

## 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**  
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 Whatcom Dispute Resolution Center

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 Conversation of Lewis County

**TREASURER**  
**Gayle Cooper**  
 Fulcrum Institute DRC

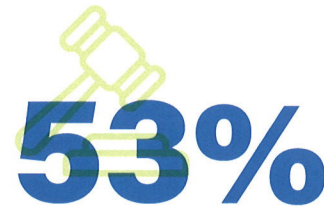
### EMPOWERING PEOPLE ACROSS SECTORS FOR EFFECTIVE, LONG-TERM SOLUTIONS.

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



VOLUNTARY MEDIATIONS SETTLED



COURT-ORDERED MEDIATIONS SETTLED



ADULTS & YOUTH SERVED THROUGH DISPUTE RESOLUTION, TRAINING & EDUCATION

VOLUNTEER HOURS SERVED TO MEET COMMUNITY NEEDS THROUGH DRCs



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 | KLICKITAT & 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

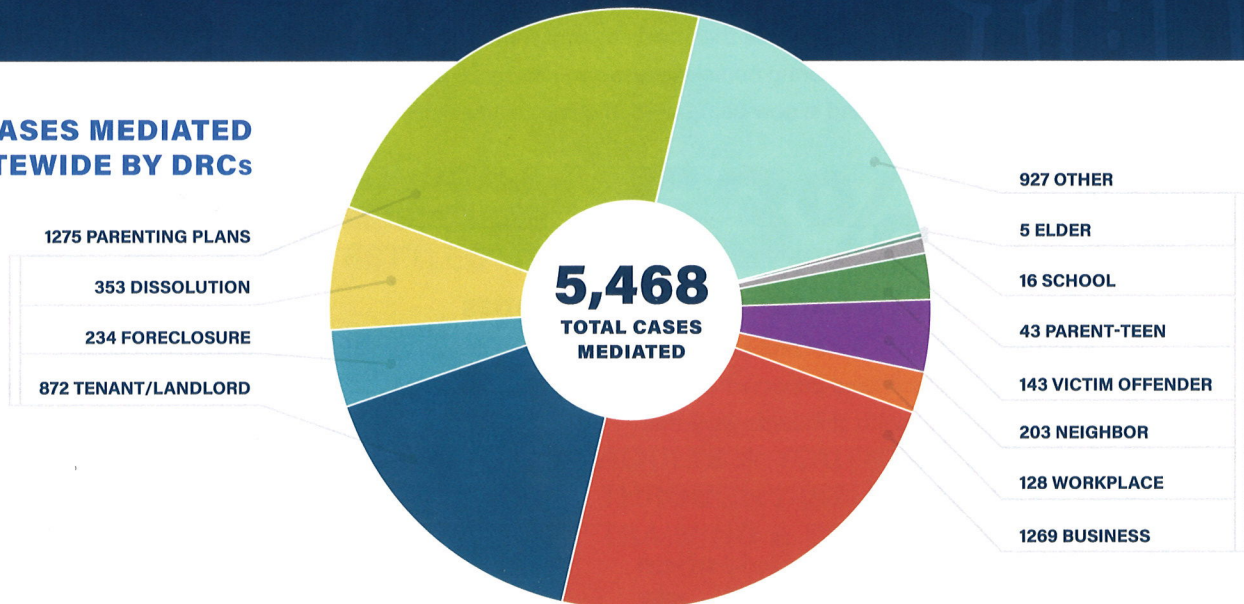
**13,389**  
TRAINED COMMUNITY  
MEMBERS

**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



### 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**  
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