

CAFES Cohort III Partners

- Santa Cruz County Probation
- Janus of Santa Cruz
- Goodwill Central Coast
- Conflict Resolution Center
- Santa Cruz County Office of the Public Defender
- Santa Cruz Superior Court
- Santa Cruz District Attorney's Office
- Neighborhood Courts
- Applied Survey Research

Contents

- How did the Conflict Resolution Center (CRC) become involved with CAFES?
- How has CRC positively impacted the lives of clients?
- What is your favorite part in your role at CRC?
- Trainings CRC has given to CAFES Partners

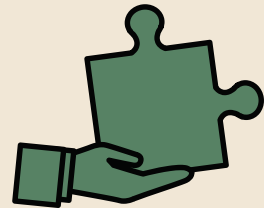
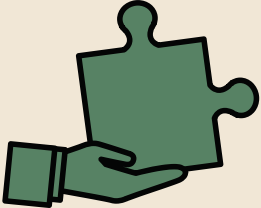
## Conflict Resolution Center

### How did the Conflict Resolution Center (CRC) become involved with CAFES?

The Conflict Resolution Center first became involved with CAFES when they partnered with the DAO on the Neighborhood Courts (NC) diversion program. CRC provides the initial training for the Neighborhood Courts panelists who are volunteer community members. CRC also assists with ongoing training, monthly meeting coordination and restorative justice interventions. Neighborhood Courts is an excellent diversion program that utilizes restorative justice principles to provide meaningful responses to eligible cases where harm has been caused. The NC program helps increase accountability for those who caused harm and new understanding for those harmed while keeping people out of the criminal justice system. CRC also had the honor of teaching Domestic Violence Prevention classes to female offenders. These classes focused on building healthy relationships with oneself and others and were individualized for each student based on criminogenic needs and personal goals.

**Julia Feldman**  
**Executive Director**  
**Conflict Resolution Center**





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**How has CRC helped to positively impact the lives of clients?**

“Maria”, who is from Guatemala worked as a caregiver for the elderly. She excelled in her role and loved it. Unfortunately, she lost her job due to a DV charge.

However, the CRC was able to enroll her in DVP classes. She was able to successfully complete all of her classes. Now she is starting English classes. This will enable her to go to school to get her Certified Nursing Assistant certification and further her career in caregiving.

Initially she was very scared to start classes and didn't know what or who she might be encountering. However, she found DVP classes to be an incredible healing process for her.

**What is your favorite part in your role at CRC?**

I was asked to lead the DV Prevention classes shortly after I was hired at CRC. They quickly became my favorite part of my work. Watching the women work so hard to change the patterns in their lives, and create positive new behaviors is incredibly inspiring.

Jill Borba

Workplace Mediation and Training Manager  
Conflict Resolution Center



Trainings CRC has provided to CAFES Partners

- Building Resilience Through Balanced Empathy
- Restorative Justice 101
- De-escalation