



STRATEGIC PLAN

2018 - 2020

OUR APPROACH

At the Whatcom Dispute Resolution Center (WDRC), we believe in the power of individuals to shape the communities in which they live. As community members, all of us have the opportunity to choose cooperation and collaboration, in ways both large and small. The WDRC remains firmly committed to helping people across Whatcom County create a culture shaped by curiosity and civility in our interactions with one another.

As we plan for the organization's future, the WDRC is dedicated to strengthening the social fabric of our community through these strategic goals: increasing our relevancy, leveraging our relationships, and building resilience to ensure our continued success.

We are deeply inspired by what is possible in our community, and we invite you to join us in creating a more vibrant and peaceful Whatcom County.

OUR VISION

For Whatcom County to be a community in which people approach conflict in creative and healthy ways

OUR MISSION

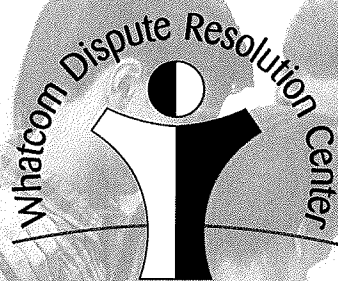
Provide and promote constructive and collaborative approaches to conflict

OUR VALUES

Empowerment, collaboration, impartiality, accessibility, communication, and integrity

OUR SERVICES

Mediation, training, facilitation, coaching, supervised visitation, restorative practices, and community education



OUR GOALS

2018 - 2020

RELEVANCY Increase our visibility and accessibility as a community resource

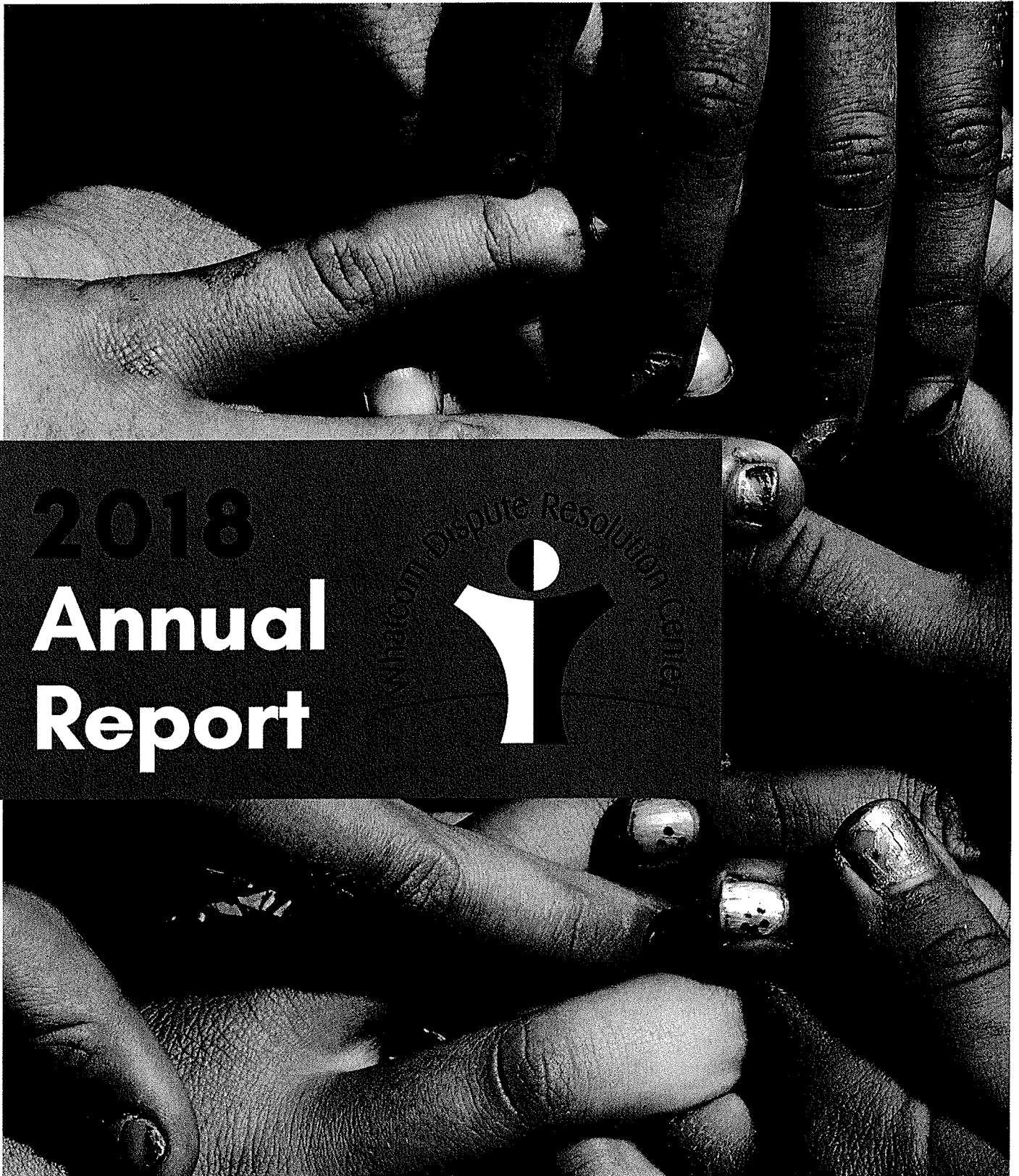
- Inspire healthy community norms and practices around conflict through education and leadership
- Address barriers to inclusivity and access to our services
- Refine our outreach efforts to engage more community members

RELATIONSHIPS Maintain exemplary services and strong partnerships to magnify our impact

- Provide high-caliber and comprehensive conflict prevention and intervention services throughout Whatcom County
- Strengthen and expand partnerships with public and private sector organizations serving Whatcom County
- Develop practices to prioritize, focus, and act nimbly to address emergent community needs

RESILIENCE Strengthen our internal and external resources to ensure a vibrant future

- Maintain a healthy organizational culture and continue to foster the well-being of staff, volunteers, and contractors
- Nurture donor relationships and increase opportunities for engagement
- Maintain diversified funding that balances revenue sources
- Invest in infrastructure and technology to provide safe, confidential, and effective services



2018 Annual Report



Building a community in which people approach
conflict in creative and healthy ways

LETTER FROM OUR LEADERSHIP

Greetings friends,

This past year brought many moments of deep reflection and responsive action. While conflict is pervasive, and at times the root of harm, violence, and disconnection, it is also an opportunity – for growth and change. We have witnessed the emotional and physical pain it can cause, and we have also witnessed the powerful and positive transformations it can spawn – within our state, county, cities, neighborhoods, workplaces, and homes.

