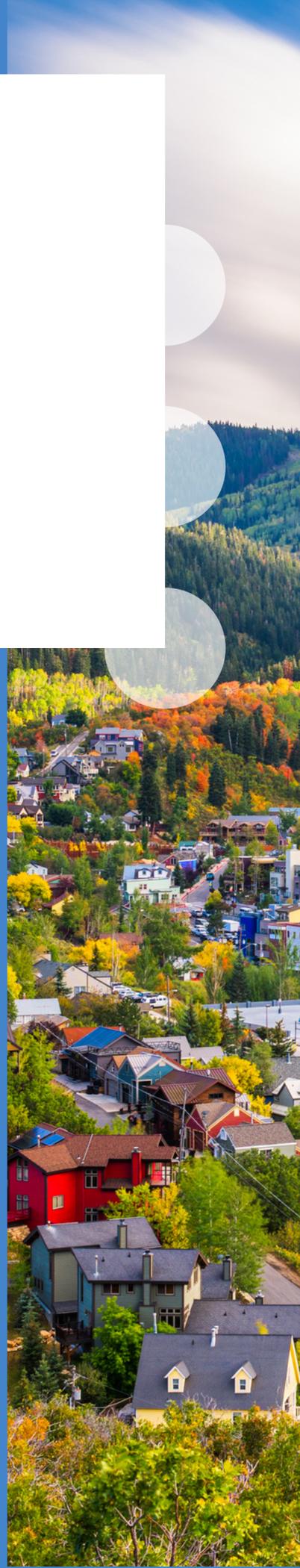




Mountain Mediation

# 2024 Annual Report



## Our Mission

Operating as a 501(c)(3) non-profit organization, Mountain Mediation's mission is **bringing people together to prevent conflict, resolve disputes, and improve communication for a more inclusive community.**

## Our Vision

Mountain Mediation aims to **foster a compassionate community in which people with differing viewpoints listen to each other with understanding and mutual respect. Active individual participation is key to promoting vibrant communities. By supporting people in addressing conflicts and challenges in their own lives, we help increase their capacity to more effectively engage in broader civic life.**



# Table of Contents

<b>Message from Leadership</b>	<b>3</b>
<b>Our Programs</b>	<b>4</b>
Mediation	
Landlord/Tenant	
<i>Let's Talk<sup>SM</sup></i>	
<b>Leadership</b>	<b>11</b>
<b>Fundraiser</b>	<b>12</b>
<b>Financial Health</b>	<b>13</b>
<b>Looking Ahead</b>	<b>14</b>
<b>Acknowledgements</b>	<b>15</b>
<b>Ways to Give</b>	<b>16</b>

# Message from Leadership

In the midst of unprecedented uncertainty, Mountain Mediation strives to be part of the solution. We partner with our community to facilitate and sustain flexible, culturally-responsive, and evidence-informed mediations, trainings, and workshops that support our mission of building a more inclusive community. We envision a future where all individuals, organizations, schools, and businesses engage in constructive dialogue to effectively manage and resolve conflicts.

We are pleased to share the impact of our work and financial health in this 2024 Annual Report. As we look back at our accomplishments, we are deeply thankful for the dedication and commitment of our staff, board, volunteers, and partners. Our mediation services, landlord and tenant educational outreach, and *Let's Talk*<sup>SM</sup> trainings & conversations made significant strides in 2024.

We extend heartfelt gratitude to all those who have supported and joined us on our journey. We could not do this important work without our community collaborations and philanthropic partners. We look forward to the year ahead as we continue to build bridges and connections. Together we can create a community where conflicts are resolved peacefully, differences are embraced, and positive change is realized.

