person feel heard, valued, and respected. We create a safe space where all are treated with dignity and care.
- Accessible** We provide clear, affordable alternatives to complex, intimidating, and adversarial processes.
- Community** We strengthen relationships and support healthier, more connected communities.
- Civic-Minded** We support the public good by easing burdens on the courts, public systems, and social support services through increasing access to community-based solutions.



Mission Moments

A Mission Moment is a true story of how we lived out our mission: to help people resolve their conflicts effectively, expeditiously, and with compassion and respect. Please note, some details have been omitted to preserve participants' privacy and the confidentiality of the process.

Eviction Mediation: Staying Housed Amid a Medical Crisis

A couple fell behind on rent while paying for the husband's cancer treatment, putting their housing at risk. Through open communication, the property manager worked with them to create a payment agreement that allowed them to remain in their home while fulfilling their tenant responsibilities, **providing stability during the man's cancer treatment and recovery.**



Small Claims Mediation: Compassion Paired with Clarity

A dissatisfied customer and vendor agreed to mediation for a small claims dispute. By addressing **both the emotional and practical aspects** of the conflict, the co-mediators helped the parties move beyond frustration, overcome misunderstandings, and reach a resolution they felt was **fair and mutually satisfying.**



Post-Divorce Expenses Mediation: Transformed Relationships

Two former spouses returned to mediation years after their divorce to resolve a dispute over their children's expenses. Although their divorce mediation had been highly contentious, they had since built a strong co-parenting relationship. They worked through the new issue constructively, reached a clear agreement, and **demonstrated mediation's lasting value in fostering growth, healing, and collaboration.**



Probate Mediation: Navigating Family Loss with Care and Clarity

Family members came to mediation to fairly divide a deceased loved one's estate after grief and conflict had strained their relationships. Mediation provided a supportive space to address both their complex emotions and the practical decisions they needed to make. While it did not heal every relational wound, it **resolved a central source of conflict, allowing the family to move forward with clarity and make room for continued healing.**



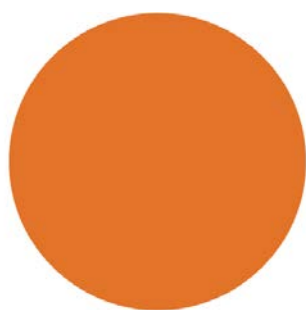
Big Picture of Our Local Benefit

We help our local community members navigate conflict. **96% of our cases in 2025 were directly referred to us by the Winnebago and Fond du Lac County Courts**, demonstrating our dedication to local benefit. Below is a summary of those mediations, the agreements created, and the agreements that have endured based on available court data. Please find information specific to each county on the next page.

Measuring success at each stage of the process:

Diversion

Participants are redirected from the courtroom to the collaborative process of mediation.



710

Mediations

1,131

Mediator Hours

Resolution

Through facilitated dialogue, participants reach their own solution and leave with a written agreement.



527

Agreements

74%

Agreement Rate

Follow Through

Participants honor their agreement and move forward without the need for further court involvement.