Two notable reflections emerged as we looked back at the past 12 months. First, staying focused on our shared connection, on the health of our social fabric, is what creates the opportunity to find creative resolutions, manage conflict in a productive way, and work through our disagreements without resorting to violence. Ultimately, through this approach, we can strengthen not only our interpersonal relationships, but also our community as a whole.

Second, 2018 was a year of tremendous growth for the WDRC. Not only did we continue to expand and diversify our programs, but we also launched our first capital campaign, successfully securing, renovating, and moving to A Permanent Place for Peace, the building that will be our forever home. In doing so, we made considerable progress in advancing the core tenets of our strategic plan: Relevancy, Relationships, and Resilience.

These things are intertwined: at a time when – as individuals and as a society - we are struggling to communicate and find common ground, the WDRC is rising to the challenge of meeting our community's shifting and emerging needs.

Thank you for joining with us in this endeavor,

Moonwater
Executive Director

Catherine Riordan
Board President

OUR TEAM

Board of Directors

Catherine Riordan, President
Christian Christensen
Kirsten Drickey
Stephen Gockley
Alivia Jelinski
Kate Imus
Adam Lervik
Donna Loken
Andrew Olive
Peter Ramey
Amy Rydel
Morgan Sicilia
Tim Schermetzler

Advisory Board

Masa DeLara
David Doll
Marian Exall
Dave Grant
Leon Henley
Phil Montgomery
CJ Nathon

Staff

Moonwater, *Executive Director*
Nancy Blume, *Operations Manager*
Jaina Gemin, *Administrative Coordinator*
Sarah Jenkins, *Bookkeeping Assistant*
Addie Candib, *Community Engagement Manager*
Cindy Scott, *Community Engagement Coordinator*
Tim Campbell, *AmeriCorps VISTA for Outreach*
Britt Sullateskee, *Training Coordinator*
Luke Wiesner, *Mediation Program Manager*
Cynthia Moore, *Lead Case Manager*
Gayle LaCroix, *Mediation Case Manager*
Emily Machin-Mayes, *Youth Program Manager*
Rebecca Hargraves, *AmeriCorps Youth Program Specialist*
Daniel Soloff, *Youth Program Assistant*
Devin DiBernardo, *Supervised Visitation Program Manager*
Janice Brendible, *Supervised Visitation Program Coordinator*

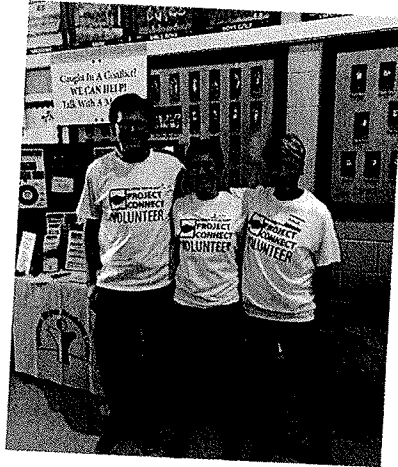
**Thank you to our 120
volunteers, who contributed
6,030 hours in 2018!**

RELEVANCY

Increasing our visibility and accessibility as a community resource

Connecting with the Homeless

For the third year in a row, the WDRC proudly participated in Project Homeless Connect (PHC). Sponsored by United Way, PHC is a one day event designed to provide individuals and families experiencing homelessness with immediate access to a full suite of supportive services.



In 2018, guests at PHC could access services from dental exams and vision screenings, to haircuts, pet care, and legal counsel. Thanks to WDRC staff and volunteers, conflict coaching and information about mediation was also available!

Connecting in Our Neighborhoods

Supported by a Project Neighborly grant from the Whatcom Community Foundation, the WDRC provided nine "Comfort with Conflict" workshops to Bellingham neighborhood associations. By equipping people with the skills to communicate across differences, we aimed to help the neighborhood associations become spaces that welcome, include, and reflect the diversity of Bellingham's residents.

The "Comfort with Conflict" workshops offered neighborhood residents the opportunity to normalize the presence of conflict in their lives, to talk about the conflicts they face, and to begin to have difficult conversations with one another. Through the nine workshops, we reached over 80 people. As one training participant told us, "I can't speak highly enough of this workshop! We've had contentious meetings before and I think these tools are perfect for future dialogues and a harmonious neighborhood!"

Ultimately, the project not only strengthened participants' personal skills in addressing conflict, but also increased community awareness about the resources available to support people and groups experiencing conflict. We're pleased to report that the workshops have led to a marked increase in the number of people accessing mediation and conflict resolution services!

“ I would recommend that everyone in our community take these courses. Understanding the basics of conflict and resolution makes approaching conflict less scary and makes resolution more doable. ”

- Training Participant

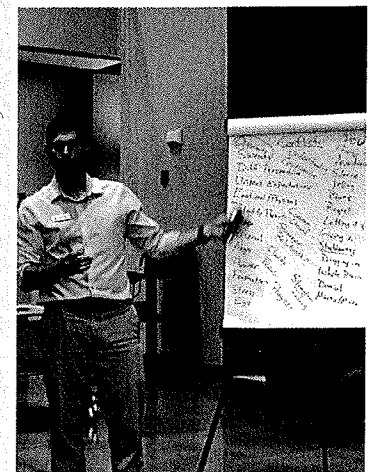
Connecting through the Arts

In partnership with Make.Shift, Western Washington University's Prevention and Wellness Services, and local artists, the WDRC was pleased to offer a training on de-escalation and conflict resolution in June of 2018.

The training was part of a three-class series focused on addressing conflict



and sexual assault in artistic communities. Over 20 people participated in the workshop.



RELATIONSHIPS

Maintaining exemplary services and strong partnerships to magnify our impact.

Partnering with Juvenile Court

The Youth Program has a long running partnership with Juvenile Court, supporting youth in diversion and supervision by facilitating monthly workshops. In May of 2018, we received a request to begin a pilot project with the Juvenile Detention School. In early June, WDRC staff began leading a weekly class in the Detention School. The classes are interactive, with small group discussions based on conflict resolution curriculum.



The Detention School classes encourage the students to explore topics such as fighting, arguments, peer pressure, stigma, and underlying needs. Youth have begun to share openly about their beliefs and past experiences, describing frankly the way that social respect is linked to violence in their peer groups. These discussions are successful at incorporating conflict resolution curriculum and conflict coaching to support youth in exploring alternatives to violence.