Kind Regards,

*Gretchen Lee & Mountain Mediation Staff*  
Executive Director

# Our Programs

A cornerstone of Mountain Mediation's mission is to create a more inclusive community. We achieved this mission through our three programs:

## Mediation

Dispute Resolution for Families,  
Businesses, & Our Community

## Landlord & Tenant Eviction Prevention

Education, Outreach, &  
Relationship Building

## *Let's Talk*<sup>SM</sup>

Communication Trainings &  
Community Conversations

We also promoted various events with our community partners that aligned with our goals to resolve conflict, prevent disputes, and build community.

# Mediation Programs

Mountain Mediation provided support for 45 mediations in 2024 and continued to serve as a community resource to help individuals resolve disputes and avoid costly court procedures. We provided mediators at all small claims court sessions on the first and third Wednesday of the month and for all small claims appeals at the Silver Summit courthouse.

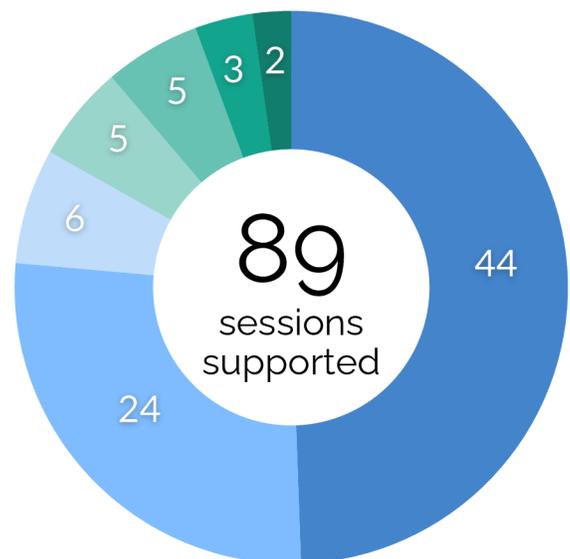
In addition, we launched a Family Mediation Pilot Program to help families resolve conflicts such as divorce, separation, and child custody issues in a peaceful, constructive manner. The program, funded by a 2024 Park City Community Foundation **Women's Giving Fund** grant of \$25,000 and a \$25,000 match from an anonymous donor, was designed to assist families navigating divorce.

*"Our family mediation program provides affordable access to help people resolve conflicts around divorce, custody, and child care."*

Kris Campbell, Director of Programs

## Mediation & Consultation Numbers

- Landlord/Tenant Consults
- Small Claims Mediations
- Small Claims Appeals
- Workplace Mediations
- Family Mediation
- Landlord/Tenant Mediations
- Other Mediations





Members of the Mountain Mediation staff and board celebrated our success at the Women's Giving Fund grant reception

## Basic Mediation Practicum

In 2024, Mountain Mediation introduced a mediation practicum program that offered individuals a professional space to complete the required hours to become rostered state-court mediators. The program provided an opportunity for these candidates to observe, co-mediate, and mediate under the guidance of an experienced court-rostered mediator.

Our first practicum participant has completed the state requirements and now actively volunteers with our organization.



# Landlord & Tenant Eviction Prevention

Education, aimed at preventing issues from arising when possible, is the basis of our Landlord and Tenant Eviction Prevention programming. To this end, Mountain Mediation completed a revamp of our Renting Information Videos, with support from members of the Park City Bar Association.

The nine topics covered in the videos provide a valuable resource for tenants to learn about their legal rights and responsibilities in the rental process. These videos are accessible in both English and Spanish on the Mountain Mediation website and were viewed 364 times in 2024.

For more nuanced questions, Mountain Mediation offers free tenant consultation sessions. The consultations are to provide legal information - not legal advice.

