

2015 ANNUAL REPORT

Co-Presidents' Report

For more than 30 years Dispute Resolution Centers (DRCs) have been serving Washington State citizens with high quality conflict resolution services. This past year, DRCs trained 12,384 citizens with skills to strengthen their families, workplaces and communities. During the year, 1,202 expanded the reach of DRCs by donating their time to support our missions. Many did so after dedicating themselves to a Mediator Practicum requiring 180 hours of continuing education for certification and volunteered their services by mediating at the courthouse, in our schools, or at their local community mediation center. They helped divorcing parents craft parenting plans, helped neighbors resolve differences and workplaces become more productive. In addition, we welcomed Neutral Ground Dispute Resolution Center from Walla Walla County as our 21st member, expanding services to counties that are home to 95% of the state population.

Since 2011, the DRCs have been providing more than 50% of the Foreclosure Fairness Act mediations in the state annually. To date, DRCs have conducted more than 3,672 mediations between homeowners and lenders. In 2015, Resolution Washington was awarded Attorney General Funds to sustain our participation in the program and to create efficiencies across the state. Director's from 3 Dispute Resolution Center's collaborated with the Department of Commerce to retrain over 100 Foreclosure Fairness Act Mediators in November.

Statewide services are also being offered through two contracts with the Department of Enterprise Services. Under these contracts, Dispute Resolution Centers provide mediation and facilitation services to state agencies, governmental bodies and qualified non-profits across the state. A third statewide impact of DRCs began in early 2015 as our Legislative committee and members worked to have the Peer Mediation Bill signed into law which allows mediators the ability to teach mediation in our schools. This became significant a few months later in May when school districts across the state started to look for resources to address disproportionate disciplinary procedures. Some school districts were already familiar with their local DRC and the Restorative Practices available to address suspension and expulsion. Resolution Washington has dedicated the resources to training all DRCs in Restorative Practices in 2016 and is working to build relationships at the state level so all Educational Service Districts are aware these resources are available to address behavioral challenges.

Currently, Resolution Washington is exploring the possibility of utilizing mediation to address the issues surrounding Student Loan repayment. We are in an ongoing effort to establish best practices for this specialized mediation practice. Additionally, we are working with our legislators to strengthen the surcharge funding system that enables DRC's to relieve the caseload of the courts across the state.

We are truly grateful for the support of our community leaders and dedication of our staff, board members and volunteers who gave generously of their time and skills in 2015. Over 40,000 hours of service donated! We truly could not carry out our mission to serve those most in need without you!



Paul A. Shelp
Co-President, Resolution Washington
DRC of Tri-Cities



LaDessa Croucher
Co-President, Resolution Washington
DRC of Snohomish Island & Skagit Counties



THE NUMBERS

We are serving more people

This past year, Resolution Washington members served over 76,044 clients and mediated over 5,844 cases. Children represented 20% of the people served this year.

In reaching the number of people served, the volunteers were critical in 2015. The 1,202 volunteers contributed an average of 33.25 hours each over the course of the year for a total of 5,000 8-hour days.

We continue to reach people

The impact of the 21 DRCs was much broader than just serving people directly and indirectly through cases. More than 17,934 people attended a community presentation. Member centers experienced 19,244 website hits and a combined total of 5,509,091 exposures (stories, articles and advertisements) were achieved through traditional media (newspapers, radio, television). Plus, 804,097 contacts were made through social media, newsletters and community calendars.

2015 State Totals

Number of Cases.....	5,844
People Served (Children are 15,385 of total)....	76,044
Number of Volunteers.....	1,202
Volunteer Hours	40,007
Settlement Rates	
Voluntary.....	75.7%
Court Mandated.....	58.7%
Training Participants.....	12,384

RESOLUTION WASHINGTON
CENTRAL WASHINGTON
Columbia Basin DRC
(Grant County)
(509) 760-0706
DRC of Tri-Cities
(Benton & Franklin Counties)
(509) 783-3325
DRC of Yakima & Kittitas Counties
(509) 453-8949
Okanogan County DRC
(509) 826-1776
Six Rivers Community Mediation
Services (Klickitat/Skamania Counties)
(541) 386-1283
Wenatchee Valley DRC
(Chelan/Douglas Counties)
(509) 888-0957

EASTERN WASHINGTON
Fulcrum Institute Dispute
Resolution Clinic
(Spokane County)
(509) 838-2799
Northwest Mediation Center
(Spokane County)
(509) 456-0103
Neutral Ground
(Walla Walla County)
(509) 607-5409
WESTERN WASHINGTON
Bellevue Neighborhood
Mediation
(425) 452-4091