Now, the students enthusiastically ask detention staff when WDRC staff will be coming in. The detention teachers have said that the discussions are helpful and supportive to the students' learning and development. After one session, the teachers remarked that they had never heard the students open up so much about their street gang culture, the perpetuation of violence, and their core need for respect. We were able to extend the pilot throughout the whole summer and the school year, so more youth will benefit from the learning and reflection that come from this partnership.

Partnering with Department of Social & Human Services

Funds from the Department of Social & Human Services (DSHS) make it possible for the WDRC to provide free supervised visitation for parents who are otherwise prohibited, by court order, from seeing their children. Below is the story of one of the 55 parents the WDRC served in 2018.

Dean came to the WDRC after he was ordered to have supervised visits with his 3 children. Their ages ranged from 4 months to 5 years. When they saw their father for the first time in many months, the 5 year old and the 2 year old ran to him and hugged him. Dean took the baby out of her carrier, held her, talked softly and calmed her. He managed to rock his baby, play with his 2 year old, and have a conversation with his 5 year old while she colored and drew pictures. Dean and his kids had multiple visits like this, during which their relationships grew. The kids called the visits, "Daddy Day." Eventually, they were able to begin unsupervised visits and no longer needed the WDRC's services!

“ This program was the only thing that could be used as a stepping stone to gain trust with my children and their mother. What a true blessing! Thank you! ”

- Parent in Supervised Visitation

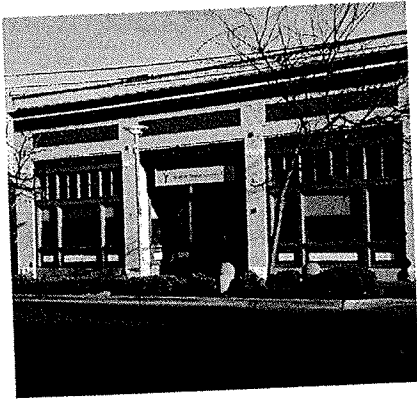
In 2018, the WDRC was honored to partner with United Way of Whatcom County for the first time, as one of their annual grant recipients.



**United Way
of Whatcom County
Community Partner**

United Way funds are bolstering the WDRC's ability to support parents in conflict through education, mediation, and supervised visitation.

BUILDING A PERMANENT PLACE FOR PEACE



After more than 13 years at our location on the corner of Prospect and Bay Streets, the WDRC learned we needed to move. One of our highest priorities was finding a location close to Bellingham's downtown core.

After a lengthy search, we were thrilled to have the opportunity to purchase and renovate the historic building at 206 Prospect Street. The new building enables the WDRC to remain close to other services, partner organizations, and the courts, and accessible by public transit.

The new space makes it possible to expand our services in several key ways:

- A larger training space for bigger and more frequent workshops, community conversations and dialogues;
- More mediation and conference rooms, allowing us to serve more clients, and to serve them more efficiently and responsively;
- ADA compliance throughout; and
- The flexibility to respond to new opportunities, and to partner more extensively with other community organizations in the future.

Just a few blocks from the WDRC's former offices, our new home will enable us to continue to meet Whatcom County's ongoing need for conflict prevention and intervention services.

RESILIENCE

Strengthening our internal and external resources to ensure a vibrant future

Thanks to support from the City of Bellingham, the WA State Department of Commerce, the M. J. Murdock Charitable Trust, the Chuckanut Health Foundation, the First Federal Community Foundation, the RiverStyx Foundation, the Norcliffe Foundation, the McEachern Charitable Trust, the Jerry H. Walton Foundation, the Whatcom Community Foundation and its donor advised funds, the WDRC's staff and board, and dozens of community members, we raised over \$780,000 in just eight months!

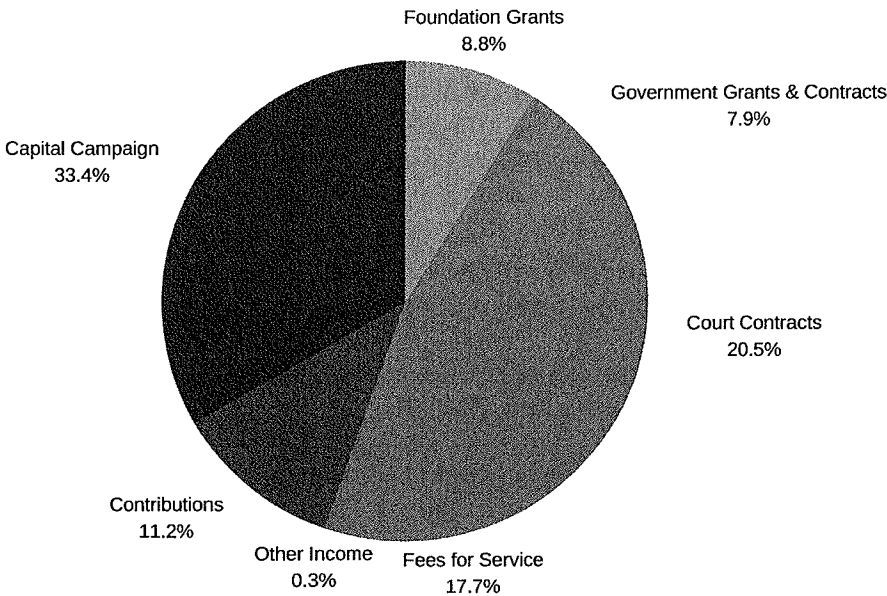
We opened our doors at 206 Prospect Street on January 2nd, 2019.

While we successfully raised sufficient funds to renovate and relocate to our new building, we welcome additional contributions from the community to assist us with reducing our debt and establishing a capital projects fund.



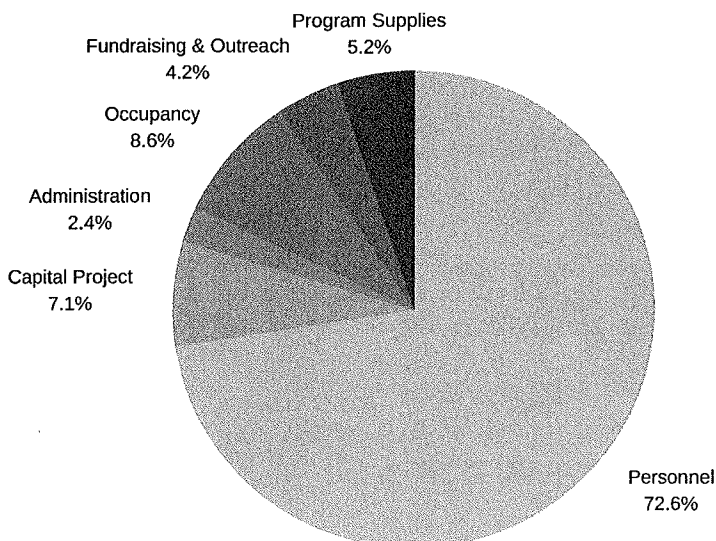
2018 FINANCIALS

Income



Total Income: \$947,429

Expenses



Total Expenses: \$678,719

Net Income: \$268,710*

“ I support the WDRC because I believe conflict is a part of life and part of relationships, and people’s connections with one another can actually be deepened if they navigate conflict together. I want to be part of that! The WDRC gives me a chance to do that. ”