*"We find the [Exchange Visitor/J1-Visa Holder] video to be very useful to provide information to active and prospective exchange visitors in the area. It is always a best practice for sponsors and communities to provide clear, thorough information about housing availability in any area that exchange visitors will be living, and this video provides very helpful tips on how exchange visitors can also protect themselves."*

US Dept. of State, Official Statement - April 2024



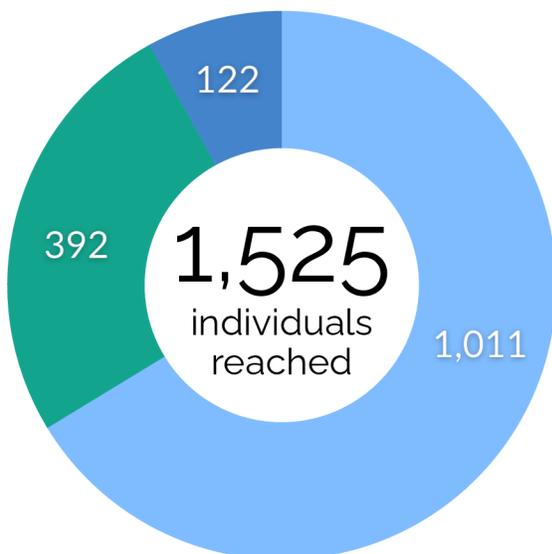


We attended 30 outreach events and reached 1,011 individuals through this targeted programming in 2024, primarily in apartment complex parking lots as part of the Christian Center of Park City's mobile food pantry. At these events, we were able to meet people where they live, check-in with local housing managers, and answer basic leasing questions. We also referred tenants to our videos and the Utah Housing Coalition's Tenant Toolkit and scheduled tenant consultations when necessary.

Mountain Mediation led our first Tenant Education Workshop, in partnership with US Bank, to equip tenants with useful information about renting and raise awareness of the various resources available to assist if issues arise.

Our team held 44 tenant consults and 3 formal landlord/tenant mediations in 2024.

## Total Programming Reach



- Mediations
- Landlord and Tenant Consults & Education
- *Let's Talk Trainings & Conversations*

# Let's Talk<sup>SM</sup> Programs

In 2024, Mountain Mediation provided 13 training sessions for the community and private organizations. These sessions equipped participants with practical tools and techniques for active listening, conflict management, and de-escalation through our *Let's Talk*<sup>SM</sup> communication programming.

## Let's Talk:

### The Essentials

8 training sessions (including 1 statewide session at Olene Walker VOTE Certification workshop)

### Building Trust through Communication

4 advanced sessions for individuals who completed *Let's Talk: The Essentials*

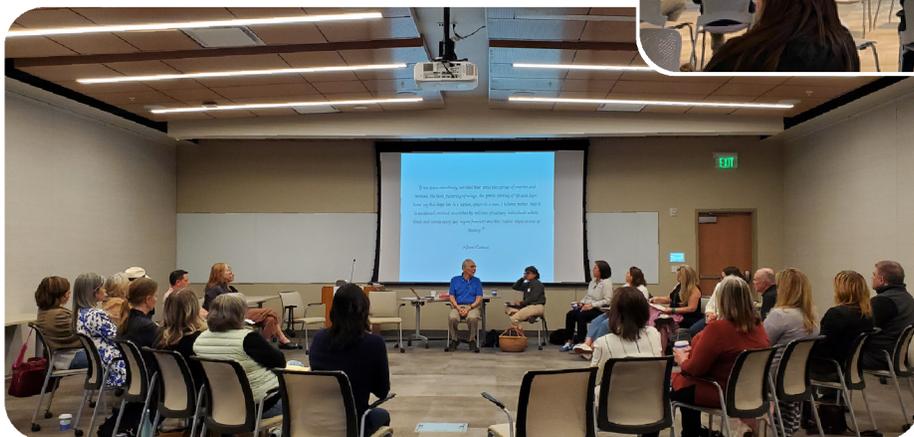
### Ken Cloke Training & Conversation

1 interactive facilitation training with international mediator, Ken Cloke

The 327 individuals who participated in these trainings gained invaluable skills for their personal and professional lives, contributing to a more communicative and understanding community.



Let's Talk Training



Ken Cloke Training

Note: *Let's Talk* began as a class project for Park City Leadership Class 29. Mountain Mediation is proud to continue to offer this training to the community as the permanent home of *Let's Talk*.