365

Agreements Endured

51%

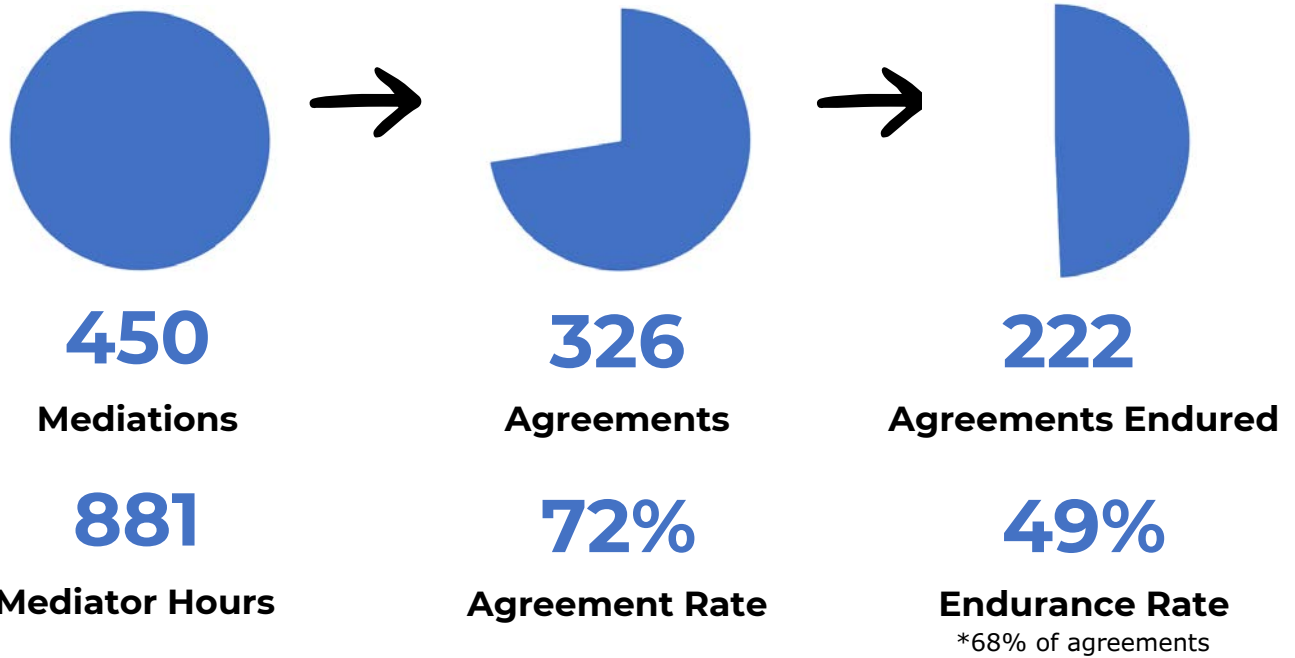
Endurance Rate

*69% of agreements

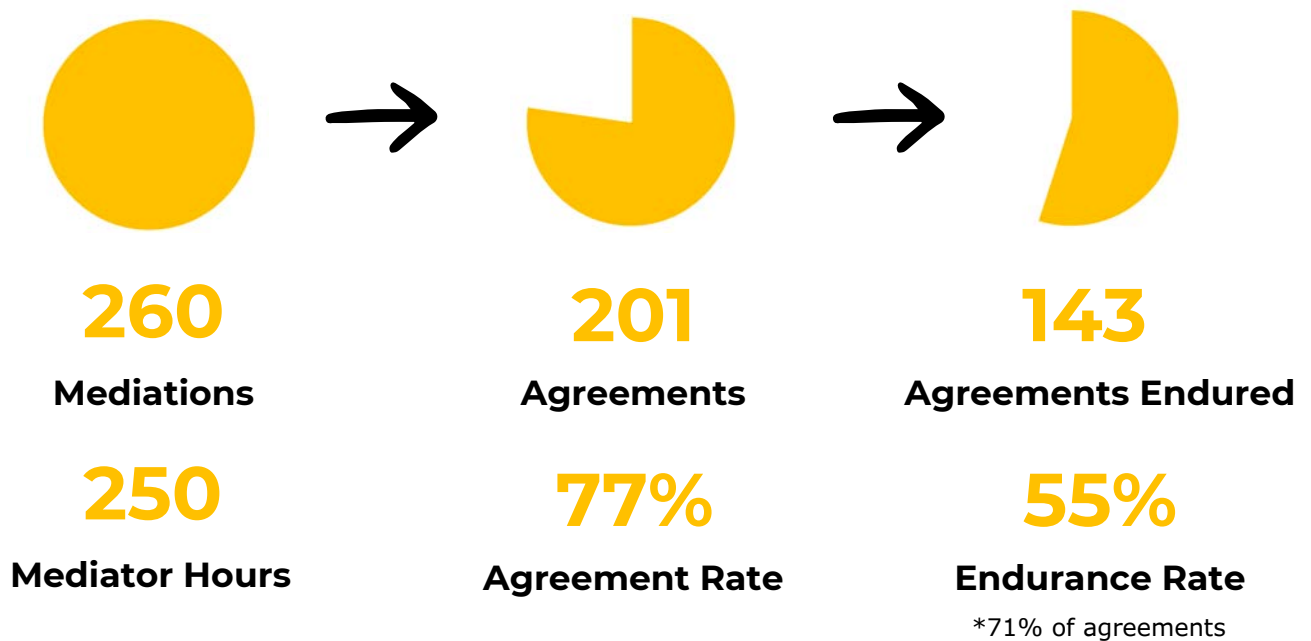
In short, 365 conflicts were sustainably resolved through mediation.