- Sarah Murphy-Kangas, Practicum Student

Balance Sheet

Assets

Current Assets

Cash & cash equivalents	\$176,698
Accounts receivable	\$187,314
Total current assets	\$364,012

Fixed Assets

Building & land	\$616,244
Building improvements	\$317,642
Other fixed assets	\$6,117
Total fixed assets	\$940,003

Total Assets **\$1,304,015**

Liabilities & Equity

Liabilities

Accounts payable	\$11,627
Accrued expenses	\$10,249
Mortgage payable	\$366,244
Capital loans payable	\$300,000
Total liabilities	\$688,120

Equity

Unrestricted net assets	\$518,754
Temp. restricted net assets	\$97,142
Total Equity	\$615,896

Total Liabilities & Equity **\$1,304,015**

*Net income captured as a fixed asset

Giving Circle & Capital Campaign Donors

- Keith Cox Autobahn
- Heidi & Gerry Alford
- Mark Allyn
- Ali Alsos
- Maude Anderson
- Dave Andrews
- Cathy Angell
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- Elise Aylward
- April & Jason Barker
- Robin Barker
- Julie Basart
- Michael & Susan Batcheller
- Reverend Paul Beckel
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- Ronna Biggs
- John Binns & Julie Fleetwood
- Lisa Black
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- Ben Bodenhamer
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- Cora Boothbay
- Patricia Boteler
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- Jacie DeLaruelle
- Mark DeMan
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- Mary Durbrow & Deb Dempsey
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- Pamela Englett
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- Raymond & Ranelle Faber
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- Nick Fay
- Rose Anne Featherston
- Chulo & Brittany Fernandez
- Petra Fiero
- Julia Findley
- Jessica Finstuen
- Renee Firos
- Heather Flaherty
- Jean Fleenor
- Javier Flores
- Bill Fly
- Vermeda Fred
- Lisa Friend
- Amia Froese
- Eric & Keri Fullner
- Joan Gaasland-Smith
- Elaine & Rob Gaeta
- Patrick Gallery & Christine Coder
- Becky Galvin
- Francie Gass
- Sara Geballe
- Eden Gebrerariam
- Jaina & Chris Gemin
- Gloria Gietl
- Barbara Gilday
- Carrie Glimm
- Stephen Gockley & Ellen
- PoselBonnie Goss
- Erika Graybill
- Cameron Green
- Ann Hall
- Robert Hall
- Beth Hamby & Gary Yarbrough
- Paul Hanson
- Althea Harris
- Corey Havens
- Laurie & Ken Heck
- Ariane Heeringa
- Lisa & Brian Hefter
- Kathy Hilmo
- Rom Hirss
- Amy Hockenberry
- Sarah Hoerlein
- Heather Honey
- Judy Hopkinson
- Todd Iddings
- Kate Imus & Kevin Misiuda
- Mark Irvine
- Erin Jajtner
- Micah Jaquay
- Heather & Richard Jefferson
- Alivia Jelinski
- Sarah Jenkins
- Joyce & Rand Jimerson
- Lewis Jones
- Mike Jones
- Danielle Jordahl
- Bernadine Joselyn
- Nadine Kaaland
- Tanya Kanoa
- Jason Kanov
- Lindsey Karas
- Edson Kempe
- Kristi Kent
- Jeanette Lim & Andy Klein
- Scott & Jemessa Kirk
- Gene Knutson
- John Korsmo
- Milt Krieger
- Kulshan Chorus
- Pam Kuntz
- Gayle LaCroix
- Sheri Lambert
- Linda Lambert
- Mary Langholz
- Becky Langholz
- Jean LaValley
- Mark Lazich
- League of Women Voters
- Henry Lee
- Jessica Lee
- Jessica Lembo
- Adam Levrik
- Matt Lesinski
- John Lesow
- Kalish Leviel
- Kelli Linville & Will Rohl
- Donna & Keith Loken
- Don Lotze
- Scott & Natalia Louia
- Lowe Revocable Trust
- David and Jo Maas
- Emily Machin-Mayes
- Cindy Madigan
- Kenji Maeda
- Andrew Mallis
- Tessie Mandeville
- William Mann
- Charles Marcks
- Kay Marsh
- Toby Marston
- Camille Matern
- Iris Maute-Gibson & Rifka MacDonald
- Kim McBride
- Paula McCandlis & Joe Dozal
- Maureen McCarthy
- Ann McCartney & Norm Lindquist
- Michael McCauley
- Marissa McGrath
- Kevin McLain
- Angus McLane
- Kate McLean
- Susan McNutt
- Elaine McRory
- Amelia & Aldo Mendoza
- Mary Metzger
- Denise Meyer
- Li Moon & Jason Stillwater
- Phil Montgomery
- Sherrie Montgomery
- Cynthia Moore
- Karen & James Moren
- Geof Morgan
- Linda Morrow
- Carolyn Morton
- Brian Nadler
- David Namba
- CJ and Margaret Nathon
- Paul Neel & Jill Seager
- Kristen Neighbors
- Craig Nelson
- Nicole Newton
- Kyla Naz
- Carol Nilsen
- Obviously Not Golfers
- Guy Ochiogrosso & Karen Kidall
- Julie & Ted O'Connell
- Janet Ott
- Page & Kristin Page
- Maria Jose Palacios Figueroa
- Julia & Shane Parker
- Amber Paszkowski
- Noel & Steve Paus
- Amory Peck
- Betsy Pernotto & Robert Marshall
- Allen & Mary Petersen
- Jami Peterson
- Lou Peterson
- Ryan Peterson
- Laura Poehner
- Andy Pohlman
- Frances Posel
- Chris & Wendy Powell
- Bruce Preszler
- Leslee Probasco
- Jeanne Quinn
- Crystal Radwanski
- Barbara Rappaport
- Dianne Rappaport
- Peter & Monica Ramey
- Ronald & Jeannie Reafs
- John Reid
- Janiece Reilly
- Alan & Susan Richardson
- Genissa Richardson
- Jean Richardson
- Catherine Riordan & Phil Thomson
- Amanda Robins
- Chuck & Dee Robinson
- Craig Robinson
- Wendy & Jeffrey Robinson
- Jackie & Fidel Rodelas
- Lynn Roesch
- Barbara & George Rofkar
- Dean Rofkar
- Ellen Rogers
- James Ruff
- Tina Ruff
- Ryan Ryan
- Amy & Randy Rydel
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- Tana Sabatino
- St Paul's Episcopal Church
- Jordan Sandoval
- Paul Sarvasy
- Tim Schermetzler & Kaitlyn Aliota
- David Schilt & Sarah Zarrow
- Erin Scholdt
- Karen Schwallie
- Kelcie Sheriff & Janet Mayr
- Megan Sherman
- Adrian Shulock
- Morgan Sicilia
- Satpal Sidhu
- Naomi Siegel
- Amrit Singh
- Ken Smith
- Daniel Soloff
- Sue Staley & Chris Wiscavaage
- Lorraine Staudub
- Nancy & Rick Steele
- Peggy Stevens
- Catherine Strong & Thomas Moore
- Britt Sullateskee
- Kaia Svien
- Trevor & Priscilla Swezey
- Suzanne Taylor
- Terry & Wendell Terry
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- Mitch & Stephanie Wayerski
- Towhee Wean
- Dani Weber
- Nik & Sasha Weller
- Fred & Peggy Wepprecht
- Isa Werney
- Heather Whitaker
- Tessa Whitlock
- John & Kathryn Whitmer
- Dan & Holly Whittle