*“We have consistently been impressed with Mountain Mediation’s professionalism, expertise, and dedication to resolving complex issues within our organization. Their experienced team brings a deep understanding of local dynamics and a commitment to improving organizational communication and addressing conflicts in a constructive and respectful manner. Their local expertise has greatly benefited our organization, particularly in resolving complex issues and enhancing communication among our team.*

*Mountain Mediation has proven to be an invaluable asset to Basin Recreation!”*

Dana Jones, District Director of Basin Recreation

## Community Conversations

Mountain Mediation hosted 4 free Community Conversations designed to foster dialogue on topics relevant to community well-being and cohesion. These conversations provided a platform for residents to share personal perspectives and build understanding across different viewpoints. Topics addressed in 2024 included the impact of personal values on environmental stewardship, health in our community, and youth athlete abuse.



A circle of Conversation participants gathers outside at Swaner Preserve & EcoCenter to discuss how they weave their personal values into stewardship of the environment

In collaboration with Park City Film & the Children’s Justice Center, we screened *Broken Trust* and discussed abuse in youth sports



# Leadership

## Staff



**Gretchen Lee**  
Executive Director



**Kris Campbell**  
Director of Programs



**Valeria Jimenez**  
Outreach Coordinator &  
Case Manager (through June)



**Joanna Salvador**  
Outreach Coordinator  
& Case Manager



**Nicole Wozniak**  
Communications &  
Events Coordinator

**Beth Holzman**  
Board Co-Chair

**Dr. Claustina Mahon-Reynolds**  
Board Co-Chair

**Moe Hickey**  
Treasurer

**Sue Banerjee • Anne A. Cameron •  
Christine Coleman • Maddy Shear  
• Jill Sheinberg**

## Board

# Fundraiser

In September, we celebrated our 2nd annual fundraiser with over 70 supporters at Pizza at the Pendry, where we raised over \$15,000. We took over Disco Pizza, enjoying wood-fired pies, lively conversation, and a competitive opportunity drawing and silent auction.

It was a great opportunity to gather as a community to share Mountain Mediation's successes and build excitement about future programs!



*"Mountain Mediation's distinctive approach, which focuses on community cohesion across Summit and Wasatch counties, is truly remarkable. Their diverse strategy, encompassing mediation services, landlord-tenant programs, communications training, and Community Conversations, has significantly bolstered the stability and harmony of our community."*

Sabrina Ruiz Monroy, Utah Center for Legal Inclusion

## Save the Date

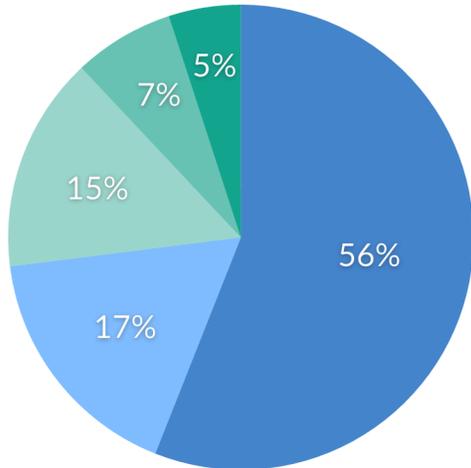
### September 18, 2025

5-7pm, at the Pendry Pool House

## Voices in Harmony

Mountain Mediation's next fundraiser celebrating our 20<sup>th</sup> Anniversary

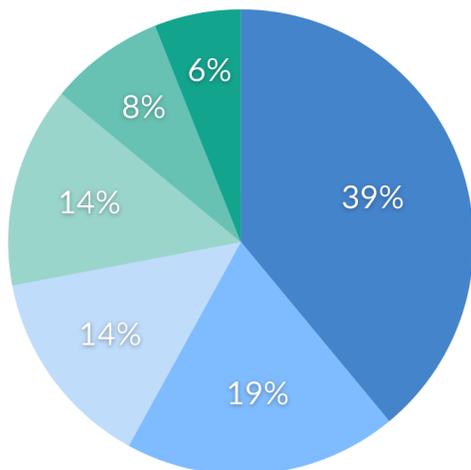
# Financial Health



## Total Revenue

\$353,390

- Grants
- Cash Contributions
- Program Contracts
- Mediations & Trainings
- In-kind Donations