Winnebago County



Fond du Lac County



Deep Dive of Our Local Benefit

The following tables provide detailed information by case type.

Both Counties Case Type	Total Mediations	Mediation Agreements	Mediation Agreement %	Endured Agreements	Endurance % of Total Mediations	Endurance % of Total Agreements
Eviction	315	265	84%	158	50%	60%
Small claims	282	200	71%	164	58%	82%
Divorce property division	38	23	61%	20	53%	87%
Foreclosure	29	12	41%	1	3%	8%
Harassment restraining order	22	11	50%	10	45%	91%
Post divorce expenses	14	10	71%	6	43%	60%
Replevin	5	3	60%	3	60%	100%
Large claims	3	1	33%	1	33%	100%
Child support change	1	1	100%	1	100%	100%
Probate	1	1	100%	1	100%	100%
Total	710	527	74%	365	51%	69%

Winnebago County Case Type	Total Mediations	Mediation Agreements	Mediation Agreement %	Endured Agreements	Endurance % of Total Mediations	Endurance % of Total Agreements
Eviction	209	174	83%	99	47%	57%
Small claims	137	96	70%	81	59%	84%
Divorce property division	38	23	61%	20	53%	87%
Harassment restraining order	22	11	50%	10	45%	91%
Foreclosure	21	7	33%	1	5%	14%
Post divorce expenses	14	10	71%	6	43%	60%
Replevin	4	2	50%	2	50%	100%
Large claims	3	1	33%	1	33%	100%
Child support change	1	1	100%	1	100%	100%
Probate	1	1	100%	1	100%	100%
Total	450	326	72%	222	49%	68%

Fond du Lac County Case Type	Total Mediations	Mediation Agreements	Mediation Agreement %	Endured Agreements	Endurance % of Total Mediations	Endurance % of Total Agreements
Small claims	145	104	72%	83	57%	80%
Eviction	106	91	86%	59	56%	65%
Foreclosure	8	5	63%	0	0%	0%
Replevin	1	1	100%	1	100%	100%
Total	260	201	77%	143	55%	71%

Our Eviction Mediation Program

Eviction mediation diverts eviction cases away from the court and provides a humanistic opportunity for tenants and property owners/managers to collaborate on a resolution that meets everyone's needs and concerns: dates of residency, payments, repairs, communications, etc. This program provides support during the court process itself, reaching people at a critical time when many other housing support services would be unable to immediately help.



Eviction Intake Court Demonstration

We help transform how evictions are resolved.



Eviction Mediation Demonstration

How eviction mediation helps:

Our Community & Court

- Supports keeping families in their homes, providing them a foundation of stability
- Reduces community homelessness
- Relieves burden on supporting social services, such as emergency shelters, inpatient and emergency medical care, foster care services, and juvenile delinquency services
- Extends impact of community rental assistance programs
- Strengthens court and sheriff capacity and efficiency in processing other requests
- Improves well-being and safety of deputies, court officials and staff, and attorneys
- Builds positive community relations with the court by offering humanistic diversion programs