- Luke Wiesner
- Mark & Julie Wiesner
- Dustin & Lauren Willetts
- Allison Williams
- Desi Williams
- Allison Wilson
- Windermere Management by Ebright Wight LLC
- Kristin Winn
- Carolyn & Dean Withrow
- Robert Withrow
- Moonwater & Wes Withrow
- Jonathan & Niki Woolin
- Gabrielle Yarborough
- Debra Young
- Rhonda Younker
- Daniel Zagnoli
- Mary Jo Zeimet

Event Sponsors & In-Kind Donors

- 20th Century Bowl
- 3 Moons Maker Space
- 3 Oms Yoga
- 8 Petals Yoga
- AB Crepes
- Advanced Medical Massage
- Adventures Northwest Magazine
- Alaska Gold Seafood
- Mark Allyn
- Anthony's at Squalicum Harbor
- Appliance Depot
- Asian Brewing Company
- Avenue Bread
- Bank of the Pacific
- Barkley Company
- Barr3
- Barron Smith Daugert
- Bay City Supply
- Bellewood Acres
- Bellingham Bells
- Bellingham Coin Shop
- Bellingham Cold Storage
- Bellingham Grocery Outlet
- Bellingham Metal Arts Guild
- Bellingham Police Association
- Bellingham Theatre Guild
- Bellingham Training & Tennis Club
- Gerald Bigelow
- Bio Bug Pest Management
- Birch Equipment
- Boccemon
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- FaithLife
- Rose Anne Featherston
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- First Federal Bank
- Fitness Gear & Training
- Five Guys Bellingham
- Flying Bird Botanicals
- Fringe Boutique
- Kerry Garrett
- Garrick Plumbing LLC
- Gato Verde Adventure Sailing
- Jaina & Chris Gemin
- Richard Gordon
- Haggen
- Hardware Sales
- Haven Beauty Salon & Spa
- Highline Construction
- Holiday Inn & Suites Bellingham
- Home2Suites By Hilton
- HomeSkillit
- Hotel Bellingham
- Ideal Carefully Curated Goods
- David Imburgia
- Inn At Northrup Station
- Intechra Health
- Island Movers

- Alivia Jelinski
- Johnny's Donuts
- Kara's Beauty Barn
- King Arthur Flour Baking School
- Kingworks Consulting Engineers, PPLC
- Kombucha Town
- Koru Body Therapy At The Shanti Center
- Kulshan Brewing Company
- La Fiamma Wood Fire Pizza
- La Quinta Inns & Suites
- LaserPoint Awards
- Law Office of Lisa Saar PLLC
- Kelli Linville & Will Rohl
- Little Caesars Pizza
- Donna & Keith Loken
- Louis Auto and Residential Glass
- Margaret's Window Cleaning
- Margot Myers
- Masquerade Wines
- Mary Jo Maute
- Iris Maute-Gibson & Rifka MacDonald
- Ann McCartney & Norm Lindquist
- Menchie's Frozen Yogurt
- Mindport Exhibits
- ModSock
- Mount Baker Theatre
- Museum Of Pop Culture
- My Garden Nursery
- North Bellingham Golf Course
- Northwest Washington Fair & Event Center
- Old World Deli
- Oregon Museum of Science and Industry
- Pacific Injection Molding
- Pacific Science Center
- Pediatric NDT & SI Therapy Services
- Peoples Bank
- Pozie By Natalie
- Leslee Probasco
- Peter & Monica Ramey
- Rice Insurance
- Robey Namba Law
- Craig Robinson
- Rocket Donuts
- Roger Jobs Motors
- Rook & Rogue Board Game Pub
- Roundtable Pizza
- Samson Rope
- Timothy Schermetzler
- Jill Seager & Paul Neel
- Seaglass Fine Art Photography
- Seattle Seahawks
- Shari's Cafe & Pies
- Morgan Sicilia
- Greg Singleton
- Sirena Gelato
- Skagit Bank
- SkyLark's Hidden Cafe
- Smith & Just, P.S.
- SPARK Museum
- Spectrum Plumbing & Heating
- SpringHill Suites
- Steele Financial Services
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- Linda & Colin Stewart
- Stones Throw Brewing Co
- Stremler Gravel
- Superfeet Worldwide LLC
- The Bagely
- The Black Cat
- The Black Drop
- The Creative Frog
- The Filling Station
- The Woods Coffee
- Third Planet
- Tiny Onion Cooking School
- Tony's Coffee
- Turner Photographics
- Village Books
- Vital Climbing Gym
- Volonta Corporation
- V's Barbershop
- Walmart #2450
- Wander Brewing
- Westside Pizza Bellingham
- Whatcom County Fire District No
- Whatcom Museum
- Whatcom Sports & Recreation
- Whatcom Symphony Orchestra
- Heather Whitaker
- Tina and Kirby White
- Wise Buys Thrift Store
- Dean & Carolyn Withrow

“ I value and support the WDRC because of its mission and great programs that fill a space in our community that would otherwise be empty: intentional and focused peacemaking! I stay involved because of the relationships, warmth, and just plain goodness of the people there. Honestly, that's the enduring 'glue'.”