Center for Dialog and Resolution
(Pierce County)
(253) 572-3657
Community Mediation Center
of Lewis County
(360) 748-0492
Community Mediation Services
(Clark County)
(360) 334-5862
DRC of Grays Harbor
& Pacific Counties
(360) 532-8950
DRC of King County
(206) 443-9603

DRC of Kitsap County
(360) 698-0968 • (800) 377-6583
DRC of Snohomish, Island
& Skagit Counties
Skagit County
(360) 542-8487
Snohomish & Island Counties
(425) 339-1335
DRC of Thurston County
(360) 956-1155
Peninsula DRC
(Clallam/Jefferson Counties)
(360) 452-8024
Whatcom DRC
(360) 676-0122

DRCs MAKE AN IMPACT

Dispute Resolution Centers in Washington State are non-profit organizations that help to develop, implement, administer, assist, and manage alternative dispute resolution programs in the courts, neighborhoods and educational facilities. Through the guidance of mediators, they empower the parties to discuss or resolve conflict in the way that works for them. Sprinkled throughout this column are quotes from parties on the value of mediation services provided through a Dispute Resolution Center.

"Wanted a forum to calmly lay out our issues and we got that. Mediators didn't take sides but helped lead us in the direction I did want us to go."

Parent - Teen Mediation

"I am so embarrassed to be in so much debt and it's been keeping me up for three years. Thank you for helping us turn our lives around."

Foreclosure Mediation Client – borrower

Whether it is for legal, financial, marital, family, interpersonal, business or workplace entanglements, more and more clients are opting to resolve their issues through alternative dispute resolution methods. Such methods have long been viewed as a faster, better and a cheaper way to resolve certain matters. The Dispute Resolution Centers of Washington (DRCs) have continued to keep prices affordable because of their dedicated professional mediators volunteering their time and regularly communicating best practices through the association.

"The mediator was so calm and professional; I was scared out of my wits anticipating the first session, but now see it as one of my most positive professional experiences. Thank for the guidance, DRC."

- Mediation Client

"The mediators were beyond wonderful and helpful. I would definitely recommend everyone I know to come here to help with any disputes they may have! Thanks for everything!"

- Mediation Client

Trained mediators work as unbiased, neutral third parties to assist their clients to create positive outcomes to contentious conflicts. Through a structured negotiation process which provides a safe, neutral environment and enhances effective communication, thousands of people successfully resolve their conflicts affordably, calmly and with win-win outcomes.

"I have learned that mediation is a powerful process for all those involved - clients and mediators. Facilitating and witnessing resolution can be transformative, as can experiencing a resolution...Thank you! Also, as someone who has been a student or academic for my entire life, I have never been in a learning environment where every single person is so clearly and completely committed and present. Wow!"

- Professional Mediation Training, Whatcom DRC



RESOLUTION WASHINGTON
An Association of Dispute Resolution Centers

DRCs continue to provide services such as: mediation, reconciliation and group facilitation, processes that are applicable to a broad range of family, youth, school, housing and business issues as well as specialized mediation at small claims court, family law matters, with parent and teens, victims and offenders and more. Additionally, DRCs are a leading resource for education training and workshops in the twenty-six counties in which they serve and beyond.

The DRCs' statewide coverage and growth in the array of services has been aided by the Washington State funding that has been available the past nine years. Please join other DRC supporters in advocating that the state funding continue in the future.

"Thank you so much for your help in working out a plan with our tenant. I didn't want to evict her but I just didn't know what to do."

Housing Mediator Program – Landlord

“ Having a third party simply helps with clarity, reflection, and moving through issues. I so appreciate this service. ”