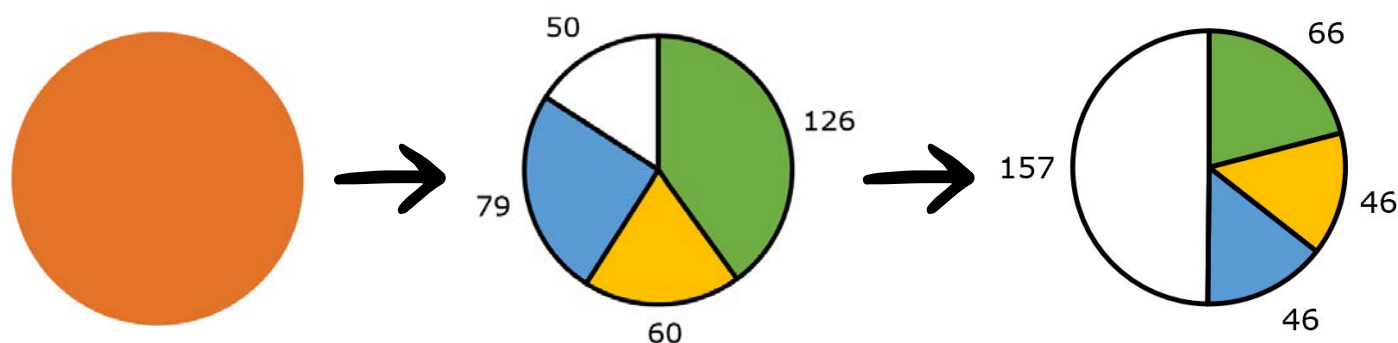
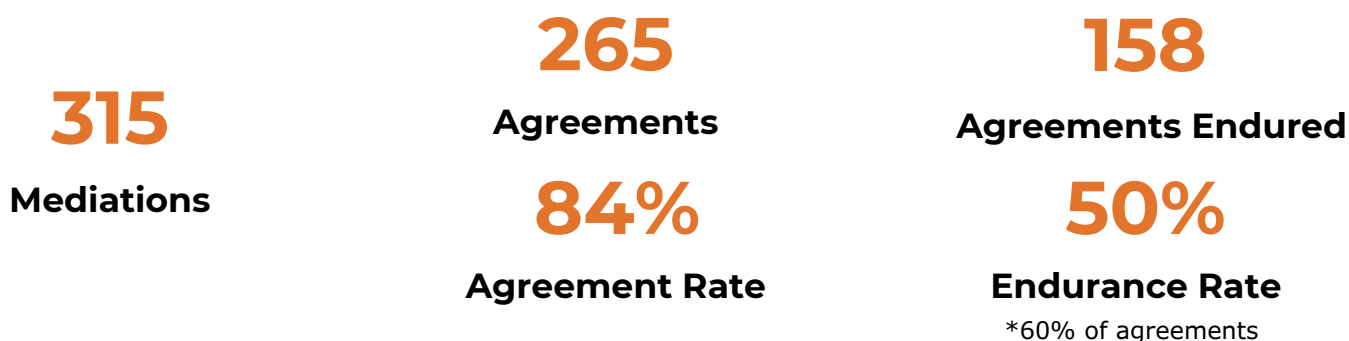
Tenants & Property Managers

- Empowers tenants and property managers to talk and collaboratively build their own outcome
- Builds goodwill and communication
- Restores stable tenancy and payments
- Reduces stress, fees, time in court, and uncertainty
- Lessens physical and emotional costs associated with forced removal
- Improves future housing prospects



Our Eviction Mediation Program Continued

Overall



- Pay-and-Stay agreements that allowed the tenant to resolve outstanding lease issues and remain in the property
- Vacate agreements that involved voluntary move-out with no additional financial obligation
- Pay-and-Vacate agreements that involved payment to the landlord with an agreed-upon move-out timeline

Community Financial Benefit

Our Most Likely Estimate (by all endured agreements)	Our Most Conservative Estimate (by only endured pay-and-stay agreements)
\$1,492,222	\$623,333

*These figures are based on our most conservative estimates of the eviction mediation program's efficacy, national average data from the University of Arizona's Cost of Eviction Calculator, and local cost estimates for the Sheriff's Departments. The higher estimate includes all mediation agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed. The lower estimate includes only the pay-and-stay agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed.