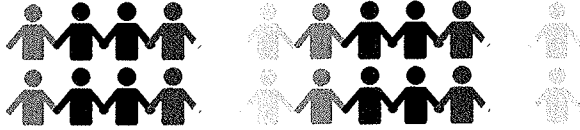
- Lara Welker, Volunteer

Foundations & Grantors

- Bellingham Bay Rotary Club
- Bellingham Central Lions Club
- City of Bellingham
- Chuckanut Health Foundation
- Community Food Co-op
- Corp. for National & Community Service
- Department of Social & Human Services
- Dave Nelson Memorial Foundation
- First Federal Community Foundation
- Gockley/Posel Fund of the Whatcom Community Foundation
- James B Boskey Memorial Foundation
- Jerry H. Walton Foundation
- Lummi Indian Business Council
- D.V. and Ida J. McEachern Trust
- Superfeet Worldwide LLC
- The Mary Redman Foundation
- The Norcliffe Foundation
- The Riverstyx Foundation
- The Skipping Stone Foundation
- Tulalip Tribes Charitable Contributions
- United Way of Whatcom County
- Washington Service Corps
- Whatcom Community Foundation
- Whatcom Educational Credit Union
- Whatcom Family & Community Network

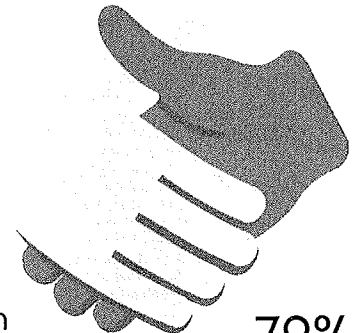
2018 AT A GLANCE

6,222
People Served



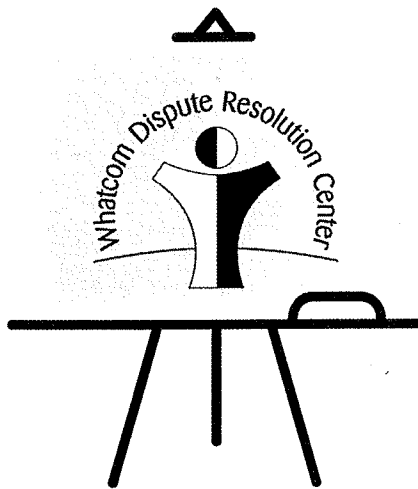
1,786
Youth Served

311
Cases Mediated



837
Mediation Participants

79%
of Mediation Cases Reached Resolution



210
Workshops & Classes

3,613
Training Participants



501
Hours of Supervised Visits

In addition to helping community members resolve conflicts in healthy and creative ways, our free and low-cost dispute resolution services help our clients avoid the costs of, and debts associated with, court, attorneys, and protracted conflict.

\$26,800

Average cost of divorce per couple in Washington State

\$281

Average amount WDRC clients paid for family mediation

\$4.4 Million

Estimated savings to divorcing and separating families in Whatcom County

By enabling clients to resolve conflicts outside of the courtroom, our services allow the County court system to redirect resources and utilize taxpayer dollars more efficiently.

196

Court cases resolved through mediation

\$559,570

Value of court time saved by diverting cases to mediation

UNDERSTANDING OUR IMPACT

INVESTING IN MORE COOPERATIVE COMMUNITIES

Resolution Washington is a network of nonprofit Dispute Resolution Centers (DRCs) across the state of Washington that provide cost-effective conflict resolution services and expertise. We convene individuals, organizations, and communities, empowering them to work together to resolve conflict and find solutions.

PROVIDING A HIGH-QUALITY RESOLUTION ALTERNATIVE

The state Legislature established our member DRCs as a court system alternative for resolving certain types of disputes and providing dispute resolution service and education to local communities. As such, we adhere to the highest standards of professional conduct for mediation. We offer many of our services at low- or no-cost.

The best solutions emerge when we **listen to each other & work together** to make informed decisions.



BELLEVUE CONFLICT RESOLUTION CENTER
 CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY
 COLUMBIA BASIN DRC
 COMMUNITY MEDIATION CENTER OF LEWIS COUNTY
 COMMUNITY MEDIATION SERVICES | CLARK COUNTY
 DRC OF GRAYS HARBOR & PACIFIC COUNTIES
 DRC OF KING COUNTY
 DRC OF KITSAP COUNTY
 VOLUNTEERS OF AMERICA DRC: SKAGIT COUNTY
 VOLUNTEERS OF AMERICA DRC: SNOHOMISH & ISLAND COUNTIES
 DRC OF THURSTON COUNTY
 DRC OF TRI-CITIES
 DRC OF YAKIMA & KITTITAS COUNTIES
 FULCRUM INSTITUTE DRC | SPOKANE COUNTY
 NEUTRAL GROUND | WALLA WALLA COUNTY
 NORTHWEST MEDIATION CENTER | SPOKANE COUNTY
 OKANOGAN COUNTY DRC
 PENINSULA DRC | CLALLAM & JEFFERSON COUNTIES
 SIX RIVERS DRC | KLICKITAT & SKAMANIA COUNTIES
 WENATCHEE VALLEY DRC
 WHATCOM DISPUTE RESOLUTION CENTER

OFFICERS 2018-2019

CO-PRESIDENT
Moonwater
 Whatcom Dispute Resolution Center

CO-PRESIDENT
Jody Suhrbier
 Dispute Resolution Center
 of Thurston County

VICE PRESIDENT
Astrid Aveledo
 Dispute Resolution Center of Grays
 Harbor & Pacific Counties

RECORDING SECRETARY
Andrea Pacheco
 Six Rivers Dispute Resolution Center


MEMBERSHIP SECRETARY
Janice Juntunen
 Center for Constructive Resolution &
 Conversation of Lewis County

TREASURER
Gayle Cooper
 Fulcrum Institute DRC


EMPOWERING PEOPLE ACROSS SECTORS FOR EFFECTIVE, LONG-TERM SOLUTIONS.

Conflict occurs at every level of society, and it can either strengthen or destroy relationships. DRCs equip individuals, groups and organizations to manage conflict, improve relationships, and support a culture of understanding and effective problem-solving. Mediation of parenting plans, small claims cases, community disputes, and training and certifying mediators remain core services of DRCs. Many of our DRCs also respond to community needs by adapting existing programs or building new programs centered around communication and collaboration.