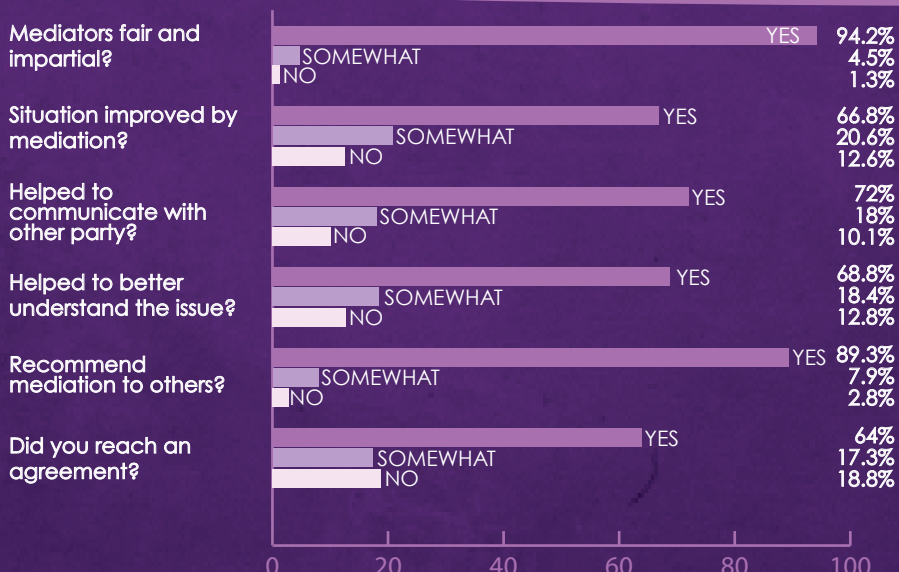


A POSITIVE IMPACT!

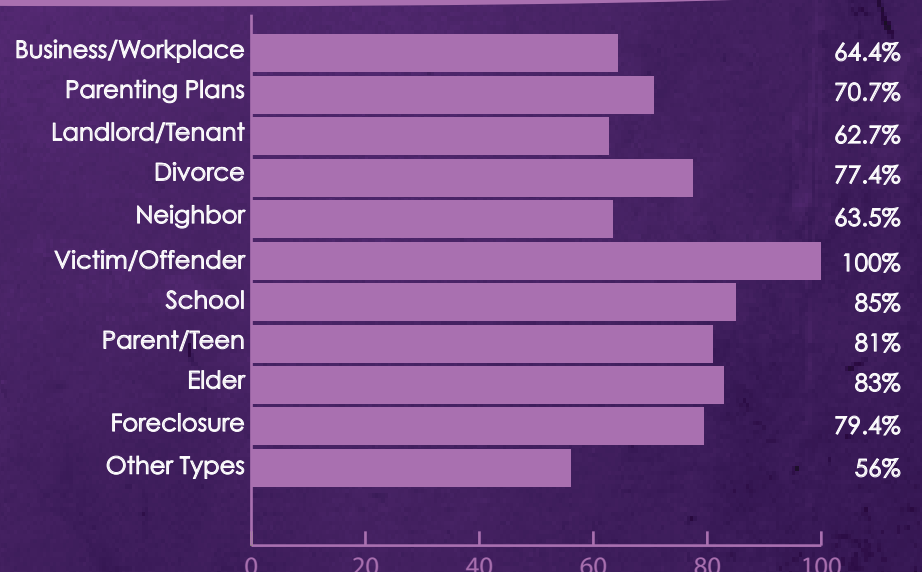


“ It was very helpful having neutral mediators that assisted with questions that needed to be asked for a clear concise action plan. ”

CLIENT RESPONSES



SETTLEMENT % BY TYPE



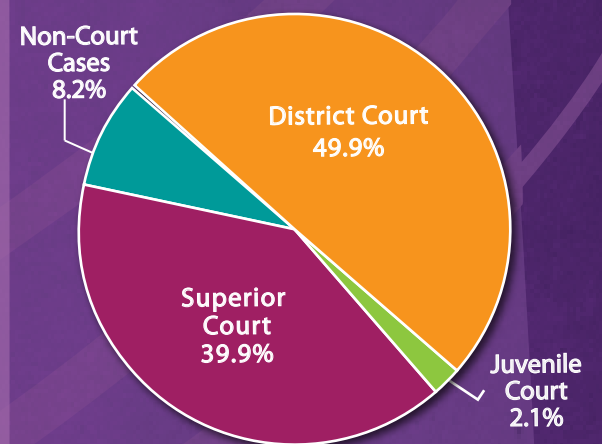
HISTORY OF DRCs

In 1984, the Legislature adopted the Court Improvement Act. As incorporated in the Revised Code of Washington (RCW), the legislation's five goals were outlined for dispute resolution centers:

- to stimulate the development and use of centers as an alternative to the courts for certain issues;
- to encourage community participation in local programs;
- to develop structures which can serve as models for other centers;
- to resolve disputes within the community, and;
- to educate the community about dispute resolution and prevention.

All DRCs must operate as non-profit, city or county organizations and must offer services to clients regardless of their ability to pay. The vast majority of mediation services provided by DRCs are delivered by mediators who volunteer their time.

CASES BY COURT TYPE



2015 CASES BY TYPE