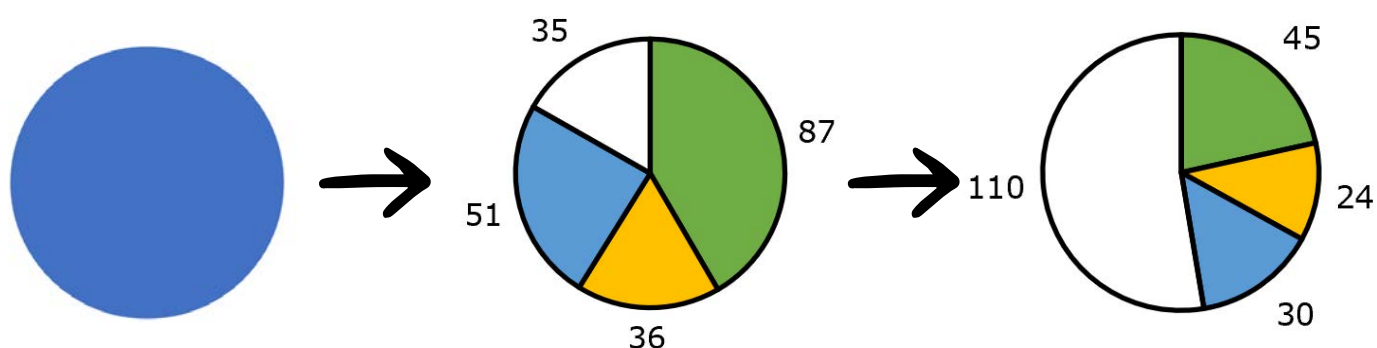
Our Eviction Mediation Program Continued

Winnebago County

209
Mediations

174
Agreements
83%
Agreement Rate

99
Agreements Endured
47%
Endurance Rate
*57% of agreements



-  Pay-and-Stay agreements that allowed the tenant to resolve outstanding lease issues and remain in the property
-  Vacate agreements that involved voluntary move-out with no additional financial obligation
-  Pay-and-Vacate agreements that involved payment to the landlord with an agreed-upon move-out timeline

Community Financial Benefit

Our Most Likely Estimate
(by all endured agreements)

\$935,000

Our Most Conservative Estimate
(by only endured pay-and-stay agreements)