IN 2018 DRCs IN WASHINGTON STATE



71% VOLUNTARY
MEDIATIONS
SETTLED



53% COURT-ORDERED
MEDIATIONS
SETTLED

80,398 ADULTS & YOUTH SERVED
THROUGH DISPUTE RESOLUTION,
TRAINING & EDUCATION

VOLUNTEER HOURS SERVED
TO MEET COMMUNITY NEEDS
THROUGH DRCs



40,976



86% CLIENTS REPORTED
MEDIATION IMPROVED
THEIR SITUATION

CONVENING COMMUNITIES TO RESOLVE OUR MOST DIFFICULT ISSUES.

In addition to core mediation, facilitation and training services for court cases, families and communities, we bring together people with diverse viewpoints and interests to address problems like truancy, homelessness, racial equity, and more. Because we are embedded in communities across the state, our work reflects local needs. Following are a few 2018 solutions we helped facilitate in the communities we serve:

Homeless Services

CENTER FOR DIALOG & RESOLUTION | PIERCE COUNTY

The key skills of impartiality and self-determination are used to train front line workers to help those experiencing homelessness make their own housing plan. This work in Pierce County has reduced the number of new people entering homelessness services by 20 percent. This training model has become nationally recognized and is now being used in communities in Indiana, Nebraska, and Georgia.

Community Facilitations

SIX RIVERS DRC | KLUCKITAT & SKAMANIA COUNTIES

Agricultural maintenance of orchards and vineyards impacted air quality with seasonal burn piles. Six Rivers DRC facilitated important dialog between affected parties, land managers, and city government to ensure public health standards were met.

Alternatives to Juvenile Detention

DRC OF GRAYS HARBOR & PACIFIC COUNTIES

Looking to create alternatives to juvenile detention, DRC of Grays Harbor & Pacific Counties (in partnership with Juvenile Courts) offers the *We're In This Together Program*, a community-based program for youth and adults aimed at restoring relationships and connecting families to local resources. The program served over 40 court-involved or at-risk teens and their families in 2018, including 21 percent Native American and 7 percent Latinx families.

At-risk Youth Homelessness Intervention

WHATCOM DRC

Conflict in the home is the leading cause of homelessness for at-risk youth. To address this issue, the Whatcom DRC created a parent/teen mediation program, now partly funded by the City of Bellingham, to address family conflict. In the last year alone 63 family members, including 28 youth, participated, and 94 percent of respondents reported reaching agreement.

RESPONSIBLE STEWARDS OF PUBLIC DOLLARS.

To be fiscally responsible and engage our communities, the majority of DRC services are powered by volunteers with supervision by dedicated staff. In 2018, DRC revenue included the following sources: 8% state funds, 5% city and county funds, 10% filing fees, 20% grants, 7% contributions, 32% contracts, 15% individual fees, and 3% other.

1,104
VOLUNTEERS

40,976
VOLUNTEER HOURS

13,389
TRAINED COMMUNITY
MEMBERS

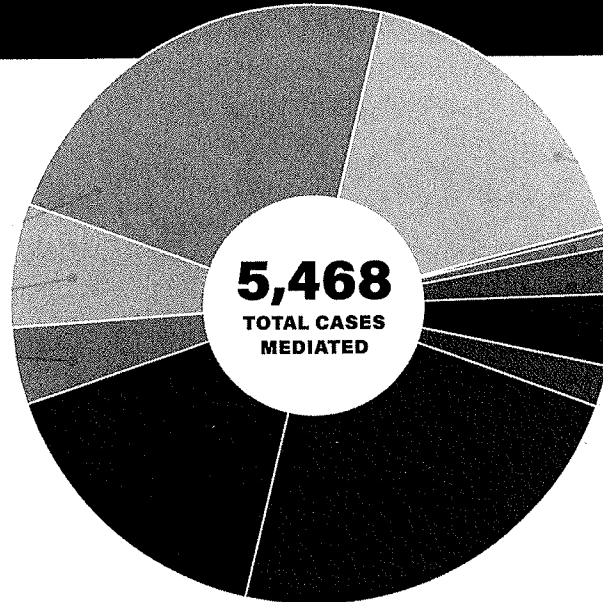
927
CONFLICT
RESOLUTION
TRAININGS

3,072
DISTRICT &
SUPERIOR COURT
CASES SETTLED*

*Reducing docket sizes and wait time for cases needing a trial, while supporting self-determination and effective solutions created by the people those decisions will affect.

CASES MEDIATED STATEWIDE BY DRCs

1275 PARENTING PLANS
353 DISSOLUTION
234 FORECLOSURE
872 TENANT/LANDLORD



927 OTHER
5 ELDER
16 SCHOOL
43 PARENT-TEEN
143 VICTIM OFFENDER
203 NEIGHBOR
128 WORKPLACE
1269 BUSINESS

CO-PRESIDENT'S MESSAGE

Throughout this last year, Resolution Washington's 21 member DRCs worked closely together to strengthen our respective communities by sharing best practices, maintaining statewide standards to ensure quality provision of services, and promoting and delivering effective dispute resolution throughout Washington.

While mediation is the foundational service of all DRCs, we remain invested in supporting individuals, organizations and communities to resolve conflict in a variety of ways. Our range of services includes facilitating outcomes for workgroups, training direct service providers in effective communication, coaching individuals through difficult conversations, supporting cultural shifts in school discipline models to keep youth engaged, and more.

Our DRCs' staff and volunteers remain passionate and dedicated about the work we do and its significant impact in support of thriving communities. We are hopeful for the future that we are co-creating together, and in the spirit of courage and good will, we invite collaboration and creativity in 2019 and beyond.


Sincerely yours,

Moonwater, MPA
EXECUTIVE DIRECTOR
Whatcom Dispute Resolution Center
CO-PRESIDENT
Resolution Washington


Jody M. Suhrbier
EXECUTIVE DIRECTOR
Dispute Resolution Center of Thurston County
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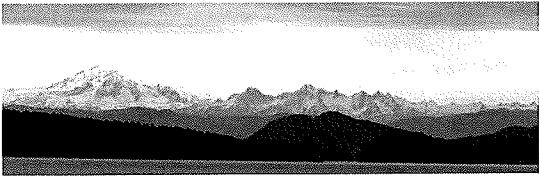


Whatcom Dispute Resolution Center
 360.676.0122 | whatcomdrc.org | 206 Prospect Street | Bellingham, WA 98225



Why We're Here

- Founded in 1992
- Designated as Whatcom's Dispute Resolution Center under RCW 7:75 in 1993
- Committed to meeting the evolving needs of our community members




Who We Are

Vision
 For Whatcom County to be a community in which people approach conflict in creative and healthy ways.