## Total Expenses

\$254,991

- Landlord/Tenant Programming
- Mediations
- Trainings
- Management & General
- Fundraising
- Community Conversations

Mountain Mediation's long-term financial sustainability, as demonstrated by the 2024 surplus, is due to the generous support of our donors, grants, fundraising, and the operational efficiency of our dedicated staff.

The surplus enabled us to reinvest in our mission and effectively serve the needs of our community. We expanded our communications training program and helping local workforces remain housed through our federally, state, and locally recognized landlord and tenant eviction prevention program.

Our 2024 financial audit was conducted by Huizenga & Co. CPA, PC and is available on our website.

# Looking Ahead

The achievements of Mountain Mediation in 2024 underscore the critical need for accessible and effective dispute resolution services within our communities. We are proud of the positive impact we have made in fostering conflict resolution and empowering individuals with valuable communication skills.

Building upon the successes of 2024, Mountain Mediation remains steadfast in its commitment to promoting constructive dialogue and ensuring that every voice in Summit and Wasatch Counties is heard.

We look forward to expanding our reach and further strengthening our community in 2025.



## Your Support Makes the Difference



Mountain Mediation has been bringing people together to prevent conflict, resolve disputes, and improve communication for a more inclusive community since 2005.

The community turns to us to support people in addressing conflicts and challenges in their own lives and help increase their capacity to more effectively engage in broader civic life. We could not do this important work without you!

This family mediation client shared that her experience with our organization put her at peace and gave her daughter the stability she deserves.

# Acknowledgements

## Thank You!

Our dedicated mediators, board members, steering committee, facilitators, and volunteers contribute their time and expertise to support Mountain Mediation's mission to bring people together to prevent conflict, resolve disputes, and improve communication for a more inclusive community.

Thank you to all of you who support Mountain Mediation. Your time and contributions are making a real difference in the lives of others and strengthening our community.



## Supporters & Donors

- American Express National Bank
- "and Justice for all"
- Intermountain Healthcare
- Park City Chamber of Commerce and Visitors Bureau
- Park City Community Foundation
- Park City Municipal Corporation
- Park City Sunrise Rotary Club
- Promontory Foundation
- Rotary Club of Park City
- Sorenson Legacy Foundation
- State of Utah
- Summit County
- US Bank Foundation
- Utah Bar Foundation
- UCLI Utah Center for Legal Inclusion
- Utah Humanities
- Wells Fargo

# Ways to Give

Mountain Mediation's mission and vision are more critical than ever, serving as a vital force for civic engagement, education, and inspiration throughout the community. As a small non-profit offering specialized services, we rely on your financial contributions and volunteer support to power our impact. We welcome individual gifts of any size and encourage those interested in our work to join our volunteer team. We have a need for court-qualified mediators, facilitators, and non-specialized volunteers.

For our volunteer application form, please visit:  
[MountainMediationCenter.org/volunteer-application](https://MountainMediationCenter.org/volunteer-application)

If you'd like more information about making a financial contribution to support Mountain Mediation's programs, please contact our Executive Director, Gretchen Lee at:  
[Gretchen@MountainMediationCenter.org](mailto:Gretchen@MountainMediationCenter.org)



Scan Here  
to Give



## Follow Our Journey

Get the latest updates on our programming, schedule a mediation, or join us for an upcoming training or event. All these details and more can be found on our website at:

[MountainMediationCenter.org](https://MountainMediationCenter.org)

 /mountainmediationcenterutah

 @mountainmediationcenter



[MountainMediationCenter.org](https://MountainMediationCenter.org)