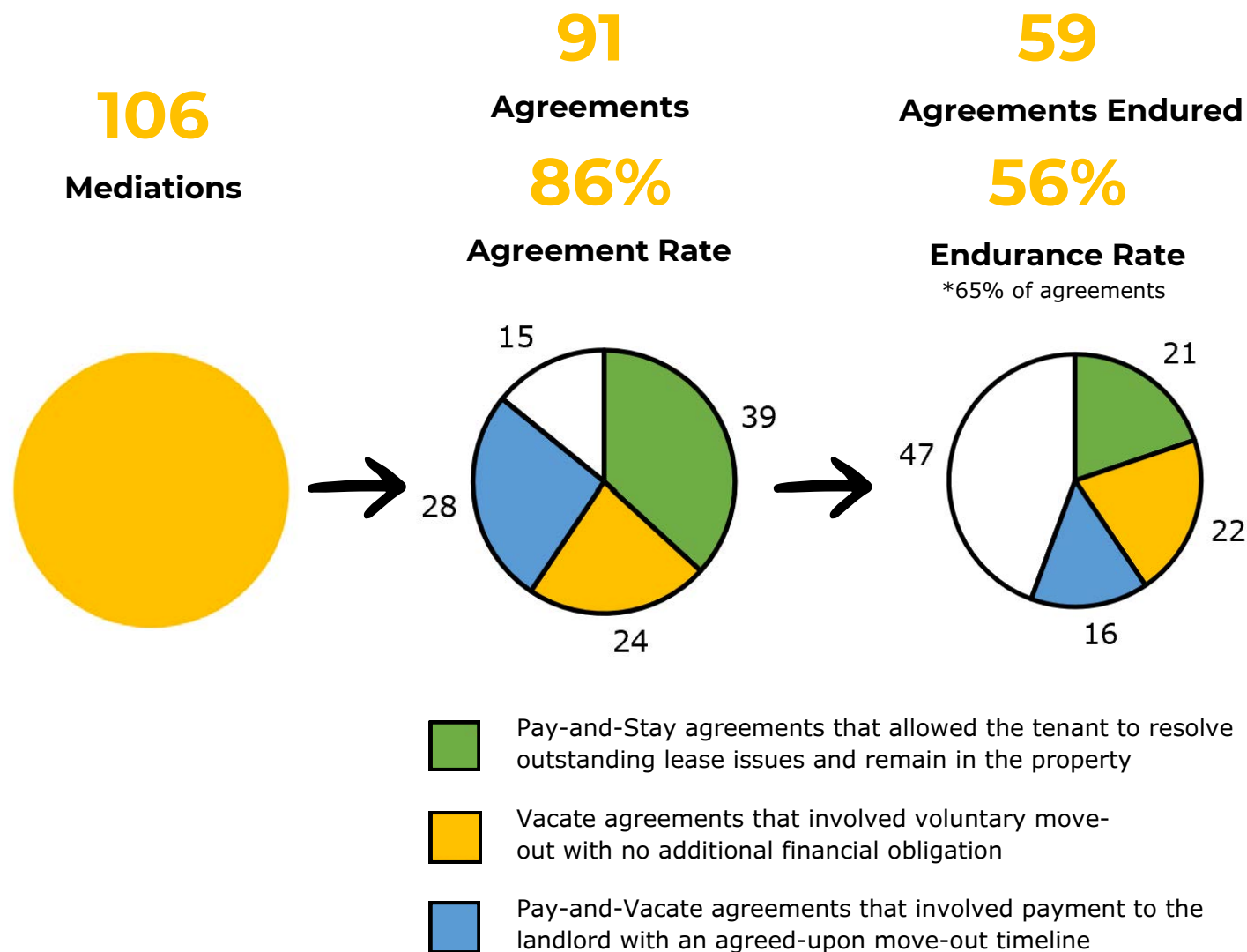
\$425,000

*These figures are based on our most conservative estimates of the eviction mediation program's efficacy, national average data from the University of Arizona's Cost of Eviction Calculator, and local cost estimates for the Sheriff's Departments. The higher estimate includes all mediation agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed. The lower estimate includes only the pay-and-stay agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed.



Our Eviction Mediation Program Continued

Fond du Lac County



Community Financial Benefit

Our Most Likely Estimate (by all endured agreements)	Our Most Conservative Estimate (by only endured pay-and-stay agreements)
\$557,222	\$198,333

*These figures are based on our most conservative estimates of the eviction mediation program's efficacy, national average data from the University of Arizona's Cost of Eviction Calculator, and local cost estimates for the Sheriff's Departments. The higher estimate includes all mediation agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed. The lower estimate includes only the pay-and-stay agreements in which the case remained dismissed and no Affidavit of Noncompliance was filed.

The People We Serve

In our efforts to help people navigate conflict, we strive to be an accessible service to all members of our community and overcome any barriers they may be encountering.

Helping People Navigate Conflict

Mediation supports people navigating conflict – especially those going through the court system without attorney representation.

1,105 (78%)

Unrepresented Parties

455 (64%)

Unrepresented Plaintiffs

650 (92%)

Unrepresented Defendants

Helping All People

Mediation cares for everyone – regardless of their income or demographics.

414 (58%)

**Low
Income**

345 (49%)

**Female Head
of Household**

212 (30%)

**Racial or Ethnic
Minority**

99 (14%)

**Veteran
Status**

Helping Remove Barriers

Mediation strives to be accessible for all – accommodating both those who need to appear in-person and virtually.