Mission
 To provide and promote constructive and collaborative approaches to conflict


Values

- > Impartiality
- > Accessibility
- > Empowerment
- > Collaboration
- > Communication
- > Integrity



Who We Are

- 14 Staff
- 1 National Service Member
- Over 100 active volunteers
- 10 Board members
- Member of Resolution Washington, National Association for Community Mediation, Association for Conflict Resolution, Supervised Visitation Network
- Robust partnerships with local courts (District, Juvenile, Superior, Tribal), other nonprofits, local governments (City, County), schools



Our 2018 - 2020 Strategic Plan

Relevancy – Increase our visibility and accessibility as a community resource

- Inspire healthy norms and practices around conflict
- Address barriers to inclusivity and access
- Engage more community members

Relationships – Maintain exemplary services and strong partnerships to magnify our impact



- Provide high caliber services
- Strengthen and expand partnerships
- Develop practices to ensure our ability to address emergent needs

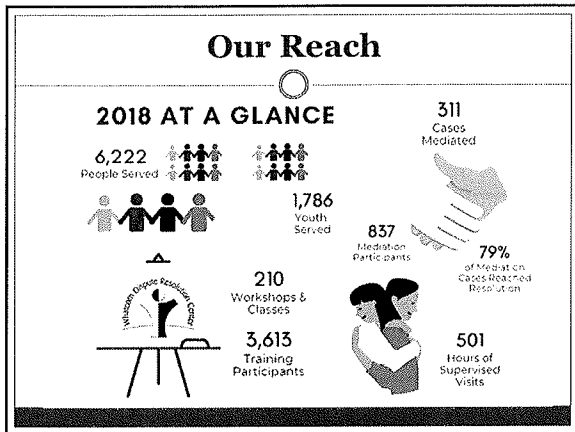
Resilience – Strengthen our internal and external resources to ensure a vibrant future

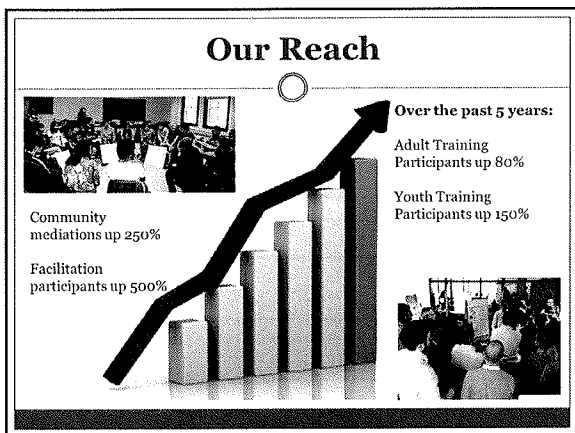
- Maintain a healthy organizational culture
- Nurture relationships and opportunities for engagement
- Maintain diversified funding
- Invest in infrastructure and technology

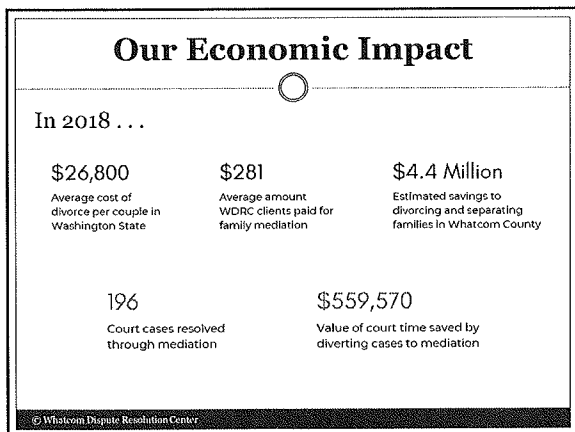
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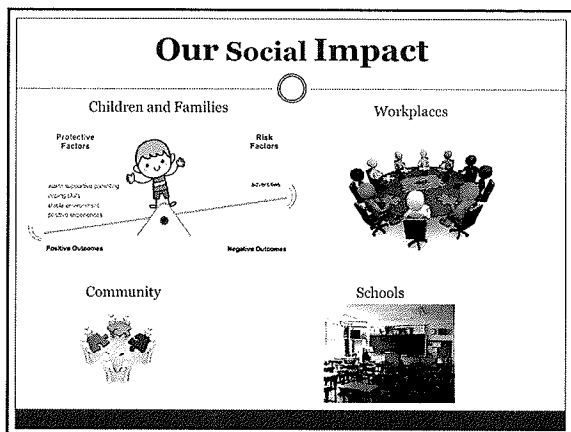
Our Services

Conflict Intervention	Conflict Prevention
<ul style="list-style-type: none"> • Mediation • Facilitation • Conflict Coaching • Restorative Practices • Supervised Visitation 	<ul style="list-style-type: none"> • Adult Education (community classes and custom workshops) • Youth Program (Juv. Court, schools, community agencies)
	











Testimonials: Training

"The parenting workshop promotes self-awareness, self-responsibility and ultimately reminds us to continue to keep our eyes on the ball—unconditionally loving the extensions of our own beings—our children."



"This class will make me a better supervisor for sure and a better person I hope. It is empowering to think of the control we can have over situations in our lives both professionally and personally. Thank you!"

Testimonials: Mediation



"It's really helpful to have a space/scenario like this to communicate, clarify, and make concrete steps/plans for resolution. Thank you!"

"Having done something is much better than nothing. WDRC makes it possible to do something. Thank you so much for existing."

Testimonials: Supervised Visits

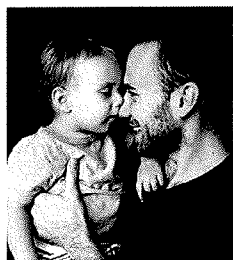
"This program was the only thing that could be used as a stepping stone to gain trust with my children and their mother. What a true blessing! Thank you!"

"It's a wonderful program. Glad that I can access it and have my kids have a relationship with their father."



New Initiatives

- United Way Partnership
- Safe Spaces Project
- Juvenile Detention School



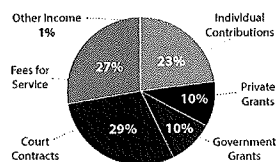
Finance Overview

- Fiscal philosophy**
- > Conservative, resourceful, and thoughtful stewardship
 - > Incremental, sustainable growth
 - > Lean budget

- Diversified funding base**
- > Contracts
 - > Fees for service
 - > Legislative support
 - > Special events
 - > Contributions
 - > Grants/foundations


- Annual operating budget**
- > \$716K

Sources of Income




*2017

Resolution Washington Update




**Resolution
Washington**

Resolving Conflict. Strengthening Communities.



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**Thank you!
Questions?**