530 (75%)

Fully In-Person

101 (14%)

Fully Virtual

79 (11%)

Hybrid



Winnebago County

Helping People Navigate Conflict

722 (80%)

Unrepresented Parties

308 (68%)

Unrepresented Plaintiffs

414 (92%)

Unrepresented Defendants

Helping All People

242 (54%)

Low
Income

220 (49%)

Female Head
of Household

140 (31%)

Racial or Ethnic
Minority

63 (14%)

Veteran
Status

Helping Remove Barriers

285 (63%)

Fully In-Person

90 (20%)

Fully Virtual

75 (17%)

Hybrid

Fond du Lac County

Helping People Navigate Conflict

383 (74%)

Unrepresented Parties

147 (74%)

Unrepresented Plaintiffs

236 (91%)

Unrepresented Defendants

Helping All People

172 (66%)

Low
Income

125 (48%)

Female Head
of Household

72 (28%)

Racial or Ethnic
Minority

36 (14%)

Veteran
Status

Helping Remove Barriers

245 (94%)

Fully In-Person

11 (4%)

Fully Virtual

4 (2%)

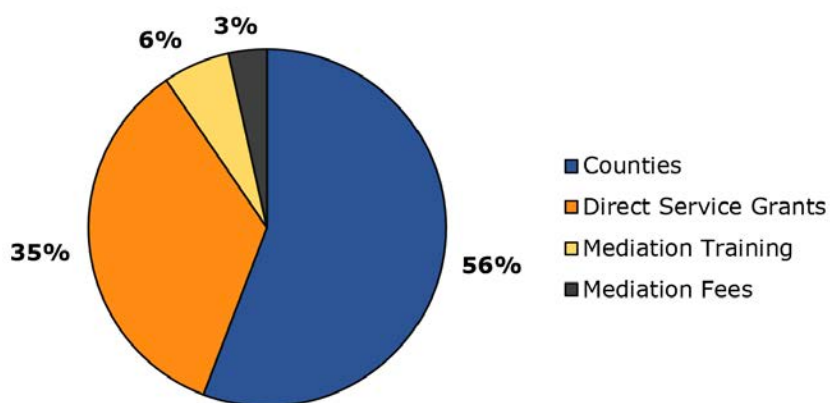
Hybrid



Financial Overview

We are deeply grateful for our supporting partners whose investment makes our work possible. Their support allows us to provide accessible mediation and conflict resolution services, helping individuals, families, and organizations navigate challenges and build stronger relationships within our community. We are honored and humbled by the trust they place in us to be responsible stewards of these funds, using them thoughtfully and effectively for the benefit of those we serve. **Their partnerships reflect a shared commitment to creating a more connected, resilient, and compassionate community.**

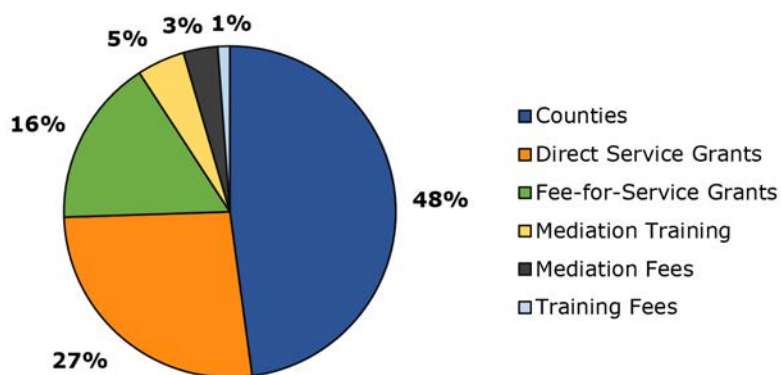
2025 Operating Revenue Sources



2025 Supporting Partners

Winnebago County
Fond du Lac County
Basic Needs Giving Partnership
ADVOCAP Grant Partnership
Oshkosh Area Community Foundation
Oshkosh Area United Way

2026 Operating Revenue Sources



2026 Supporting Partners

Winnebago County
Fond du Lac County
City of Oshkosh
Basic Needs Giving Partnership
Oshkosh Area Community Foundation
Oshkosh Area United Way
Wisconsin Office of Rural Health
Yvorra Leadership Foundation
Women Who Care

How You Might Support this Mission

Every day, we see the difference that respectful dialogue, understanding, and collaboration can make in people's lives. Building more peaceful and connected communities is a shared effort, and there are many ways to be part of that work. **If our mission speaks to you, we invite you to consider how you might help sustain and strengthen access to conflict resolution services** for individuals, families, and organizations in our community.

Support through Resources

For 2027, we are actively **working to close our anticipated funding gap of \$112,000** to sustain our current operations. If you would like to contribute to our financial sustainability, we invite you to consider making a donation of funding or other helpful resources.

Every act of support – regardless of size – helps and is wholeheartedly appreciated.

Possible Ways to Contribute

Direct Donation

Send a check of any amount payable to Resolution Center, Inc.

Resolution Center, Inc.
415 Jackson Street
Suite 417
Oshkosh, WI 54901

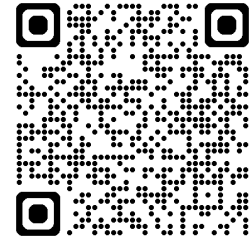


Community Foundation Fund



OSHKOSH AREA
COMMUNITY
FOUNDATION

Directly donate
to our fund:



Planned Giving

Consider leaving a legacy of peace by including our organization in your planned giving.



Physical Items Donations

Email us regarding any other types of donations, such as furniture, supplies, etc.

Support@ResolutionCenterInc.org



How You Might Support this Mission Continued

Support through Volunteering

We are always in need of more volunteer mediators. If you'd like to help others work through some of their most difficult moments, helping them feel heard, respected, and more in control of their circumstances, please consider becoming a volunteer with us. You'll build communication and interpersonal skills you can carry into the workplace and your personal life, join a supportive mediation community, and contribute to a stronger, more stable community.

*No prior mediation experience is required because our volunteers build their mediation capabilities and confidence through our 5-Day Mediation Skills Training. Please find more information on our website:
www.ResolutionCenterInc.org/training/mediation-training*



Thanks for Giving – Volunteer Appreciation Event



Annual Volunteer Conference

How You Might Support this Mission Continued

Support through Education & Training

We always welcome any curious individuals into our 5-Day Mediation Skills Training classes; even if you do not volunteer with us afterwards, we are always glad to build conflict resolution skills within our communities.



Please find more information on our website:

www.ResolutionCenterInc.org/training/mediation-training

We also develop and facilitate trainings and workshops to build conflict resolution skills in businesses, nonprofits, school districts, municipalities, and more. Please contact us for more details or special requests.



*2025 Mediation Skills Training
Classes – Summer & Winter*



*Presenting at 2025
Servant Leadership
Impact Conference*



Thank You to Our Volunteers

We are very thankful for the time, care, and energy our volunteer mediators so generously give to our center.

Every conversation they guide, every moment of patience they offer, and every effort they make to help others find understanding has a lasting impact - often in ways that extend far beyond what any of us can see. They step into complex, emotional situations with compassion, professionalism, and a steady commitment to peaceful conflict resolution. This work is not easy, but it is critical to the stability and strength of our community.

Our work would not be possible without our volunteer mediators. We thank them for showing up, for giving so selflessly, and for believing in the power of dialogue and connection.

39 Volunteer Mediators

36 Served in Winnebago

15 Served in Fond du Lac

919 Hours of Service

704 Winnebago

215 Fond du Lac

Board of Directors

Thank you to our Board of Directors for all of their guidance, advocacy, and support.

Officers

President: Hon. Eric Heywood

Winnebago County Court

Secretary: Amy Vanden Hogen

City of Oshkosh

Vice President: Christa Williams

Sophia Transformative Leadership Partners

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Hawkins Ash CPAs

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Fond du Lac County Court

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Neenah City Council

Darin Rice

Winnebago County Sheriffs Department

Michael Witwer

Oshkosh Corporation



THANK YOU

Thank you for your time in reading our first Community Benefit Report. If you have any questions or ideas to share with us, we would gladly have a conversation with you.



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CENTER, INC.

FINDING THE KEY
TO CONSENSUS

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Email: Support@ResolutionCenterInc.org

Website: www.ResolutionCenterInc.org

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